

## **1 GENERAL**

- (1) These Special Terms of the SIM-card – Service ("Special Terms") shall apply in addition to the General Sales Conditions of SafeLine Sweden ("General Conditions") to any Agreements for SIM-card Service ("Service"). In case of any conflict between these Special Terms and the General Conditions, these Special Terms shall prevail.
- (2) These Special Terms and any future updates hereof shall be valid as specified in the General Terms.

## **2 DESCRIPTION**

- (1) The Service shall include the delivery of and the maintenance of the credit on a SIM-card ("SIM-card") in an emergency telephone installation of the Customer.
- (2) SafeLine shall deliver the SIM-card with a SafeLine GSM-product or separately as complement to an existing emergency telephone installation.
- (3) The SIM-card uses the mobile network of Telia AB and the operation of the SIM-card is always dependent on the services of Telia AB which SafeLine shall not be responsible for.
- (4) The respective terms and conditions of the relevant telecommunications services of Telia AB shall apply. Any modifications to such terms or in the applicable charges by Telia AB shall automatically apply to the Service and be passed on to the Customer.

## **3 ORDERING**

- (1) The Customer may order a SIM-card service from SafeLine:
  - i. via SafeLine Webshop at [www.safeline.eu](http://www.safeline.eu);
  - ii. by e-mail to [order@safeline.eu](mailto:order@safeline.eu); or
  - iii. by letter or fax
- (2) When placing an order the Customer shall be responsible for providing SafeLine with reference information that is sufficient for the Customer or SafeLine to locate the specific SIM-card, when referred to.

#### **4 DELIVERY**

- (1) SafeLine shall deliver the SIM-card with a credit value of 250 SEK. SafeLine shall activate and prepare the SIM-card, which can therefore be used immediately after the delivery.
- (2) The SIM-card shall remain as the sole property of SafeLine or its vendors. SafeLine owns the right to the SIM-card's PUK. If requested, SafeLine may inform the Customer of the PUK to any SIM-card on which the Customer has a registered subscription.
- (3) If the Service does not start on the agreed date and the delay is due to SafeLine, the Customer shall be entitled to a price reduction. The reduction shall equal to the annual fee divided by 365 and multiplied by the number of days of delay. The reduction shall be effected on the next invoice for the Service, subject to the General Conditions.
- (4) The Customer shall make a claim for reduction latest one (1) month after the actual start of the Service.

#### **5 MAINTENANCE**

##### **5.1 Compliance**

- (1) The Customer shall be responsible for providing a fully functional emergency telephone in accordance with EN81-28 and maintaining its operation in compliance with such and other applicable regulations. Any interruption caused by suspension or closing of the Service by SafeLine in accordance with the terms and conditions applicable to the Service shall be at the sole risk of the Customer.

##### **5.2 Adding Credit**

- (1) SafeLine shall continuously monitor the remaining balance of the credit and period of validity of the SIM-card. The SIM-card is configured so that it will expire 12 months after the last connected call or addition of credit.
- (2) SafeLine shall add credit to the SIM-card once SafeLine notices that the balance of the credit is lower than 150 SEK, or if SafeLine notices that the period of validity of the SIM-Card is due to expire within three months.



(3) SafeLine shall add credit on each occasion with an amount not exceeding 200 SEK as follows:

- |                          |               |
|--------------------------|---------------|
| • Balance ≤ 50 SEK       | 200 SEK added |
| • Balance ≤ 150 SEK      | 100 SEK added |
| • SIM-card due to expire | 100 SEK added |

### 5.3 Tracking

(1) The Customer shall be responsible for maintaining a register of the SIM-cards that the Customer has ordered to know where they have been installed. SafeLine shall use only the telephone number assigned to the SIM-card as a reference for the invoicing of the respective fees and added credit.

(2) The Customer shall, upon request of SafeLine, provide SafeLine with any information needed by SafeLine for the exact identification and localization of the SIM-card.

## 6 PRICES

(1) The Customer shall be liable for the following payments for the Service:

- |                           |      |
|---------------------------|------|
| • Starting fee – SIM-card | € 12 |
| • Prepaid balance         | € 29 |
| • Annual fee for Services | € 34 |

(2) The starting fee, the prepaid balance and the annual fee for the first year shall be payable upon the delivery of the SIM Card.

(3) SafeLine shall invoice the accumulated value of the credit added to the SIM-card after delivery from the Customer twice a year based on the actual accrual.

(4) SafeLine shall use the latest known SEK to EUR currency conversion rate of Nordea Bank Sweden when invoicing accumulated credit added.

(5) Call costs may change in accordance with the applicable pricelist from SafeLine's vendors from time to time. The maximum roaming fees are regulated through the EU directive Regulation (EC) No 717/2007 of the European Parliament and of the Council, of 27 June 2007.

(6) The Customer shall inform SafeLine if high call activity is expected on the SIM-card, high activity being defined as such that would exceed the current threshold levels for adding credit. SafeLine shall not have any liability for malfunctions or non-performance of the Service as a result of the Customer having failed to notify in advance of high call activity.

## **7 TERM AND TERMINATION**

- (1) The Agreement for Services shall be valid until further notice, subject to termination according to the General Conditions. The Service shall also be subject to termination by the Customer with written notice, effective upon receipt thereof by SafeLine and by SafeLine with six (6) months prior written notice.
- (2) SafeLine shall continue the Service until the valid termination of the Service and the Customer shall be responsible for the respective costs and invoices of SafeLine in full until the effectiveness of the termination.
- (3) SafeLine shall not credit any advance payments or any fees paid or any credit remaining on the SIM-card upon termination of the Service for any reason.
- (4) At all times the SIM-card shall remain the property of SafeLine and the Customer shall return it to SafeLine upon the termination of the Service.

## **8 TRANSFER OF AGREEMENT**

- (1) The Agreement for Services can be transferred from an existing Customer ("transferor") to a new Customer ("transferee"). Written confirmations to SafeLine shall be required from both the transferor and the transferee.
- (2) Upon transfer of Agreement, all agreed terms will be transferred from the transferor to the transferee, as well as any existing SIM card credit.
- (3) When a transfer of Agreement for Services is approved, all costs accumulated until the approval date will be invoiced to the transferor. SafeLine shall not credit any advance payments or any fees paid or any credit remaining on the SIM-card to the transferor.
- (4) Both parties understand that a transfer of Agreement does not come into effect until it has been approved by SafeLine Sweden AB. The transferor is liable for payment until the transfer has been approved.
- (5) When requesting a transfer of Agreement, the transferee confirms to have read and accepted SafeLine's 'Special terms SIM card service', SafeLine's 'General Sales conditions' and Telia's 'Terms for Telia Refill' in their latest versions made available on [www.safeline.se](http://www.safeline.se) or [www.telia.se](http://www.telia.se).
- (6) A fee of SEK 150 will be invoiced to the transferee when the transfer of the Agreement has been approved by SafeLine.



**SPECIAL TERMS FOR SIM-CARD  
SERVICE OF SAFELINE SWEDEN AB  
("SafeLine")  
(VALID FROM 22.1.2014)**

- (7) SafeLine has right to deny a request for transfer of the Agreement.