

In addition to the general terms and conditions for the delivery of internet ("De generelle vilkår for levering af internet"), which is part of the agreement entered into between your housing association / property and Fiberby, these additional conditions apply to you as a resident / user:

- You have a 14-day right of withdrawal on subscriptions and purchases at Fiberby.
- The notice period for your subscription agreement is current month + 1 month. Up- or downgrading speed (only if you may choose between more speeds) takes effect immediately. Receivables will be included in the next invoice. In the event of a downgrade to 1 Mbit/sec, a notice period of one month + 1 month applies.
- The subscription price and any other services is stated in the current agreement between your housing association and Fiberby. You may find the prices by contacting your housing association or Fiberby.
- Payment terms, including payment deadline, appear on the order confirmation and/or invoice to be send you when signed up or when you have ordered a service or product.
- Any price adjustments are made in the agreement between your housing association and Fiberby and are notified to your housing association with at least 30 days' notice.
- If your subscription is charged over the rent (common service charges and so forth), it is irrelevant to Fiberby how the payment is settled between the housing association and you. Therefore, you must address any questions about the charge to your housing association.
- The agreement between your housing association and Fiberby may include fees. You may find fees that applies to you, by contacting your housing association or Fiberby.
- If your payment is delayed, Fiberby is entitled to charge a reminder fee, just as Fiberby is entitled to interest on the amount due in accordance with the Interest Act. Fiberby may close your internet connection in case of continued non-payment.
- Fiberby may temporarily shut down your connection if equipment is connected to your Internet connection blocks other users on the network. The same applies if there is a fault in your connected equipment which blocks other users. In that case, we will contact you as soon as possible. If we do not have your current contact information, we will contact your housing association to establish contact to you.
- If your connection is misused, with or without the resident's knowledge, Fiberby is entitled to interrupt or restrict the connection. The following are considered abuses, among others:
 - Port scanning of other computers on the Internet or hacking (seeking to gain unauthorized access to systems on the Internet).
 - Spread of viruses, spamming, phishing, etc. or attempt at this.
 - Repeated violations of the unwritten rules of good practice on the Internet at any given time.
- Fiberby may otherwise terminate the customer relationship with one month's notice until the end of a calendar month.
- Fiberby processes customer information and data in accordance with the Personal Data Act. Fiberby does not sell this information to third parties, and Fiberby does not give any third-party access to utilize personal information commercially in any other way. Fiberby can, if there is a court order, provide information to authorities about the internet traffic to/from your home.
- In the event of a dispute between you and Fiberby regarding matters arising from the subscription agreement, you may complain to Fiberby, who will then, as soon as possible, and no later than 3 months after the complaint is submitted, make a decision. You can at any time bring Fiberby's decision before the Telecommunications Appeals Board, Axeltorv 6, 3rd floor right. 1609 Copenhagen V, www.teleanke.dk.