

# Supplementary Conditions for use of the KPN mobile network for business data services

(valid from January 27, 2012)

Additional to the General Conditions for Mobile Telecommunication Services, these Supplementary Conditions shall apply if you use the KPN mobile network for business data services by means of post-paid or pre-paid KPN subscriptions. The Supplementary Conditions apply regardless of the type of device used in conjunction with the KPN mobile network, such as a mobile phone, dongle or a separate SIM card in a laptop or tablet.

1. KPN reserves the right to take all measures that it deems necessary to ensure the safety and integrity of its fixed and mobile networks and of the user hardware connected to its networks. You might for example unintentionally jeopardize the safety and integrity of the mobile network or of mobile phones or computers of third parties by spreading viruses via your mobile phone or because your mobile phone has become part of a botnet due to a virus. For more information about safe use of the Internet (including mobile use) visit [www.kpn.com](http://www.kpn.com).
2. KPN shall endeavor to limit the distribution of unsolicited e-mail (spam) addressed to its users. Insofar as necessary you consent to KPN removing spam or blocking transmission of spam through its network.
3. Unless otherwise stated in a specific data subscription, the subscription is intended solely for regular business usage and it is not acceptable to:
  - a. use a KPN SIM card in a different type of device than for which it is intended under the associated subscription;
  - b. resell subscriptions and/or data from them or share subscriptions or data from them with third parties.
4. KPN reserves the right to take measures against use within the meaning of clauses 3 (a) and 3 (b). Furthermore KPN draws your attention to the fact that this kind of use may make it impossible to alert you (or to alert you based on accurate information) to an overshoot of your data limit. The same applies if the hardware that you use is unsuitable (or is made unsuitable) for receiving SMS messages.
5. Internet bundles are not intended for VoIP (Voice over IP) or SMSoIP (SMS over IP) services. KPN reserves the right to take measures against use of VoIP and SMSoIP services by means of Internet bundles.
6. The charges applicable to business data services are subject to increase on February 1 each year in line with the CBS Consumer Price Index for the most recent October-September period. The prevailing charges shall not be amended if the CBS Consumer Price Index is negative in any year.
7. If necessitated by busy traffic on the mobile network KPN may:
  - a. give priority to certain types of traffic. KPN may slow down the downloading of videos via the mobile network to guarantee that users retain access to their e-mail, for example;
  - b. allocate to a subscription with a higher maximum upload and download speed a greater part of the available capacity than to a subscription with a lower maximum upload and download speed.

