Supplementary Terms and Conditions
Zakelijk Mobiel - April 2016

- Zakelijk Mobiel is subject to a fair use policy within the meaning of Article 7 (6) of the General Conditions for Mobile Telecommunications Services.
- The maximum allowed amount of Zakelijk Mobiel Groep SIM subscriptions equals 3 times the amount of Zakelijk Mobiel Onbeperkt (SO) subscriptions.
- The maximum allowed amount of Zakelijk Mobiel Groep SIM XL subscriptions equals 3 times the amount of Zakelijk Mobiel Onbeperkt XL (SO) subscriptions.
- It is allowed during the contract period to switch to higher subscriptions.
- It is not allowed during the contract period to switch to lower subscriptions.
- It is not allowed during the contract period to switch from regular to SIM Only subscriptions.
- The term of notice for subscriptions is 1 month. Or in case KPN terminates the contract subject to three months’ notice before the end of the initial contract period. In case subscriptions are terminated before reaching the end of the contract period, a penalty equal to the subscription fee over the remaining months will be applied.
- If Customer uses roaming services within the EU and EER the same fees apply as applied for use of mobile services within The Netherlands, unless Customer uses these roaming services unreasonably. It is considered to be unreasonable use of the services if Customer cannot demonstrate to Supplier it has a stable link with the Netherlands. Supplier may require Customer, before or at the service provisioning date, it demonstrates it has such stable link. Also during the service provisioning term, Supplier may verify if such stable link exists, based on objective indicators and the use of a control mechanism. If, based on those indicators, Supplier has doubts whether a stable link of Customer with The Netherlands exists, Supplier will give notice to Customer of its doubts and will allow Customer during this period to adjust its behavior or to provide evidence it does have a stable link with The Netherlands. If Customer does not change its behavior or does not provide such evidence, Supplier may apply a surcharge. If Customer uses the services of Supplier for organized resale of SIM cards to customers that have no stable link with The Netherlands, Supplier may take immediate proportionate measures. If Parties have agreed upon a service that includes what is considered an 'open data bundle', Supplier may apply a surcharge to the amount of data traffic exceeding the amount Parties have agreed upon. More information about roaming in the EU and EER and the further specifications of the applicable conditions and surcharges can be found on kpn.com/allevoorwaarden.