

Executive Order on the Provision of Electronic Communications Networks and Services¹⁾

Pursuant to section 3, section 4(1), section 5(1), section 8(1), section 61(1), and section 81(2), of Act No. 169 of 3 March 2011 on Electronic Communications Networks and Services, the following provisions shall apply:

Part 1

Scope of application

- 1.-(1) This Executive Order shall apply to any provision of electronic communications networks and services, requirements to be met by owners of communications networks, and provision of terminal equipment used for mobile communications services, subject to subsections (2) and (3).
- (2) This Executive Order shall not apply to the establishment and operation of payphones or other access to public voice telephony, cf. section 6 of the Act on Electronic Communications Networks and Services, distribution of radio and TV programmes in community antenna systems, or community antenna systems used exclusively for distribution of radio and TV programmes.
- (3) Provision of electronic communications services provided solely by means of prepaid cards or electronic communications services comparable therewith shall not come under section 9(1) and sections 11-21.
- (4) Subject to prior agreement between an end-user and a commercial provider of public electronic communications networks and services, the provisions of sections 9, 11, 14-15, section 16(1), nos. 2 and 3, and subsections (2)-(4), section 18, section 19(1)-(4), and sections 20-21 may be derogated from in agreements that involve customer relationships not falling within section 38a of the Contracts Act on consumer contracts.
- (5) Notwithstanding subsection (4), the end-user, in agreements between an end-user and a commercial provider of public electronic communications networks and services not falling within section 38a of the Contracts Act on consumer contracts, is entitled to a contract with the content specified in Annex 1 in case the end-user requests so.
- (6) The obligation to ensure access to call-by-call carrier selection and carrier preselection, cf. section 16(3) and section 18(3), shall only apply to the extent that such obligation has been imposed under section 41(2), cf. section 42(1), no. 1, of the Act on Electronic Communications Networks and Services.

Definitions

2.-(1) For the purposes of this Executive Order, the following definitions shall apply:

- 1) *Prepaid electronic communications services*: Provision of services where the end-user, via purchase of a card or electronic communications services comparable therewith, prepaays the combined service, including the current usage.
- 2) *Traffic data*: Data processed for the purpose of the conveyance of a communication on an electronic communications network or for the billing thereof.
- 3) *Location data*: Data processed in an electronic communications network, indicating the geographic position of the terminal equipment of a user of a public electronic communications service.
- 4) *Value added service*: Any service which requires the processing of traffic data or location data other than traffic data beyond what is necessary for the transmission of a communication or the billing thereof.
- 5) *User*: Any natural person using a publicly available electronic communications service, for private or business purposes, without necessarily having subscribed to this service.
- 6) *Commitment period*: The period, counted from the entry into force of the agreement, after which the end-user may release itself from an agreement on access to electronic communications networks or services without further costs.
- 7) *Stopping of call forwarding* A specific instance of automatic call forwarding established to an end-user's number is stopped at the request of the end-user.
- 8) *Barring*: A function whereby the end-user, via one or more of the services covered by the agreement, by keying a code, can prevent use of the service, and whereby the end-user, by keying the code, is able to establish as well as cancel the barring with immediate effect.
- 9) *Barring of access to information and content services*: A function whereby the provider meets requests, and subsequently confirms such requests in writing, from individual end-users for barring and cancelling barring of calls to the services in question.
- 10) *Current billing data*: Information about the usage-dependent charging.
- 11) *Billing control*: A function whereby the service provided is barred to further usage directly after the usage has been found to exceed an amount agreed in advance between the provider and the end-user.
- 12) *Tariff-grouped bill*: A bill grouping the services charged into the tariff categories applied by the provider.

- 13) *Itemised bill*: A bill itemising the services charged to such a level that the end-user is able to identify its usage of the service, including details of the number called, date, time, duration, price, or similar data serving as a basis for billing the usage of the service.
- 14) *A-number*: The calling subscriber's number.
- 15) *Calling line identification*: Transmission of the A-number to the called subscriber for the purpose of presentation to the called subscriber.
- 16) *Connected line identification*: The called user's number, irrespective of whether this is different from the number called by the calling user.

Part 2

Requirements to be met by providers of voice telephony services and providers or owners of electronic communications networks

3.-(1) Providers of voice telephony services and providers or owners of electronic communications networks used for voice telephony services shall ensure that all users and end-users connected to the network or the service can:

- 1) make calls free of charge to the public emergency service (112), and
- 2) make calls to the USO¹ provider's text telephone service and the emergency call number of that service.

(2) Owners of electronic communications networks as mentioned in subsection (1) are not obliged to comply with the requirements described in subsection (1) in those cases where the voice telephony service is provided by a third party.

4.-(1) Providers of non-public voice telephony services and providers of electronic communications networks used for non-public voice telephony services shall ensure that calls from the connected end-users to the public emergency service (112) are terminated forthwith in a public electronic communications network.

(2) Providers of public voice telephony services and providers of public electronic communications networks used for public voice telephony services shall ensure that calls from the connected end-users to the public emergency service (112) are terminated forthwith in the USO provider's electronic communications network.

(3) The USO provider shall ensure that emergency calls are routed and delivered forthwith:

- 1) to the emergency centre associated with the relevant end-user's connection to the public electronic communications network,

¹ USO: Universal service obligation

- 2) to the emergency centre associated with the relevant end-user's connection to an electronic communications network which is not public, if the information held by the USO provider, cf. subsection (4), so permits, or
- 3) as specifically agreed in advance between the USO provider and the emergency management authorities.

(4) Providers of public voice telephony services and providers of public electronic communications networks used for public voice telephony services shall ensure, subject to further agreement with the USO provider, that the information necessary for routing the emergency call as mentioned in subsection (3) be made available to the USO provider not later than the time when the emergency call to the public emergency service (112) is made.

5.-(1) Providers of voice telephony services and providers or owners of electronic communications networks used for voice telephony services shall contribute to providing and making available accurate information for localisation to the public emergency service (112) not later than the time when the emergency call to the public emergency service (112) is made. This shall be made by:

- 1) ensuring, as a minimum, that relevant basic information for localisation of emergency calls is made available to the public emergency service (112), including number information data, cf. section 31(2) of the Act on Electronic Communications Networks and Services,
- 2) ensuring provision and transfer of location information indicating the user's physical position together with each individual emergency call to the public emergency service (112), if the user's physical position may differ from the subscriber address or installation address, and
- 3) making other information about special applications of services and networks etc. that may be significant to the validity of information as mentioned in nos. 1 and 2 available, to a relevant extent, to the public emergency service (112).

(2) The contributions and information mentioned in subsection (1) for determining the location of emergency calls to the public emergency service (112) shall be decided by specific agreement between the emergency management authorities, the USO provider and providers of electronic communications networks or services.

(3) Owners of electronic communications networks as mentioned in subsection (1) which geographically cover several physical addresses shall ensure, subject to further agreement with the provider of electronic communications networks or services, that the provider can make information, including location information, cf. subsections (1) and (2), available to the USO provider not later than the time when the emergency call to the public emergency service (112) is made.

(4) The contributions and information mentioned in subsection (1) for determining the location of emergency calls to the public emergency service (112) shall be made available to the USO provider as specifically agreed in advance between the USO provider and providers

of electronic communications networks or services, not later than the time when the emergency call to the public emergency service (112) is made.

(5) The USO provider shall ensure that location information, cf. subsections (1) and (2), is made available to the emergency management authorities, cf. section 31(6) of the Act on Electronic Communications Networks and Services, as specifically agreed with these in advance and not later than the time when the emergency call is routed and delivered to the public emergency service (112) as mentioned in section 4(3).

6. For the coordination, routing and delivery of emergency calls and information for localisation of emergency calls as referred to in sections 4 and 5, the USO provider may charge a fee not in excess of the USO provider's overall costs, including a reasonable profit, involved in such coordination, routing and delivery of emergency calls and information for localisation of emergency calls.

7.-(1) If the requirements in sections 3-5 are not met by an owner of an electronic communications network used for voice telephony because it is not possible to make calls to telephone numbers in the Danish numbering plan, the owner in question shall inform the users of the electronic communications network about this.

(2) If the requirements in sections 3-5 are not met by a provider of electronic communications networks or services because it is not possible to make calls to telephone numbers in the Danish numbering plan, the provider in question shall inform the end-users about this not later than the date of entering into the agreement on connection to the network or service.

(3) If an owner of an electronic communications network is subject to special technical limitations that may have an impact on the validity of location information, cf. section 5(1), no. 3, the owner in question shall inform users of the electronic communications network about this.

(4) If a provider of electronic communications networks or services is subject to special technical limitations that may have an impact on the validity of location information, cf. section 5(1), no. 3, the provider in question shall inform the end-users about this not later than the date of entering into the agreement on connection to electronic communications networks or services. In existing agreements, where no information under subsection (2) was given when the agreement was entered into, the provider in question shall notify the end-users separately about such conditions and the significance thereof to the validity of the location information,

Directory enquiry service

8. Providers of public voice telephony services shall ensure that their end-users can make calls to at least one call-based nationwide directory enquiry service containing all numbers within the public Danish numbering plan assigned to end-users.

Part 3

Common terms for commercial provision of electronic communications networks and services to end-users

9.-(1) Commercial providers of public electronic communications networks or services to end-users shall ensure that a contract is made as a basis for any customer relationship with an end-user, and that the contract contains at least the information listed in Annex 1.

(2) In connection with the provision of prepaid electronic communications services, cf. section 2(1), no. 1, providers as mentioned in subsection (1) shall ensure that the end-user, not later than immediately before the end-user is enabled to put the service into use, receives, as a minimum, the information listed in Annex 2.

(3) Commercial providers of non-public electronic communications networks or services to end-users that use a contract as a basis for a customer relationship with an end-user shall ensure that the contract contains at least the information listed in Annex 1.

10.-(1) On request, commercial providers of public electronic communications networks or services to end-users shall inform any person about conditions as mentioned in section 9(1), cf. Annex 1, including the extent to which it is possible, via the networks or services of the provider in question, to communicate with end-users who are customers of other providers of electronic communications networks or services, as well as prices and terms for this.

(2) On request, providers as mentioned in subsection (1) shall inform end-users about any possibility of obtaining lower rates, including in cases where differentiated charging is used, in terms of time, geographically or in other ways.

11.-(1) Commercial providers of public electronic communications networks or services to end-users shall ensure that end-users are informed of changes in the terms and relevant prices applicable to the provision at a notice allowing the end-user to terminate the agreement without cost with effect, at the latest, from the date on which the change enters into force. Changes of a purely favourable nature, e.g. general price reductions, may be introduced without prior notice.

(2) The notice of changes under subsection (1) shall be at least one month and include information about the end-user's right to terminate the agreement.

12.-(1) Commercial providers of public electronic communications networks or services to end-users shall ensure that the agreement on access to the relevant networks or services does not contain terms that bind the end-users, directly or indirectly, for a period longer than the agreed commitment period, cf. section 2(1), no. 6, which, as a maximum, may be set at six months, and that end-users, one month before expiry of the commitment period, may at any time terminate the agreement at a notice that may be set at one month as a maximum, and that any prepaid payments be refunded proportionally.

(2) In connection with agreements on buying, borrowing, leasing etc. of telecommunications terminal equipment used for mobile communications services, providers of telecommunications terminal equipment used for mobile communications services shall ensure that end-users, not later than six months after the effective date of the contract, will not be committed, e.g. by SIM locks, to using a specific electronic mobile communications network. Cancellation of commitments shall be effected without cost to the end-user as soon as possible after having been requested by the end-user.

(3) In connection with the proportionate refund of any prepaid amounts under subsection (1), providers as mentioned in subsection (1) may introduce a scheme under which prepaid amounts will not be refunded to the end-user if the outstanding amount does not exceed DKK 25. Where this scheme is introduced, the provider will not be able to collect from the end-user any outstanding amount that does not exceed DKK 25.

(4) Subsections (1)-(3) shall only apply to agreements falling within section 38 a of the Contracts Act on consumer contracts.

13. Commercial providers of public communications networks or services to end-users shall ensure, in connection with the provision concerned, that disconnection due to non-payment on the part of the end-user shall only apply to the affected, non-paid, part of the service or subscription unless there is a situation involving fraud or repeated instances of late payment or non-payment.

Complaint handling

14.-(1) Commercial providers of public electronic communications networks or services to end-users shall handle complaints from end-users and shall make a written decision in complaint cases where the end-user complains about the recorded usage and payment in respect of such networks or services not later than three months after the date on which the complaint was initially lodged. If the consideration of such complaints implies that special recording or monitoring of usage, billing etc. is to be established for a certain period of time for the purpose of exposing possible sources of error, this time limit shall be extended to six months.

(2) When considering complaints about recorded usage and payment, providers as mentioned in subsection (1) shall suspend the collection of the disputed amount and omit disconnecting the end-user's connection.

(3) Notwithstanding subsection (2), providers as mentioned in subsection (1) may bar the end-user's connection to outgoing traffic in case the end-user's traffic usage during the period in which the amount billed is suspended exceeds, within an invoiced month, an amount corresponding to the highest monthly traffic usage recorded during the last three months prior to the disputed period. If the customer relationship has lasted for less than three months, the highest monthly traffic usage shall be calculated on the basis of the months elapsed so far. In cases where a credit maximum has been agreed between the end-user and the provider, this shall replace the highest monthly traffic usage.

(4) Providers as mentioned in subsection (1) shall ensure that irrespective of barring in pursuance of subsection (3) it will be possible to make calls to the public emergency service (112).

(5) Providers as mentioned in subsection (1) shall ensure that notwithstanding subsection (3) it shall be possible for an end-user to prevent barring of outgoing traffic by providing security for the disputed amount of the bill.

(6) Suspensive effect under subsection (2) shall only mean that the payment obligation and any non-executed closing of the telephone connection are suspended with effect from the time when the complaint was lodged. There will be no suspension of accrued interest while the case is pending.

15. If a commercial provider of public electronic communications networks or services to end-users does not accept an end-user's complaint, the provider shall:

- 1) suspend collection of the disputed amount of the bill for a period of four weeks after the date on which the decision was communicated to the end-user. During that period, the provider may not disconnect the end-user's connection, subject to section 14(3) regarding the possibility of barring the connection during a pending complaint case.
- 2) inform the end-user about the rules in no. 1, and
- 3) inform the end-user about the possibility of appealing the provider's decision.

Functions and facilities

16.-(1) Commercial providers of voice telephony services to end-users shall offer the end-user the following functions and facilities free of charge:

- 1) Stopping of call forwarding from a third party, cf. section 2(1), no. 7.
- 2) Barring, cf. section 2(1), no. 8.
- 3) Barring of access to information and content services, cf. section 2(1), no. 9.

(2) Providers as mentioned in subsection (1) shall meet a request by the end-user that barring, cf. subsection (1), no. 2, should solely apply to calls made to foreign numbers.

(3) Irrespective of barring, cf. subsection (1), no. 2, providers as mentioned in subsection (1) shall ensure that it will be possible to make calls to the public emergency service (112) and calls via call-by-call carrier selection and carrier preselection.

17.-(1) Commercial providers of public electronic communications networks or services to end-users shall offer the end-user access to current billing data, cf. section 2(1), no. 10, via one or more of the services governed by the agreement if usage-dependent charging is used in

providing the service. In addition to this, the provider may offer current billing data via other services.

(2) The end-user shall have access to current billing data for a minimum period of ten hours a day.

(3) The data on which current billing data are based shall be updated at intervals of 24 hours as a minimum, subject to subsections (4)-(6).

(4) Data as mentioned in subsection (3) concerning calls made from, or received by, a mobile terminal abroad shall be updated not later than 24 hours after being received by the provider and not later than 31 days after the call was made.

(5) Data as mentioned in subsection (3) concerning calls made to manually operated special services shall be updated at intervals of 72 hours as a minimum, subject to subsection (6).

(6) The requirements of subsection (3) for the updating frequency of data shall not apply to calls made from abroad that are invoiced and billed by providers of public electronic communications networks or services to end-users in Denmark on the basis of data from providers of electronic communications networks or services in other countries, e.g. collect calls.

(7) Irrespective of which service is being used, including services not covered by the relevant agreement with the end-user, any billing data shall be offered to the end-user at a charge not exceeding the lowest tariff used by the provider for the service in question at the time when the function is used.

18.-(1) Commercial providers of public electronic communications networks or services to end-users shall offer the end-user billing control, cf. section 2(1), no. 11, if usage-dependent charging is used in providing the service.

(2) Barring as a result of the billing control referred to in subsection (1) shall be immediately cancellable by the end-user by keying a code. The barring shall be cancellable via one or more of the services covered by the agreement.

(3) Irrespective of barring as a result of the billing control referred to in subsection (1), it must be possible to make calls to the public emergency service (112) and calls via call-by-call carrier selection and carrier preselection.

(4) The data on which billing control is based shall be updated in the manner described in section 17(3)-(6).

(5) Billing control shall be offered to the end-user free of charge on entering into the agreement and on adjusting the arrangement once every quarter. When entering into the agreement, providers as mentioned in subsection (1) shall explicitly ask the end-user to decide on a possible agreement on billing control.

19.-(1) Commercial providers of public electronic communications networks or services to end-users shall, if usage-dependent charging is used in providing the service, offer the end-user either tariff-grouped billing, cf. section 2(1), no. 12, or itemised billing, cf. section 2(1), no. 13, at the end-user's discretion.

(2) Notwithstanding the requirements in subsection (1), details of the number called, in the case of calls made from a mobile terminal abroad, shall solely be itemised if the provider is able to obtain data from the relevant provider abroad.

(3) The bill shall always be offered to the end-user free of charge either on a printed medium or a permanent electronic medium in connection with ordinary periodic invoicing or in connection with complaints, cf. sections 14 and 15.

(4) Information held pursuant to subsection (1) shall be stored and be deliverable to the end-user for a period equal to the period stated in section 10 of the Bookkeeping Act.

(5) Notwithstanding subsections (1)-(3), calls which are free of charge to the end-user shall not be itemised on the bill.

Part 4

Secrecy and duty to give information

20.-(1) Providers of public electronic communications networks or services who offer calling line (A-number) identification, cf. section 2(1), no. 14, shall provide facilities allowing the calling subscriber, free of charge, to eliminate the presentation of the calling line identification, cf. section 2(1), no. 15. The calling subscriber must have this possibility on a per-call and per-line basis.

(2) Providers as mentioned in subsection (1) shall provide facilities allowing the called subscriber, free of charge:

- 1) to prevent the presentation of the calling line identification of incoming calls, and
- 2) to reject incoming calls where the presentation of the calling line identification has been eliminated by the calling user or subscriber. This presumes that the calling line identification can be presented prior to the call being answered.

(3) Subsection (1) shall also apply to outgoing international calls and calls to the Faroe Islands and Greenland. Subsection (2) shall also apply to incoming international calls and calls from the Faroe Islands and Greenland.

21.-(1) Providers of public electronic communications networks or services who offer services that enable presentation of connected line identification, shall ensure that the called subscriber is able to eliminate, free of charge, the presentation of the connected line identification to the calling user, cf. section 2(1), no. 16.

(2) Subsection (1) shall also apply to incoming international calls and calls from the Faroe Islands and Greenland.

22.-(1) In connection with the provision of facilities as mentioned in sections 20 and 21, providers of public electronic communications networks or services shall ensure that elimination of the presentation of calling line identification or connected line identification be suspended:

- 1) in case of intervention in the secrecy of communications, cf. Part 71 of the Administration of Justice Act, and
- 2) in case of calls to the public emergency service (112).

(2) Providers as mentioned in subsection (1) shall ensure that in the cases referred to in subsection (1), no. 2, the absence of consent of a subscriber or user for the processing of location data, cf. section 24, is overridden.

Processing of traffic and location data

23.-(1) Providers of public electronic communications networks or services shall ensure that traffic data, cf. section 2(1), no. 2, relating to subscribers or users are erased or made anonymous when the data are no longer necessary for transmitting the communication, subject to subsections (2)-(5) and section 786(4) of the Administration of Justice Act, or rules issued in pursuance thereof.

(2) Notwithstanding subsection (1), a provider as mentioned in subsection (1) is permitted to process and store traffic data for the purposes of subscriber billing and interconnection payments. Such processing and storage of data shall be permissible only up to the end of the period during which the bill may lawfully be challenged or payment pursued.

(3) Notwithstanding subsection (1), a provider as mentioned in subsection (1) is permitted to process traffic data, cf. section 2(1), no. 2, regarding subscribers or users for the purpose of marketing electronic communications services or for the provision of value added services, cf. section 2(1), no. 4, provided that the subscriber or user has consented thereto prior to the processing. Processing shall only be permitted to the extent and for the duration necessary for such services or marketing. Subscribers or users shall have the option of withdrawing their consent at any time.

(4) Providers as mentioned in subsection (1) shall inform the subscriber or user of the types of traffic data which are processed and of the duration of such processing for the purposes mentioned in subsections (2) and (3). Where data are processed for the purposes mentioned in subsection (3), information shall be given prior to obtaining consent.

(5) Providers as mentioned in subsection (1) shall ensure that processing of traffic data as mentioned in subsections (1)-(4) is restricted to persons employed by or acting under the authority of providers of public electronic communications networks or services handling billing or traffic management, complaints or other enquiries from subscribers, fraud detection, marketing of the provider's own services, or provision of value added services. In dealing with

such specific cases, processing of traffic data shall be restricted to what is necessary for the purposes of such activities.

24.-(1) Providers of public electronic communications networks or services may only process location data, cf. section 2(1), no. 3, other than traffic data in the following cases, subject to section 791a(5) and (6) of the Administration of Justice Act:

- 1) when the data are made anonymous, or
- 2) when the subscriber or user has consented to the processing, and, if so, only to the extent and for the duration necessary for providing a value added service, cf. section 2(1), no. 4.

(2) Providers processing location data as mentioned in subsection (1), no. 2, shall inform the subscribers or users, prior to obtaining their consent, of the type of location data other than traffic data which will be processed. Furthermore, providers shall inform the subscribers or users of the purposes and duration of the data processing and whether the data will be transmitted to a third party for the purpose of providing a value added service.

(3) Where the consent of the subscriber or user has been obtained under subsection (1), no. 2, for the processing of location data other than traffic data, the subscriber or user must continue to have the option, using a simple means and free of charge, of temporarily refusing the processing of such data for each connection to the network or for each transmission of a communication. Subscribers or users shall have the option of withdrawing their consent at any time.

(4) Providers as mentioned in subsection (1) shall ensure that processing of location data other than traffic data in accordance with subsections (1)-(3) is restricted to persons employed by or acting under the authority of the provider of the network or service or of the third party providing the value added service. Processing as mentioned in subsection (1), no. 2, shall be restricted to what is necessary for the purposes of providing the value added service.

25. Section 23 shall apply without prejudice to the right of the National IT and Telecom Agency, the Telecommunications Complaints Board or the Telecommunications Appeals Board to be informed of traffic data when dealing with specific cases.

Part 5

Penalty provisions

26.-(1) Any person who violates section 3(1), section 4(1)-(3), section 5(1), section 7, and sections 20-24 shall be liable to a fine.

(2) Criminal liability may be imposed on companies etc. (legal persons) under the rules of Part 5 of the Penal Code.

Part 6

Coming into force and transitional provisions

27.-(1) This Executive Order shall come into force on 1 July 2011.

(2) Executive Order No. 714 of 26 June 2008 on the Provision of Electronic Communications Networks and Services shall be repealed.

Ministry of Science, Technology and Innovation, 23 June 2011

Charlotte Sahl-Madsen

/ Henrik Brodersen

Required content of contracts

Contracts falling within the rules of this Executive Order, cf. section 9(1) and (3), shall contain the following minimum information:

- 1) the provider's name and address,
- 2) the quality and service level, including delivery times and any special limitations in using the network or service,
- 3) the types of fault repair services offered and customer services provided and how these services can be contacted,
- 4) traffic prioritisation, if this is done, and the impact thereof on the end-user's use of the service,
- 5) all relevant prices and possible methods of payment, including how updated information about this may be obtained,
- 6) terms, including notice to be given, termination, disconnection and cessation in case of default on the part of the end-user,
- 7) the end-user's options with regard to inclusion or omission of its personal data in number databases and which data are comprised therein,
- 8) measures that may be initiated by the provider on account of security- or integrity-related events or threats and vulnerabilities,
- 9) any restriction imposed by the provider on the use of terminal equipment delivered,
- 10) conditions for renewing the contract,
- 11) any commitment periods, cf. section 12, or minimum usage,
- 12) terms for compensation and refund in case the contracted service level is not met,
- 13) terms for compensation to the end-user in case of delayed porting and in case of misuse of porting made by the provider or on the provider's behalf, cf. section 27(3) of the Act on Electronic Communications Networks and Services,
- 14) procedure for settling disputes,
- 15) functions and facilities that the end-user is entitled to under sections 16-19,
- 16) special functions and facilities according to sections 20 and 21 if these are provided,

- 17) access to making calls to the public emergency service via the single European emergency call number (112), and
- 18) any special limitations related to emergency calls (112), including limitations applicable to routing emergency calls to the nearest emergency centre and limitations in respect of the location information made available to the emergency management authorities when the network or service is used.

Required information for provision of prepaid electronic communications services

When offering the services referred to in section 2(1), no. 1, cf. section 9(2), the provider shall give the end-user the following minimum information:

- 1) the provider's name and address,
- 2) the quality and service level, including any special limitations in using the network or service,
- 3) the types of fault repair services offered and customer services provided and how these services can be contacted,
- 4) traffic prioritisation, if this is done, and the impact thereof on the end-user's use of the service,
- 5) all relevant prices and possible methods of payment, including how updated information about this may be obtained,
- 6) terms, including notice to be given, termination, disconnection and cessation in case of default on the part of the end-user,
- 7) the end-user's options with regard to inclusion or omission of its personal data in number databases and which data are comprised therein,
- 8) measures that may be initiated by the provider on account of security- or integrity-related events or threats and vulnerabilities,
- 9) any restriction imposed by the provider on the use of terminal equipment delivered,
- 10) conditions for renewing the contract,
- 11) any minimum usage,
- 12) terms for compensation and refund in case the contracted service level is not met,
- 13) terms for compensation to the end-user in case of delayed porting and in case of misuse of porting made by the provider or on the provider's behalf, cf. section 27(3) of the Act on Electronic Communications Networks and Services,
- 14) procedure for settling disputes,
- 15) special functions and facilities according to sections 20 and 21 if these are provided,
- 16) access to making calls to the public emergency service via the single European emergency call number (112), and

- 17) any special limitations related to emergency calls (112), including limitations applicable to routing emergency calls to the nearest emergency centre and limitations in respect of the location information made available to the emergency management authorities when the network or service is used.

Official notes

¹⁾ This Executive Order contains provisions implementing parts of Directive 2002/22/EC of 7 March 2002 on universal service and users' rights relating to electronic communications networks and services (Universal Service Directive) (Official Journal 2002, no. L 108, page 51); Directive 2002/58/EC of the European Parliament and of the Council of 12 July 2002 concerning the processing of personal data and the protection of privacy in the electronic communications sector (Directive on privacy and electronic communications) (Official Journal 2002 no. L 201, page 37); Directive 2002/21/EC of the European Parliament and of the Council of 7 March 2002 on a common regulatory framework for electronic communications networks and services (Framework Directive) (Official Journal 2002 no. L 108, page 33); Directive 2002/20/EC of the European Parliament and of the Council of 7 March 2002 on the authorisation of electronic communications networks and services (Authorisation Directive) (Official Journal 2002 no. L 108, page 21); Directive 2009/136/EC of the European Parliament and of the Council of 25 November 2009 amending Directive 2002/22/EC on universal service and users' rights relating to electronic communications networks and services, Directive 2002/58/EC concerning the processing of personal data and the protection of privacy in the electronic communications sector and Regulation (EC) No 2006/2004 on cooperation between national authorities responsible for the enforcement of consumer protection laws (Official Journal 2009, no. L 337, page 11); and Directive 2009/140/EC of the European Parliament and of the Council of 25 November 2009 amending Directives 2002/21/EC on a common regulatory framework for electronic communications networks and services, 2002/19/EC on access to, and interconnection of, electronic communications networks and associated facilities, and 2002/20/EC on the authorisation of electronic communications networks and services (Official Journal 2009, no. L 337, page 37).