

Hello Greenland - Additional Terms and Conditions

These Additional Terms and Conditions apply specifically to the *Hello Greenland* product from Tusass and supplement the General Terms and Conditions for Tusass Telecommunications Services, available at www.tusass.gl.

In the event of any conflict between these Additional Terms and the General Terms, these Additional Terms shall prevail for the *Hello Greenland* product.

These Terms are prepared in accordance with the Greenlandic Consumer Contracts Act (Anordning nr. 989 af 14/10/2011).

1. Product Description

1.1. Nature of the Product

Hello Greenland is a prepaid mobile service intended exclusively for tourists traveling to and within Greenland. The service provides a local Greenlandic mobile number and includes a fixed allowance of voice minutes, SMS, and mobile data.

1.2. SIM Options

Customers may choose between a physical SIM card or an eSIM, depending on their device compatibility.

1.3. Payment and Limitations

The *Hello Greenland* product is sold as a one-time purchase. No recurring billing or subscription-based services are included. Danish mobile numbers, premium SMS services, and shortcodes are not supported under this product.

2. Availability, Validity, and Withdrawal Rights

2.1. Purchase and Geographic Limitation

Hello Greenland may be purchased either online at www.tusass.gl or physically at Tusass shops and authorized resellers in Greenland. The service is valid exclusively within Greenland and cannot be used for international roaming.

2.2. Service Validity Period

Upon activation, the service remains valid for the duration specified in the product description at the time of purchase. Any unused voice minutes, SMS, or mobile data will expire at the end of the validity period and are non-refundable and non-transferable.

2.3. Activation Deadline

Customers must activate the product within nine (9) months from the date of purchase. Failure to activate within this period will result in the expiration of the product without the right to a refund.

2.4. Right of Withdrawal

You are entitled to withdraw from the subscription within 14 days of receiving your order confirmation, in accordance with the Consumer Contracts Act. If you activate the service before the end of the withdrawal period, you will be charged a proportionate amount for usage, and the remainder will be refunded. To exercise your right of withdrawal, contact Tusass by phone or email.

3. Activation and Usage

3.1. Activation Procedure 2

For physical SIM cards, activation occurs upon insertion into a compatible device and connection to the Tusass network. For eSIMs, activation is completed by installing the eSIM profile and connecting to Tusass' telecommunication infrastructure in Greenland. Activation is deemed to have occurred at the moment the device first connects to the Tusass network using the *Hello Greenland* SIM or eSIM.

3.2. Service Commencement

Once activation has taken place as described above, the agreed service period commences immediately, as specified under Section 2.2.

3.3. Device Requirements

Customers must use an unlocked device compatible with Tusass' network and, where applicable, capable of supporting eSIM functionality. Service availability is subject to local network conditions and coverage in Greenland.

3.4. Restrictions

Hello Greenland is intended solely for temporary use during travel and may not be utilized for permanent residence purposes. Tusass reserves the right to suspend or terminate the service in the event of misuse, unauthorized resale, or technical abuse.

3.5. Replacement of eSIM

In the event of device loss, reset, or replacement, a new eSIM profile may be issued upon request and subject to Tusass' evaluation.

4. Customer Responsibilities

4.1. Device Compatibility

Customers are responsible for ensuring their device is unlocked and compatible with Tusass' network services prior to activation.

4.2. Proof of Purchase

Customers must retain their receipt or order confirmation as proof of purchase. This documentation may be required for customer support or warranty inquiries

5. Customer Support

Customer support for *Hello Greenland* is available during Tusass' regular business hours through the following channels:

- In-person assistance at Tusass stores and authorized resellers
- Online support via www.tusass.gl
- Telephone support at +299 808080

6. Effective Date

6.1. These service-specific terms and conditions for Tusass, *Hello Greenland*, enter into force on 20. May 2025.