

Puzzel Contact Centre – Standard traffic rates



Denmark

Valid from 1st of October 2023

All prices are in DKK and ex. VAT

| | Standard Rates | |
|-----------------------------|----------------|------------|
| | Per Call | Per minute |
| Prices inbound calls | | |
| Toll Free Number | DKK 0,00 | DKK 0,46 |
| Shared Cost number | DKK 0,00 | DKK 0,00 |
| International Access Number | DKK 0,00 | DKK 0,23 |

The End User Price for calling depends on the users current subscription

| | Per Call | Per minute | Per SMS |
|----------------------------------|----------|------------|----------|
| Agent Connect¹ | | | |
| Puzzel Softphone | DKK 0,00 | DKK 0,00 | |
| National Fixed | DKK 0,00 | DKK 0,00 | |
| National Mobile | DKK 0,00 | DKK 0,11 | DKK 0,38 |

¹ Prices applies for calls to fixed and mobile telephone numbers via Public Switched Telephone Network to agents connected to the Puzzel Contact Centre Platform in Denmark.

| | Per Call | Per minute | Per SMS |
|---|----------|------------|----------|
| Outbound calls and SMS² | | | |
| National Fixed | DKK 0,00 | DKK 0,11 | |
| National Mobile | DKK 0,00 | DKK 0,11 | DKK 0,38 |
| SMS Survey / Customer Insight | | | DKK 0,43 |

² SMS rates apply per SMS, up to a maximum of 160 characters. Longer messages are split and sent as multipart SMS messages.

| | Per Call | Per minute |
|-----------------------------|------------|------------|
| Special Numbers | | |
| Animal Guard Duty Central | DKK 1,00 | DKK 0,00 |
| Conference Service | DKK 0,00 | DKK 2,00 |
| Flex Number | DKK 0,00 | DKK 0,10 |
| Internet Access | DKK 0,00 | DKK 0,00 |
| Internet Access | DKK 0,00 | DKK 0,00 |
| Premium Rate Category 1 & 2 | DKK 0,18 | DKK 8,00 |
| Premium Rate Category 3a | DKK 11,20 | DKK 0,00 |
| Premium Rate Category 3b | DKK 150,00 | DKK 0,00 |
| Public Payphone | DKK 3,44 | DKK 0,56 |

| | Call | minute | SMS |
|------------------------|----------|----------|----------|
| Nordics | | | |
| Norway Fixed | DKK 0,00 | DKK 0,14 | |
| Norway Mobile | DKK 0,00 | DKK 0,29 | DKK 0,52 |
| Sweden Fixed | DKK 0,00 | DKK 0,14 | |
| Sweden Mobile | DKK 0,00 | DKK 0,33 | DKK 0,58 |
| Finland Fixed & Mobile | DKK 0,00 | DKK 0,57 | DKK 0,66 |

| | Per Call | Per minute | Per SMS |
|------------------------|----------|------------|----------|
| Other Countries | | | |
| Abkhazia | DKK 0,00 | DKK 1,87 | No reach |
| Afghanistan | DKK 0,00 | DKK 1,74 | No reach |
| Albania | DKK 0,00 | DKK 3,10 | No reach |
| Algeria | DKK 0,00 | DKK 3,78 | No reach |
| Andorra | DKK 0,00 | DKK 1,88 | No reach |
| Angola | DKK 0,00 | DKK 1,40 | No reach |
| Anguilla | DKK 0,00 | DKK 1,85 | No reach |
| Antarctica | DKK 0,00 | DKK 10,64 | No reach |
| Argentina | DKK 0,00 | DKK 1,78 | No reach |

| Other Countries | Per Call | Per minute | Per SMS |
|----------------------------------|---------------------|-----------------------|--------------------|
| Armenia | DKK 0,00 | DKK 1,82 | No reach |
| Aruba | DKK 0,00 | DKK 1,63 | No reach |
| Australia | DKK 0,00 | DKK 0,61 | No reach |
| Austria | DKK 0,00 | DKK 2,03 | No reach |
| Azerbaijan | DKK 0,00 | DKK 2,38 | No reach |
| Bahamas | DKK 0,00 | DKK 0,96 | No reach |
| Bahrain | DKK 0,00 | DKK 1,19 | No reach |
| Bangladesh | DKK 0,00 | DKK 0,64 | No reach |
| Barbados | DKK 0,00 | DKK 1,85 | No reach |
| Belarus | DKK 0,00 | DKK 2,60 | No reach |
| Belgium | DKK 0,00 | DKK 3,10 | No reach |
| Belize | DKK 0,00 | DKK 1,72 | No reach |
| Benin | DKK 0,00 | DKK 2,59 | No reach |
| Bermuda | DKK 0,00 | DKK 0,65 | No reach |
| Bhutan | DKK 0,00 | DKK 0,81 | No reach |
| Bolivia | DKK 0,00 | DKK 1,46 | No reach |
| Bosnia and Herzegovina | DKK 0,00 | DKK 2,87 | No reach |
| Botswana | DKK 0,00 | DKK 1,90 | No reach |
| Brazil | DKK 0,00 | DKK 0,71 | No reach |
| British Indian Ocean Territory | DKK 0,00 | DKK 7,37 | No reach |
| British Virgin Is. | DKK 0,00 | DKK 1,55 | No reach |
| Brunei | DKK 0,00 | DKK 0,62 | No reach |
| Bulgaria | DKK 0,00 | DKK 2,73 | No reach |
| Burkina Faso | DKK 0,00 | DKK 2,77 | No reach |
| Burundi | DKK 0,00 | DKK 3,74 | No reach |
| Cambodia | DKK 0,00 | DKK 0,81 | No reach |
| Cameroon | DKK 0,00 | DKK 2,72 | No reach |
| Canada | DKK 0,00 | DKK 1,69 | No reach |
| Cape Verde | DKK 0,00 | DKK 2,03 | No reach |
| Cayman Islands | DKK 0,00 | DKK 1,56 | No reach |
| Central African Republic | DKK 0,00 | DKK 4,09 | No reach |
| Chad | DKK 0,00 | DKK 3,73 | No reach |
| Chile | DKK 0,00 | DKK 0,70 | No reach |
| China | DKK 0,00 | DKK 0,53 | No reach |
| Colombia | DKK 0,00 | DKK 0,62 | No reach |
| Comoros | DKK 0,00 | DKK 3,55 | No reach |
| Congo D.R. | DKK 0,00 | DKK 5,66 | No reach |
| Cook Islands | DKK 0,00 | DKK 0,88 | No reach |
| Costa Rica | DKK 0,00 | DKK 2,88 | No reach |
| Croatia | DKK 0,00 | DKK 4,60 | No reach |
| Cuba | DKK 0,00 | DKK 1,16 | No reach |
| Curacao | DKK 0,00 | DKK 1,13 | No reach |
| Cyprus | DKK 0,00 | DKK 0,95 | No reach |
| Czech Republic | DKK 0,00 | DKK 3,07 | No reach |
| Democratic Republic of the Congo | DKK 0,00 | DKK 2,37 | No reach |
| Djibouti | DKK 0,00 | DKK 1,80 | No reach |
| Dominica | DKK 0,00 | DKK 1,14 | No reach |
| Dominican Republic | DKK 0,00 | DKK 1,98 | No reach |
| East Timor | DKK 0,00 | DKK 1,94 | No reach |
| Ecuador | DKK 0,00 | DKK 1,26 | No reach |
| Egypt | DKK 0,00 | DKK 1,30 | No reach |
| El Salvador | DKK 0,00 | DKK 3,14 | No reach |
| Equatorial Guinea | DKK 0,00 | DKK 1,80 | No reach |
| Eritrea | DKK 0,00 | DKK 2,60 | No reach |
| Estonia | DKK 0,00 | DKK 1,80 | No reach |
| Ethiopia | DKK 0,00 | DKK 10,71 | No reach |
| Falkland Islands | DKK 0,00 | DKK 1,51 | No reach |
| Faroe Islands | DKK 0,00 | DKK 1,51 | No reach |
| Fiji | DKK 0,00 | DKK 2,63 | No reach |
| France | DKK 0,00 | DKK 1,90 | No reach |
| French Polynesia | DKK 0,00 | DKK 2,99 | No reach |
| Gabon | DKK 0,00 | DKK 3,89 | No reach |
| Gambia | DKK 0,00 | DKK 2,14 | No reach |
| Georgia | DKK 0,00 | DKK 1,92 | No reach |
| Germany | DKK 0,00 | DKK 2,00 | No reach |
| Ghana | DKK 0,00 | DKK 1,41 | No reach |
| Gibraltar | DKK 0,00 | DKK 0,94 | No reach |
| Greece | DKK 0,00 | DKK 0,71 | No reach |
| Greenland | DKK 0,00 | DKK 1,77 | No reach |
| Grenada | DKK 0,00 | DKK 1,33 | No reach |
| Guatemala | DKK 0,00 | DKK 3,22 | No reach |
| Guinea | DKK 0,00 | DKK 3,58 | No reach |
| Guinea-Bissau | DKK 0,00 | DKK 1,80 | No reach |
| Guyana | DKK 0,00 | DKK 2,27 | No reach |

| Other Countries | Per Call | Per minute | Per SMS |
|------------------------|---------------------|-----------------------|--------------------|
| Haiti | DKK 0,00 | DKK 1,42 | No reach |
| Honduras | DKK 0,00 | DKK 0,60 | No reach |
| Hong Kong | DKK 0,00 | DKK 0,81 | No reach |
| Hungary | DKK 0,00 | DKK 0,55 | No reach |
| Iceland | DKK 0,00 | DKK 0,52 | No reach |
| India | DKK 0,00 | DKK 0,70 | No reach |
| Indonesia | DKK 0,00 | DKK 1,46 | No reach |
| Iran | DKK 0,00 | DKK 1,71 | No reach |
| Iraq | DKK 0,00 | DKK 0,69 | No reach |
| Ireland | DKK 0,00 | DKK 1,50 | No reach |
| Israel | DKK 0,00 | DKK 2,05 | No reach |
| Italy | DKK 0,00 | DKK 2,53 | No reach |
| Ivory Coast | DKK 0,00 | DKK 1,81 | No reach |
| Jamaica | DKK 0,00 | DKK 0,71 | No reach |
| Japan | DKK 0,00 | DKK 1,54 | No reach |
| Jordan | DKK 0,00 | DKK 1,71 | No reach |
| Kazakhstan | DKK 0,00 | DKK 1,89 | No reach |
| Kenya | DKK 0,00 | DKK 9,69 | No reach |
| Kiribati | DKK 0,00 | DKK 0,69 | No reach |
| Kuwait | DKK 0,00 | DKK 3,00 | No reach |
| Kyrgyzstan | DKK 0,00 | DKK 0,88 | No reach |
| Laos | DKK 0,00 | DKK 3,52 | No reach |
| Latvia | DKK 0,00 | DKK 1,47 | No reach |
| Lebanon | DKK 0,00 | DKK 2,84 | No reach |
| Lesotho | DKK 0,00 | DKK 4,97 | No reach |
| Liberia | DKK 0,00 | DKK 2,22 | No reach |
| Libya | DKK 0,00 | DKK 1,16 | No reach |
| Liechtenstein | DKK 0,00 | DKK 4,29 | No reach |
| Lithuania | DKK 0,00 | DKK 1,61 | No reach |
| Luxembourg | DKK 0,00 | DKK 0,98 | No reach |
| Macau | DKK 0,00 | DKK 2,60 | No reach |
| Macedonia | DKK 0,00 | DKK 4,53 | No reach |
| Madagascar | DKK 0,00 | DKK 2,64 | No reach |
| Malawi | DKK 0,00 | DKK 0,54 | No reach |
| Malaysia | DKK 0,00 | DKK 5,42 | No reach |
| Maldives | DKK 0,00 | DKK 2,75 | No reach |
| Mali | DKK 0,00 | DKK 0,52 | No reach |
| Malta | DKK 0,00 | DKK 1,90 | No reach |
| Marshall Islands | DKK 0,00 | DKK 0,87 | No reach |
| Martinique | DKK 0,00 | DKK 4,29 | No reach |
| Mauritania | DKK 0,00 | DKK 1,05 | No reach |
| Mauritius | DKK 0,00 | DKK 1,07 | No reach |
| Mayotte | DKK 0,00 | DKK 0,52 | No reach |
| Mexico | DKK 0,00 | DKK 3,80 | No reach |
| Micronesia | DKK 0,00 | DKK 2,31 | No reach |
| Moldova | DKK 0,00 | DKK 3,45 | No reach |
| Monaco | DKK 0,00 | DKK 0,54 | No reach |
| Mongolia | DKK 0,00 | DKK 3,34 | No reach |
| Montenegro | DKK 0,00 | DKK 1,85 | No reach |
| Montserrat | DKK 0,00 | DKK 4,74 | No reach |
| Morocco | DKK 0,00 | DKK 2,06 | No reach |
| Mozambique | DKK 0,00 | DKK 1,51 | No reach |
| Myanmar | DKK 0,00 | DKK 0,80 | No reach |
| Namibia | DKK 0,00 | DKK 7,73 | No reach |
| Nauru | DKK 0,00 | DKK 1,55 | No reach |
| Nepal | DKK 0,00 | DKK 2,39 | No reach |
| Netherlands | DKK 0,00 | DKK 1,85 | No reach |
| Nevis & St. Kitts | DKK 0,00 | DKK 1,37 | No reach |
| New Caledonia | DKK 0,00 | DKK 0,66 | No reach |
| New Zealand | DKK 0,00 | DKK 1,88 | No reach |
| Nicaragua | DKK 0,00 | DKK 1,69 | No reach |
| Niger | DKK 0,00 | DKK 1,07 | No reach |
| Nigeria | DKK 0,00 | DKK 15,00 | No reach |
| Niue | DKK 0,00 | DKK 2,64 | No reach |
| North Korea | DKK 0,00 | DKK 2,04 | No reach |
| Oman | DKK 0,00 | DKK 0,75 | No reach |
| Pakistan | DKK 0,00 | DKK 1,91 | No reach |
| Palau | DKK 0,00 | DKK 1,51 | No reach |
| Palestinian Territory | DKK 0,00 | DKK 1,06 | No reach |
| Panama | DKK 0,00 | DKK 7,73 | No reach |
| Papua New Guinea | DKK 0,00 | DKK 0,78 | No reach |
| Paraguay | DKK 0,00 | DKK 0,53 | No reach |
| Peru | DKK 0,00 | DKK 1,34 | No reach |
| Philippines | DKK 0,00 | DKK 1,23 | No reach |

| Other Countries | Per Call | Per minute | Per SMS |
|-----------------------------|---------------------|-----------------------|--------------------|
| Poland | DKK 0,00 | DKK 1,02 | No reach |
| Portugal | DKK 0,00 | DKK 0,49 | No reach |
| Puerto Rico | DKK 0,00 | DKK 1,42 | No reach |
| Qatar | DKK 0,00 | DKK 5,91 | No reach |
| Romania | DKK 0,00 | DKK 0,56 | No reach |
| Russia | DKK 0,00 | DKK 1,77 | No reach |
| Rwanda | DKK 0,00 | DKK 2,26 | No reach |
| Saint Barthelemy | DKK 0,00 | DKK 0,82 | No reach |
| Samoa | DKK 0,00 | DKK 9,40 | No reach |
| San Marino | DKK 0,00 | DKK 3,29 | No reach |
| Sao Tome & Principe | DKK 0,00 | DKK 5,64 | No reach |
| Saudi Arabia | DKK 0,00 | DKK 2,78 | No reach |
| Senegal | DKK 0,00 | DKK 7,40 | No reach |
| Serbia | DKK 0,00 | DKK 1,19 | No reach |
| Seychelles | DKK 0,00 | DKK 2,94 | No reach |
| Sierra Leone | DKK 0,00 | DKK 2,88 | No reach |
| Singapore | DKK 0,00 | DKK 4,13 | No reach |
| Slovakia | DKK 0,00 | DKK 3,33 | No reach |
| Slovenia | DKK 0,00 | DKK 0,50 | No reach |
| Solomon Islands | DKK 0,00 | DKK 0,58 | No reach |
| Somalia | DKK 0,00 | DKK 3,44 | No reach |
| South Africa | DKK 0,00 | DKK 5,55 | No reach |
| South Korea | DKK 0,00 | DKK 3,40 | No reach |
| South Sudan | DKK 0,00 | DKK 1,65 | No reach |
| Spain | DKK 0,00 | DKK 0,54 | No reach |
| Sri Lanka | DKK 0,00 | DKK 2,54 | No reach |
| St Helena | DKK 0,00 | DKK 1,56 | No reach |
| St Lucia | DKK 0,00 | DKK 1,40 | No reach |
| St Maarten | DKK 0,00 | DKK 1,84 | No reach |
| St Pierre & Miquelon | DKK 0,00 | DKK 1,09 | No reach |
| St Vincent & the Grenadines | DKK 0,00 | DKK 1,81 | No reach |
| Sudan | DKK 0,00 | DKK 1,41 | No reach |
| Suriname | DKK 0,00 | DKK 2,12 | No reach |
| Swaziland | DKK 0,00 | DKK 1,73 | No reach |
| Switzerland | DKK 0,00 | DKK 5,40 | No reach |
| Syria | DKK 0,00 | DKK 2,34 | No reach |
| Taiwan | DKK 0,00 | DKK 0,97 | No reach |
| Tajikistan | DKK 0,00 | DKK 1,50 | No reach |
| Tanzania | DKK 0,00 | DKK 2,33 | No reach |
| Thailand | DKK 0,00 | DKK 0,64 | No reach |
| Togo | DKK 0,00 | DKK 2,60 | No reach |
| Tokelau | DKK 0,00 | DKK 6,86 | No reach |
| Tonga | DKK 0,00 | DKK 6,27 | No reach |
| Trinidad & Tobago | DKK 0,00 | DKK 1,81 | No reach |
| Tunisia | DKK 0,00 | DKK 5,31 | No reach |
| Turkey | DKK 0,00 | DKK 1,61 | No reach |
| Turkmenistan | DKK 0,00 | DKK 1,25 | No reach |
| Turks & Caicos Islands | DKK 0,00 | DKK 1,84 | No reach |
| Tuvalu | DKK 0,00 | DKK 9,11 | No reach |
| Uganda | DKK 0,00 | DKK 2,52 | No reach |
| Ukraine | DKK 0,00 | DKK 1,92 | No reach |
| United Arab Emirates | DKK 0,00 | DKK 1,40 | No reach |
| United Kingdom | DKK 0,00 | DKK 0,51 | No reach |
| United States | DKK 0,00 | DKK 0,48 | No reach |
| Uruguay | DKK 0,00 | DKK 1,47 | No reach |
| US Virgin Islands | DKK 0,00 | DKK 0,58 | No reach |
| Uzbekistan | DKK 0,00 | DKK 1,05 | No reach |
| Vanuatu | DKK 0,00 | DKK 7,73 | No reach |
| Venezuela | DKK 0,00 | DKK 1,05 | No reach |
| Vietnam | DKK 0,00 | DKK 0,83 | No reach |
| Wallis & Futuna Islands | DKK 0,00 | DKK 3,37 | No reach |
| Yemen | DKK 0,00 | DKK 1,25 | No reach |
| Zambia | DKK 0,00 | DKK 3,22 | No reach |
| Zimbabwe | DKK 0,00 | DKK 3,19 | No reach |