

# Terms of use of the Telia Account service for business and wholesale customers

## 1. Overview

These terms of use for the Telia Account service (hereinafter the “Service”) provide the terms of use of the Service provided by Telia Finland Oyj (hereinafter “Telia”) when the customer is a Telia business customer, i.e. a customer who enters into an agreement regarding the Service under these terms of use for a purpose other than their own business (hereinafter the “customer”).

The agreement on the Service is an agreement separate from other agreements between Telia and the customer. After entering into an agreement on the Service under these terms of use, the customer can use the features and functions of the Service, manage the services they have obtained from Telia, and log in to services provided by Telia and service providers in the same group of companies as Telia as well as to services provided by trusted third parties, to the extent made possible at any time.

The prerequisite for setting up the Service is that the customer has entered into an agreement on the Service with Telia under these terms of use and has agreed to be bound by them. The services used or logged into through the Service are always subject to the service-specific service descriptions, any other service-specific special terms, and Telia’s general delivery terms for corporate customers concerning services, or the general terms of Telia’s operator products, as applicable. The customer separately agrees with Telia on the use of the services to be used through the Service.

Telia reserves the right to change the functionalities, services and service features of or supported by the Service, including usernames and passwords, without notifying the customer in advance, to the extent permitted by mandatory legislation.

## 2. Service content

The Service is intended for distinguishing and identifying the customer in connection with the use of other services, for managing the customer’s user information, and for managing company and service access rights.

The Service is offered via a self-service portal (hereinafter the “Portal”) accessible by a computer or mobile device. With the Portal, the users can view, modify and delete their own data, and the company’s main user and administrators can manage the access rights of the company’s users in services owned by the company.

After registering for the Service, the customer may log in to services provided by Telia and service providers within the same group as well as services provided by trusted third parties with the Service user ID and password, the Mobile certificate, personal banking credentials, or other strong electronic identification method, to the extent enabled at any time.

### 2.1. Service set-up and registration

To set up the Service, the user must create a user ID and password for it during registration at [www.telia.fi/tili/yriyksille/rekisteroidy](http://www.telia.fi/tili/yriyksille/rekisteroidy) (in Finnish). During registration, strong electronic identification as referred to in the Act on Strong Electronic Identification and Electronic Trust Services (617/2009) is required. When signing up for the service, the person must have the right to sign for the company in order to commission the service for the company. Otherwise, a person authorised to sign for the company may invite users to manage the company’s details using their Service.

A customer acting in the role of the Service user may also register for the Service without strong electronic identification to use the Service’s user credentials.

Login to the Service and any connected services is done at the addresses [telia.fi/yriyksille](http://telia.fi/yriyksille) (in Finnish) or [telia.fi/tili](http://telia.fi/tili) (in Finnish), or while logging into another service using the Service user ID and password, the Mobile Certificate, online banking credentials, or another strong electronic identification means available.

It is recommended to use the Service with the latest versions of browsers and applications.

A domestic wholesale customer can independently create a user ID and password for the Service at [www.telia.fi/tili/yriyksille/rekisteroidy](http://www.telia.fi/tili/yriyksille/rekisteroidy) (in Finnish), after which they can access wholesale services by contacting Telia’s

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Wholesale unit. A foreign wholesale customer can obtain credentials for the Service by contacting Telia's Wholesale unit directly.

## 2.2. Service features

In the user profile in the Portal, the customer can manage information related to the customer's customer relationship, services ordered, and identity.

The Companies section lists the companies that the user belongs to and contains more detailed information about the company and the company's users. A company's main user may invite new users to the company or specify the rights of the company's users, and add or delete services for users, as needed. After this, the users can manage their data themselves.

The marketing permissions section allows the customer to manage their own marketing permissions and learn about Telia's customer benefits and personal recommendations.

To the extent permitted by mandatory law, Telia reserves at any time the right to change or remove parts of the Service and the functions supported by it, services and features, or to discontinue the maintenance of all or part of the Service without prior notice to the customer.

## 2.3. Other

Telia collects customer feedback in the Service to continuously improve the Service. Feedback is processed completely anonymously, and personal data are not collected or stored in connection with feedback.

A subcontractor operating fully or partly outside the Finnish borders can be engaged for implementing the service. For example, the data gathered by the Service may be located in a virtual cloud service. In such cases Telia sees to it via contractual means that all customer data are appropriately protected and that the subcontractor undertakes to follow the instructions provided by Telia and adheres to the applicable legislation.

The Service's terms of use and data-protection-related documentation can be found on the Portal and on Telia's website at <https://www.telia.fi/toimitusehdot-ja-palvelukuvaukset> (in Finnish) and [www.telia.fi/tietosuojat](https://www.telia.fi/tietosuojat) (in Finnish).

## 2.4. Acting on behalf of the customer

Telia has the right, at the customer's request or in customer service situations, to make changes and administrative measures ordered by the customer on behalf of the customer (so-called impersonation).

In impersonation, Telia's authorised customer service representative or expert acts in the customer's self-service view using their own Telia access rights. Telia does not log in with the customer's personal user IDs and does not use the customer's identification data.

Impersonation is used, for example, to support customer service, to execute service requests or to investigate error situations. Measures are taken only with the rights and to the extent necessary for handling the matter in question.

## 3. Responsibility for the use of the service, credentials

Personal and traffic data processed in connection with services provided by Telia are available via the Service, for example concerning the customer's employees and other persons. The customer is responsible for the lawfulness of the processing of the personal and traffic data processed via Telia Account, such as processing of the data for allowed purposes only, obligation of information concerning said processing and obtaining consents, if any, from the persons that the personal or traffic data apply to.

Upon registering for the Service, a personal password-protected user ID for the Service will be created for the customer. In connection with registration, the main user is required to identify themselves strongly. The Service user ID and password are personal and must not be disclosed to third parties.

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The Service allows a person acting as a main user or administrator to further create password-protected user IDs for the Service in accordance with the terms of the Service. The main user or administrator can specify the rights of the users of each service to use the Service's features and limit them as allowed by the Service. Customers acting in the role of users can use the Service independently with their own Service credentials within the limits set by the main user or administrator in the Service.

Regardless of whether the customer acts in the role of a main user, administrator, or user, the customer must carefully protect all identifiers and passwords related to the Service and its use and secure them against unauthorised use. The customer must regularly verify that the passwords and credentials required for the use of the Service are available only to such persons as have the right to use them as representatives of the customer. The customer must store the identifiers and passwords related to the Service separate from each other. The customer is responsible for preventing unauthorised access to the identifiers and passwords related to the Service.

The customer must notify Telia immediately of the loss or suspected loss of user IDs or passwords. Telia is entitled but not obliged to prevent the customer from using the Service and block the customer's user IDs without advance notice, if Telia has a justified reason to assume that the credentials are used without authorisation.

If a person employed by the customer or otherwise acting on behalf of the customer and having the credentials required for the use of the Service no longer works for the customer or is no longer otherwise entitled to represent the customer, the customer is obliged to immediately cancel this person's right to use the Service.

The customer is responsible for all use of the Service using the customer's credentials and for all actions taken, for all use of services and features used via the Service and for any agreements concluded via the Service or the services and features used via it, regardless of whether the customer has used the credentials themselves or whether they have been used without authorisation. The customer is responsible for ensuring that the computers, devices and software used by the customer are appropriately and sufficiently protected against information security threats. In addition, the customer undertakes to comply with Telia's current instructions on the use and security of the Service and other instructions.

## 4. Intellectual property rights

The content and appearance of the Service are subject to copyright. The title and intellectual property rights of the Service, the services and functionalities used through it and the information included in them belong to Telia or third parties. The customer receives no other title to the Service, the services and functionalities used through it or the information included in them, except for the right to use the Service as specified in these terms of use and any applicable special terms.

Any use, copying, translation, modification and any kind of saving of the Service or parts of it without Telia's prior written permission, if said activity is not specified in these terms of use, is prohibited.

## 5. Right to amend the terms of use

Telia has the right at any time to amend these terms of use and any other specific terms applicable to the Service. Telia will notify changes to these terms of use as appropriate in connection with the Service, unless otherwise required by mandatory law. By using the Service, the customer agrees to be bound by the changes. The customer must cease using the Service if they do not accept the new terms of use.

## 6. Processing of personal data

Telia processes personal data in accordance with the valid data protection legislation, the Service's privacy notice and Telia's privacy notice. The data protection description and privacy notice are available in Finnish at [telia.fi/tietosuoja](https://telia.fi/tietosuoja) (in Finnish).

## 7. Limitation of liability

Telia is not responsible for the unavailability, service downtime or delays of the Service or the services and functionalities, in part or in full, used through it. The Service is provided "as is", and Telia does not give any warranties regarding the use

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of the Service. Subject to mandatory law provisions, Telia is not responsible for any damage or other loss, whether direct or indirect, caused to the customer by the use of the Service.

## 8. Force majeure

Telia is not liable for its contractual or indemnification obligations to the extent that the fulfilment of the agreement is prevented or delayed by a force majeure event. Force majeure refers to a matter that Telia could not take into account when entering into the agreement and which is independent of Telia. Such matters may include, for example, repair and construction of the communication network due to exceptional weather conditions, national exceptional circumstances, labour dispute, fire, natural disasters, interruption of energy distribution, interruption of payment traffic, regulation or official order or ruling, excavation, equipment or similar damage caused by a third party, and supplier delivery errors due to the above reasons. If the performance of a contract is prevented or delayed due to a force majeure, the period of performance of the obligation will be extended by such time as should be considered reasonable, considering the circumstances.

## 9. Term and termination of the agreement

The agreement on the service is valid until further notice. In the role of the owner, the Customer may terminate the agreement on the Service by removing all services managed by the Service from the Service and then deleting the Customer's user account in the Service as self-service through the Portal. In the role of a user, the Customer may terminate the agreement on the Service by deleting the Customer's user account in the Service as self-service through the Portal.

The customer's credentials can be removed by Telia in accordance with the retention periods described in the Service's privacy notice, 1) for a customer in the role of the owner, if the customer no longer has services managed through the Service, and 2) for a customer in the role of a user, if the customer does not have active designated user roles in the Service. Removal will be communicated to the customer within a reasonable time before the removal.

The agreement may be terminated with immediate effect if the customer commits a material breach of these terms of use or otherwise breaches the agreement in a material manner.

All provisions of these terms of use which by their nature should survive termination of the agreement, such as provisions on intellectual property rights and indemnification and limitation of liability, will survive the termination of the agreement for as long as they are relevant.

## 10. Transfer of the agreement and licence

The customer does not have the right to transfer any rights or obligations or the agreement under these terms of use to a third party without Telia's prior written consent. Telia has the right, without separate consent, to transfer all or part of an agreement and the rights and obligations under these terms of use to a third party in connection with a business acquisition or transaction or similar business arrangement, to another company belonging to the Telia group at any given time, or to a receiving company of an outsourcing project, by notifying of the transfer in the Service.

## 11. Governing law and disputes

The service, these terms of use, and the agreement governing the Service under these terms of use are governed by Finnish law, except for its choice-of-law provisions. Disputes concerning the Service are primarily resolved in negotiations between the parties.

## 12. Validity of terms

These terms are valid from 1 June 2026 until further notice.