

Telia Equipment Agreement Service Description

This service description tells you what your service contains. The service description is part of your agreement.

1. Overview

Telia Equipment Agreement is a fixed-term agreement containing a mobile or broadband subscription and a device suited for the use of mobile network services.

The agreement applies only to mobile network subscriptions and services.

2. Validity of the Telia Equipment Agreement

The fixed-term Equipment Agreement is valid for the fixed period of time specified in the agreement (hereafter "Agreement Period"), after which the agreement continues to be valid until further notice, unless the customer terminate the agreement at least two weeks or Telia at least one month before the end of the Agreement Period, in which case the agreement expires at the end of the Agreement Period.

The customer can once in an invoicing period change their subscription's package to another for the fee set in the price list. In that case, the new package will be subject to the monthly charge valid on the date of agreement.

A consumer customer is also entitled to terminate the Equipment Agreement by giving two weeks' notice, provided that they pay Telia the charges for the remaining period of agreement and a termination charge according to the pricelist. The charges for the remaining period of agreement consist of the remaining monthly charges for the device bought under the fixed-term agreement.

3. Number porting

The customer is entitled to have their telephone number ported to another telecommunications company in compliance with the Communications Market Act. The customer authorizes Telia or Telia's representative to terminate, on behalf of the customer, the customer's subscription agreement with another telecommunications company on the number to be ported. In such a case, the subscription agreement will end when the number is ported.

If the customer uses their right to have a number ported to another operator before the agreement period on the Equipment Agreement has expired, the fixed-term agreement between the customer and Telia remains valid despite the porting and the customer is liable for the charges according to the agreement until the end of the agreement period. In such a case, Telia, at the customer's request, provides a new number for the customer's use until the end of the agreement period.

4. Monthly charges

The monthly charge for the Telia Equipment Agreement always includes the monthly charges for the device (unless the device was paid for in full when it was purchased) and the fixed monthly charge for the subscription included in the Equipment Agreement.

Any traffic and other charges not included in the monthly charge for the subscription are charged based on use according to the price list of the subscription or Telia's general mobile call price list.

A fixed-term agreement may involve supplementary services valid until further notice, the agreements and invoicing related to which will continue normally, unless the customer terminate the agreements on the supplementary services.

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5. Cancellation of the agreement

If the customer, after the conclusion of the agreement, is subject to a social force majeure as referred to in the Consumer Protection Act and is therefore unable to meet their obligations under the agreement, the cancellation of the agreement is agreed on a case-by-case basis.

Telia is entitled to request that the terminal device included in the fixed-term Equipment Agreement should be returned if the customer terminates the subscription on the above grounds.

If the customer cancelling the agreement wants to keep the terminal device, any one-time charge the customer has paid for the device, the monthly charges the customer has paid for the device, the remaining agreement period, the credit costs, and the fair value of the device are taken into account.

A customer wanting to cancel the agreement on account of a social force majeure must submit a written request to Telia and provide evidence for the existence of the force majeure.

6. Information security

Accessing the public internet with a terminal device involves threats (such as viruses and malware) that may impair communications or jeopardize the usability and/or confidentiality of the data on the terminal device. The customer shall attend to the protection and information security of their mobile phone or other terminal device. More information about information security and threats to information security can be found at telia.fi/tietoturvainfo (in Finnish).

7. Other terms

With regards to matters not referred to in this service description, Telia's General Delivery Terms for Consumer/Business Customers concerning Services, valid at any given time, are applied.