

TELIA EQUIPMENT AGREEMENT SERVICE DESCRIPTION



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

1. General

Telia Equipment Agreement is a fixed-term agreement containing a package-priced Telia Yhteys puhelimeen or Telia Yhteys mukaan 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 terminates 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.

Once in an invoicing period, the customer can change the package set included in their subscription to another one or upgrade a call, message or surf package by one step at a charge indicated in the price-list. 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 price-list. The charges for the remaining period of agreement consist of the remaining monthly charges of 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. Number porting to Telia takes a minimum of five (5) working days from the submission of the porting request for further processing. Numbers are ported only on business days (Mon to Fri) between 8 am and 5 pm. If the date of porting the customer has requested in the agreement is not a weekday, the porting takes place on the next weekday at the earliest. The porting date may be postponed for

technical reasons. When the porting is in process, service interruptions may occur. 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. 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. This fixed monthly charge, in turn, includes the packages specified in the price-list of the subscription, based on the volumes of use. Elements included in the monthly charge may include, for example, standard-rate domestic calls, video calls, domestic data transfer, text messages or multimedia messages.

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.

When the agreement expires, the then ongoing invoicing period is charged for in full. The monthly charges are charged even if the subscription or the device has not been used.

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 terminates the agreements on the supplementary services.

5. Cancellation of the agreement

If the customer, after the conclusion of the agreement, is sub-

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ject to a social force majeure as referred to in the Consumer Protection Act and is therefore unable to meet the obligations under the agreement, it is possible to agree on cancellation of the agreement 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. Supplementary services and their validity

When concluding the subscription agreement, the customer can order supplementary services provided by Telia at any given time by calling Telia's customer service number, by text message or at telia.fi

7. Barring

The customer may restrict the use of the subscription through barring. An entertainment call bar blocks calls to entertainment and adult entertainment services (for example, 0700-prefixed numbers). A telecommunications company can bar only calls charged to the mobile phone bill. An entertainment message bar blocks text messages sent to entertainment service numbers and adult entertainment numbers (for example, 17-prefixed numbers).

A consulting and ordering call bar blocks calls made to consulting and ordering, entertainment and adult entertainment services (for example, 0700-prefixed numbers) and to consulting and ordering services (for example, 0600-prefixed numbers). A consulting and ordering message bar blocks text messages to consulting and ordering, entertainment service and adult entertainment numbers (for example, 15400 and 17 and 16-prefixed numbers).

Further information on barring and on services for controlling the costs of the subscription is available at telia.fi

8. SIM locking

The device that the customer purchases when concluding the agreement may be SIM-locked. This means that the device can only be used with a Telia subscription covered by a fixed-term Equipment Agreement including a 3G device. The subscription, however, may also be used on other devices. Depending on the type of the customer's SIM card, the card may have to be changed when the customer starts using the subscription.

The customer is not entitled to unlock the SIM-locking without the operator's consent. If, contrary to the above, the customer unlocks or attempts to unlock the SIM, the customer is liable for any resultant damage and Telia has the right to prevent the use of the device.

Telia gives the device-holder the information required for unlocking the SIM at the earliest when the fixed-term agreement period of the Equipment Agreement expires. When the SIM has been unlocked, the device purchased under the Equipment Agreement also works with other mobile subscriptions.

9. Information security

Accessing the open 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 on information security and threats to information security can be found at telia.fi/tietoturvainfo

10. Other terms and conditions

If the customer exchanges their Telia mobile subscription for a fixed-term Equipment Agreement, any talk-time or subscriber-gift offers will not be transferred to the Equipment Agreement.

With regard 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.