

# Telia Play price list



Available services depend on the technology used.  
Price in euros, VAT 24%.

## Telia Play service charges and other general fees

Recording service	€6.50/month
Channel packages and programme libraries (Ohjelmakirjasto), for details see <a href="#">channel lists</a> (in Finnish)	from €2.94
Movie rentals, prices are listed in the Telia Play user interface	from €2.90
Changing the password for the Telia Play account	€0.00
Changing the PIN code	€0.00
Changing owner	€10.00
Changing user	€0.00
Telia Play app: Download the free app and pay only for the content you order	€0.00
Activating a closed Telia Play account	€10.00

## Price list of Telia Play box and Telia Play box with broadband services

Telia Play box monthly charge	€13.90
Service and device delivery fee	€8.99

## Price list of Telia Play box and Telia Play box with broadband devices

Replacement of a broken or lost box	€99.00
Replacement of a broken or lost service router	€99.00
Replacement of a broken or lost box with a hard disk	€199.00
Replacement of remote control	€29.00
Replacement of a power source	€19.00
Replacement of a broken or lost hard disk for the Telia Play box with broadband service (compatible with Arris 4302 and 5305)	€120.00

## Subscription price list for the Telia Play box with broadband service

Transfer of subscription	€0.00
Transfer of subscription is free of charge once a year when moving homes.	
• Transfer of subscription more than once a year	€10.00
Change of subscription type	€0.00
• Note! The price applies to changes between fixed broadband subscriptions (ADSL/Fibre/Cable).	
Data transmission rate upgrade	€0.00
Data transmission rate downgrade	€15.00
Basic charge while subscription is closed	€19.00
A subscription may be closed once in a calendar year, 1 to 3 months at a time. Does not apply to fixed-term agreements.	
Reopening a closed subscription	€19.00
Charged when a closed subscription is reopened automatically.	
Quick reopening of a closed subscription	€39.00
Charged when a closed subscription is reopened without delay.	
Subscription opening charge	€129.00

## Price list for cable TV services

Cable card delivery charge	€12.00
Cable card monthly charge	€6.95/month
Billing period 6 months, total price for the billing period €33. Parallel card €1.75/month	
Replacement of a cable card	€20.00
Reopening of a closed cable card	€15.00
Rent for cable card reader (Clv1 module)	€4.99/month
Cl+ cable card reader	€69.00
Connecting the cable TV subscription	€139.00
Price does not include possible construction costs.	
Reconnecting the cable TV subscription	€139.00
Basic cable TV charge for detached homes	normally €13.65/month
Basic cable TV charge for semi-detached homes	€24.90/month
Basic cable TV charge for housing companies, according to quote	
Change of ownership of the cable TV service	€10.00

## General charges

Telia Helppi support service	
Service call charge €2.50/call + €2.50/minute + Inc/mcc.	
Read more about the service at <a href="https://telia.fi/helppi">telia.fi/helppi</a> (in Finnish).	
Customer service call charges	Inc/mcc
Extract of processed personal data	
• First request	€0.00
• New request within 6 months	€25.00 per request
House call by a technician, subject to a charge	€99.89
Charged from the end user, if the delivery check or troubleshooting shows that the fault is in the end user's equipment or internal network.	
Customer service processing charge	€15.00
Paper invoice sent by mail	€4.90/invoice
Paper invoice sent by mail to customers with only a Cable TV basic subscription	€0.00/invoice
Payment agreement for an invoice	€10.00
• As a self-service €5.00	
Payment reminder (tax exempt)	€5.00
(Plus potential other collection costs.)	
Changing the payer	€10.00
• As a self-service €0.00	
Invoice copy from customer service	€4.90/invoice
Change of invoicing group	€10.00
Change of invoicing period	€10.00

After the fixed period, the agreement continues valid until further notice.

The information is based on information valid in 0 1/2024. The price list is valid until further notice. The prices include the prevailing value added tax. Current prices are stated in the order confirmation and at [telia.fi](https://telia.fi). Telia Finland Oyj reserves the right to change its price lists.