

HBO MAX STREAMING SERVICE

SERVICE DESCRIPTION



This service description explains what your service contains. The service description is part of the agreement you made regarding a content product used in the HBO Max service.

The HBO Max service (the "Service") is a service of Telia Finland Oyj ("Telia") and HBO Nordic AB ("HBO") targeted at consumer customers living in Finland. It compiles entertainment content into separately ordered content products. Telia is responsible for the order process and invoicing for the Service, while HBO is responsible for the content of the Service.

In the event that HBO Max's terms of use for the Service conflict with this service description, this service description, the terms of use of the Telia Dot application service (where the order has been placed in the Telia Dot application) and Telia's general terms for consumer customers apply to the subscription, invoicing and agreement concerning the Service. In addition, services provided by third parties are subject to the terms of agreement of the respective third parties.

Ordering

You can order the content product of your choice at telia.fi/hbomax or in the Telia Dot application, subject to availability. The subscription and Service invoicing are subject to Telia's general delivery terms for consumer customers, which you can find at <https://www.telia.fi/toimitusehdot-ja-palvelukuvaukset>. When you order the Service in Telia's application, the special terms of the Telia Dot application apply, available at <https://www.telia.fi/dot/telia-dot-kayttoehdot.pdf>.

The content service is subject to HBO Max's terms of use of the Service, which you can find at <https://www.hbomax.com/terms-of-use/fi-fi>.

The agreement on the Service becomes effective when Telia has accepted the order. You will receive a separate order confirmation for each content product you order.

Set-up and use

After your order is processed, you will receive an order confirmation for the content product you have ordered. The confirmation contains the most important information and instructions related to your order. When you receive the order confirmation, the Service will be ready for you to use. To start using the service, you must first specifically activate it and log in with a browser on the HBO Max site using the link provided when ordering.

To use the HBO Max service you subscribe to, you will need a user name and password for the Service. When activating the service, you will be asked if you already have an HBO Max account. You can choose whether to use an existing account or create a new account with a new e-mail address. After activating the service, you should always log into the Service using the user name and password you created for the Service.

The login instructions and a user guide are also available at www.telia.fi/hbomax.

If you have forgotten the user name or password to your account on the Service, you can reset your password on the login page for the Service at <https://play.hbomax.com/page/urn:hbo:page:home>.

The Service can be used with a computer at www.hbomax.com and with the HBO Max application on a phone, tablet or smart TV, for example.

The use of the Service requires a sufficiently fast internet or data connection. Any data fees incurred in using the Service are invoiced according to the agreement and pricing of the subscription and the operator you use.

To ensure the best user experience, see more detailed instructions, hardware requirements and recommendations for the internet connection, applications and browsers at <https://help.hbomax.com/fi/Answer/Detail/000001243>.

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Changes to subscriptions

After logging into the Telia Dot application, you can manage your personal data and the content product subscriptions in the Service.

You can subscribe to more products, terminate subscriptions or replace content products with each other within the Service. The terms of termination below apply to both terminating and replacing products.

Limitations

The Service is intended for consumer customers only. The right to use the Service is personal and does not entitle you to use the content for commercial purposes or public display.

The HBO Max service can be downloaded to an unlimited number of devices, but it is only possible to view content on a certain number of devices at a time using one user account. The applicable restrictions are described at <https://help.hbomax.com/fi>.

Invoicing

Invoicing begins when you have activated the Service via the link you have received. The content products ordered in the Service will be invoiced according to the fees specified in the applicable price list. The invoicing cycle is thirty (30) days, and the monthly charges are invoiced in arrears. Invoicing begins with the activation of the Service and ends at the end of your invoicing cycle.

Right of cancellation and termination

You can cancel the order at telia.fi/peruutus. An order can be cancelled within 14 days of the conclusion of the agreement if the service has been ordered via a remote communications device, for example, by phone or online. However, as digital content delivered electronically, a content product you purchase for the streaming service does not have the 14-day right withdrawal, when you have given your prior consent to the provision of the Service starting during the period of the right of withdrawal and you have given your consent to the fact that you do not have a 14-day right of withdrawal after activating the service.

The subscription is valid until further notice in subscription periods of 30 days. Termination always takes place at the end of the active 30-day invoicing period of the subscription.

Termination is easy in the Telia Dot application: Asetukset ja hallinnointi > TV ja Viihde > HBO Max > Tilaus

Processing of personal data

Telia is the controller of personal data and processes your personal data in relation to the Service order process and invoicing and for other purposes as described in Telia's privacy notice at <https://www.telia.fi/tietosuoja-ja-tietoturva>.

HBO is the controller of personal data and processes your personal data in order to deliver the content of the Service and for other purposes as described in HBO's privacy notice at <https://www.hbomax.com/privacy/fi-fi>.

Telia and HBO may disclose personal data between the companies if it is necessary for the purpose of providing the Service, invoicing or administration.