

Telia pay TV services service description



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

1. General description of the service

Telia Finland Oyj ("Telia") relays a variety of programme packages, channels, rental films and series, content and other services to consumer customers. To be able to receive the contents, you must be within the availability area of the service and have the devices and connections required for the service. Telia is entitled to change or terminate the service or parts of it.

Changes beyond Telia's control may take place in the available contents. In the event of changes, we aim to keep the contents of the service as close to the original contents as possible, and sufficiently diversified. However, this is not always possible. If the contents change substantially, you are entitled to terminate your agreement regardless of whether you have a fixed-term or indefinite agreement.

2. Requirements for service introduction and service use

To use Telia pay TV services, you need to have either a Telia cable TV subscription and cable card, or an agreement on the Telia Play service and a Telia Play set-top box or the Telia Play application, as well as a broadband subscription suitable for using Telia Play, either from Telia or through another operator. To view high-definition channels, you also need a TV and set-top box that support high-definition channels, as well as a cable card module that can be linked in cable TV and, when using the Telia Play service, a sufficiently fast broadband connection. You can get the cable card and the Telia Play devices from Telia. You are responsible for acquiring other endpoint devices and the broadband subscription required for the use of the service, unless otherwise agreed.

Some of the services include programme library viewing rights. In certain cases, Telia may disclose the identification information needed for verifying the viewing right in the service, such as the postcode and Telia's customer ID, to the channel company providing the service. Only the necessary information will be disclosed. More information on how Telia processes personal data can be found in Finnish at: www.telia.fi/tietosuoja-ja-tietoturva

The copyright to the service contents and other protected rights belong to Telia or a third party. Use of the service is permitted only for private use. You do not have the right to record, distribute or use the services without the consent of the programme company or Telia or to copy the services in violation of the copyright law.

In the cable TV network, Telia is responsible for the operation of the service up to the house MDF of your housing company. In the Telia Play service, Telia is responsible for the operation of the service up to the devices or the Telia Play application included in the service. Programme companies and other content providers are responsible for the contents in the service. Telia is not responsible for the information provided by programme companies, such as programme information. There may be changes in the programmes. Telia is not responsible for the functionality of third-party services available through the service.

The development of the service may require changes in the hardware, software, systems, broadcasting methods or technology. It may also be necessary to make changes to the service for reasons of data protection, information security or the customer's financial security. If an unforeseen change beyond Telia's control requires changes in your equipment or software and you still want to continue using the service, you must ensure at your expense that the changes are made.

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3. Invoicing

Telia will charge for paper invoices according to the list price for paper invoices. If the service has been deactivated because of unpaid invoices, it will be re-activated within 1 to 5 days after you have paid all your overdue charges. Telia is entitled to charge the list fee for the re-activation of the service.

4. Special terms for content purchases

Content purchase refers to the acquisition of a licence to content that you may view as enabled by Telia from time to time and depending on the content purchase in the Telia Play service. The licence you have acquired is valid for as long as you have a valid agreement on Telia Play and Telia still has the right to keep the content available on the service. Access to individual content may be removed, for example, by demand of the rights holders or for other justified reasons, and Telia is not obligated to reimburse any costs or damage that may arise from this.

5. Cabel card

The cable card is Telia's property, and thus you are not entitled to sell or give it to a third party. You must keep the cable card safe and return it to Telia without delay when the agreement expires. If the card is lost, damaged or not returned, we will charge you according to the pricing applicable at that time.

6. Telia's liability for defects

Telia is liable for defects in a service component or a device supplied as part of service for which it is responsible in accordance with applicable legislation, such as the Consumer Protection Act. In the event of a defect in a communications service provided by Telia, the provisions of the general delivery terms for consumer customers concerning services apply.

7. Right to cancel and termination

A service 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. You can cancel your order at www.telia.fi/peruutus (in Finnish) or by contacting Telia's customer care. In such cases, Telia has the right to charge reasonable compensation for the service used.

However, with regard to paid digital content offered through Telia Play, such as the possibility to watch individual sports events, rental films or series, or content purchases, you do not have the right of withdrawal if, before placing an order, you have consented to the delivery of the digital content beginning during the withdrawal period and have accepted to waive the right of withdrawal in such a case.

You may terminate your subscription, valid until further notice, to a programme or channel package or programme library with a notice of two (2) weeks. Notice of termination can be submitted online at telia.fi or by contacting Telia customer care.

8. Other terms

In issues not mentioned in this service description, Telia's general delivery terms for consumer customers concerning services, valid at any given time, apply.