

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 services agreement

1. General description of the service

Telia Finland Oyj ("Telia") provides various programme packages, channels 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 be able to start using Telia pay TV services you need a Telia cable TV or broadband access. If you want to use pay TV services in cable TV, you need a cable card. To watch high-definition channels, you also need a cable card module that can be linked. You can get the cable card and the Telia TV devices from Telia. You are responsible for purchasing any other terminal devices yourself, unless otherwise agreed.

Some of the services include programme library viewing rights. In certain cases, Telia may disclose the identification information required for the service, such as the pos-

tal code and Telia's customer ID, to the channel company providing the service. Only the necessary information will be disclosed.

The copyrights to the service contents and other protected rights belong to Telia of a third party. 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 services in violation of the copyright law.

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

The development of the service may require changes in the equipment, 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.

3. Invoicing

Telia invoices for the service according to the price-list. If you terminate the agreement in the middle of the agreement period, no charges invoiced in advance will be refunded to you without due reason. As an exception to Telia's

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General Delivery Terms concerning Services, you will not be notified of the next due date in the previous invoice. 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 listed charge for the re-activation of the service.

4. Cable 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 price-list.

5. Telia TV

The devices provided for the use of the service are Telia's property, and thus you are not entitled to sell or give them to a third party. You must keep the devices safe and return them to Telia without delay when the agreement expires. If the devices are lost, damaged or not returned, we will charge you according to the price-list.

6. Other terms and conditions

In issues not mentioned in this service description, Telia's General Delivery Terms for Consumer Customers concerning Services, valid at any given time, apply.

Contact information

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