

# TERMS OF USE OF THE TELIA ACCOUNT SERVICE

For more information on Telia's services go to [telia.fi](https://telia.fi) or call our customer service at 020 690 400 (mcc/lnc)



# TERMS OF USE OF THE TELIA ACCOUNT SERVICE



## 1. Overview

These terms of use of Telia Account are the agreement on the conditions on which Telia Account provided by Telia Finland Oyj (hereinafter "Telia") may be used when the customer concludes an agreement on the Telia Account service.

The Telia Account service is an agreement separate from other agreements between Telia and the customer and enables the customer to make use of the features of Telia Account, manage services procured from Telia and procure products and services from the Telia online shop, for example. Services used with the Telia Account ID include services provided by Telia and other service providers in the same group of companies, as well as services from trusted third parties.

Through Telia Account, the customer can use, for example, the following services and functionalities:

- Telia Corporate Portal
- Telia Cid Manager
- Telia online shop
- Telia Reporting Service

To commission the services, it is required that the customer has agreed on Telia Account with Telia. The services used through Telia Account are always subject to the service-specific service descriptions, Telia's general delivery terms for business customers concerning services and any service-specific special terms and conditions. The customer separately agrees with Telia on the use of services to be used through Telia Account.

In addition to these terms of use, the use of Telia Account is subject to Telia's general delivery terms for business customers concerning services.

Telia reserves the right to change the functionalities, services and service features of or supported by Telia Account, including usernames and passwords, without notifying the customer in advance, to the extent permitted by mandatory legislation.

## 2. Contents of the service

Telia Account is a service intended for uniquely identifying a service user and verifying their identity, managing user data and managing the access rights and services of a company. The service is offered via a self-service portal accessible by the Internet browser of a computer or mobile device (hereinafter the "Portal"). With the Portal, the users can view, modify and delete their own data, and the company's main user and administrators can manage the access rights of the company's users. The Portal also contains links to other Telia services.

Telia Account makes everyday life easier, enabling a safe and modern means of a single login to Telia services. After signing up for Telia Account, the user can log into Telia services using their Telia Account ID, Mobile ID or their personal banking credentials. Telia Account also makes it easier and more flexible to manage the access rights of the company's users.

### 2.1. Service set-up and registration

The service is set up by creating credentials for it at the address [www.telia.fi/tili/yrityksille/rekisteroidy](http://www.telia.fi/tili/yrityksille/rekisteroidy). When signing up for the service, the person must have the right to sign for the company in order to commission the service for the company. Otherwise, a person authorised to sign for the company may invite users to manage the company's details using their personal Telia Account.

Login to the service and connected services is available via [telia.fi/tili](http://telia.fi/tili) or [telia.fi/yrityksille](http://telia.fi/yrityksille) using a Telia Account ID, Mobile ID or TUPAS certificate.

The service credentials are personal and must not be disclosed to third parties.

The recommended browsers for using the service are the latest versions of Google Chrome, Mozilla Firefox or Safari.

## 2.2. Service features

The user profile in the Portal allows for managing information related to the customer relationship and identity.

The Companies section lists the companies that the user belongs to and contains more detailed information about the company and the company's users. A company's main user may invite new users to the company or specify the rights of the company's users, and add or delete services for users, as needed. After this, the users can manage their data themselves.

The Portal has links to other Telia services. There is no geographical usage restriction for the Portal.

## 2.3. Additional

Telia collects feedback from users in the service to make it the best possible. Feedback is processed completely anonymously, and personal data are not collected or stored in connection with feedback.

A subcontractor operating fully or partly outside the Finnish borders can be engaged for implementing the service. For example, the data gathered by the service may be located in a virtual cloud service. In such cases Telia sees to it via contractual means that all customer data are appropriately protected and that the subcontractor undertakes to follow the instructions provided by Telia and adheres to the applicable legislation.

The service's service description and data protection documentation are available in the Portal and on the website of the service. If not otherwise stated in this service description, Telia's general delivery terms for business customers concerning services apply.

## 3. Responsibility for the use of the service, user IDs

Personal and traffic data processed in connection with services provided by Telia are available via Telia Account, for example concerning the customer's employees and other persons. The customer is responsible for the lawfulness of the processing of the personal and traffic data processed via Telia Account, such as processing of the data for allowed purposes only, obligation of information concerning said processing and obtaining consents, if any, from the persons that the personal or traffic data apply to.

A main user ID protected with a personal password is created for the customer for Telia Account. In connection with registration, the main user is required to identify themselves strongly. The service credentials are personal and must not be disclosed to third parties.

With the main user ID, the customer can further create password-protected user IDs for Telia Account in conformance with the terms of Telia Account. The main user can specify other users' rights to use Telia Account features and limit them as allowed by the service. The users can independently maintain Telia Account within the scope of the restrictions set by the main user in Telia Account.

The customer must carefully protect all identifiers and passwords related to the service and its use and secure them against unauthorised use. The customer is responsible for ensuring that any passwords and credentials required for the use of Telia Account are available only to such persons as have the right to use them as a representative of the customer. The customer is responsible for preventing unauthorised access to usernames and passwords.

The customer must notify Telia immediately of the loss or suspected loss of usernames or passwords. Telia is entitled but not obliged to prevent the customer from using Telia Account and block the customer's user IDs without advance notice, if Telia has a justified reason to assume that the credentials are used without authorisation.

If a person employed by the customer or otherwise acting on behalf of the customer and having the credentials required for the use of Telia Account no longer works for the customer or is no longer otherwise entitled to represent the customer, the customer is obliged to immediately cancel this person's right to use Telia Account.

The customer is responsible for all use of Telia Account using the customer's credentials and for all actions taken, for all use of services and features used via Telia Account and for any agreements concluded via Telia Account or the services and features used via it, regardless of whether the customer has used the credentials themselves or whether they have been used without authorisation. The customer is responsible for ensuring that the computers, devices and software used by the customer are appropriately and sufficiently protected against information security threats. In addition, the customer undertakes to comply with Telia's current instructions on the use and security of Telia Account and other instructions.

## 4. Intellectual property rights

The contents and visual image of Telia Account are protected by copyright. The title and intellectual property rights of Telia Account, the services and functionalities used through it and the information included in them belong to Telia or third parties. The customer receives no other title to Telia Account, the services and functionalities used through it or the information included in them, except for the right to use Telia Account as specified in these terms of use, the applicable general delivery terms, service descriptions and special terms and conditions.

Any use, copying, translation, modification and any kind of saving of Telia Account or parts of it without Telia's prior written permission, if said activity is not specified in these terms of use, is prohibited.

## 5. Right to amend the terms of use

Telia has the right to amend the terms of use of Telia Account and other agreement terms and service descriptions applicable to Telia Account and the services used through it.

## 6. Processing of personal data

Telia processes personal data in accordance with the valid data protection legislation, the Telia Account privacy notice and Telia's privacy notice. The data protection description and privacy notice are available in Finnish at [telia.fi/tietosuoja](https://telia.fi/tietosuoja).

## 7. Limitation of liability

Telia is not responsible for the unavailability, service downtime or delays of Telia Account or the services and functionalities, in part or in full, used through it. Telia Service is provided "as is", and Telia does not give any warranties regarding the use of Telia Account. The customer assures having deemed the features of Telia Account to meet the requirements set by the customer's operations. Telia is not responsible for any damage or other loss, whether direct or indirect, caused to the customer by the use of Telia Account.