

TELIA VASTAAJA VOICE MAIL SERVICE DESCRIPTION



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

Overview

Telia Vastaaaja (Voice Mail) is a supplementary service for the mobile phone subscriptions of Telia Finland Oyj's ("Telia") consumer customers.

Calls to you will go to Voice Mail if you do not answer within 30 seconds, or immediately when you are on another call or unreachable, meaning your phone is turned off or without network service.

When a call goes to Voice Mail, the caller hears a greeting and a tone, after which they can leave a voice message up to 3 minutes long. You can listen to messages left for you in Voice Mail by calling Voice Mail using your subscription.

Unlistened (new) messages are kept for 28 days. Listened messages are kept for 29 days. A new voice message becomes listened to once it has been listened completely. A listened message will automatically and permanently disappear from Voice Mail after 29 days, unless it is specifically saved. Saved voice messages will remain in Voice Mail unless they are specifically deleted. Deleted messages will disappear permanently. Voice Mail can hold a total of 100 voice messages at a time. Voice Mail can have new, listened and saved messages.

You will receive a text message informing you of missed calls even when the caller has not reached you and has not left a message in your Voice Mail. The service is free of charge, also abroad.

Getting started with voice mail

The first time you call Voice Mail's number, Voice Mail asks you to select a language and set up a PIN, and to record a greeting. You can ignore this setup twice, after which Voice Mail will apply the basic settings in Finnish, and you will receive the PIN number by SMS.

You must set up a new Voice Mail service in the Finnish network in order to listen to Voice Mail messages abroad.

The Voice Mail number is the same for all users, 042 333 0 333 (+358 42 333 0 333 in the international format).

Configuring voice mail and saving messages

You can edit your Voice Mail settings after logging in at telia.fi

You can also manage many Voice Mail settings by calling it and following the instructions of the voice prompts.

More detailed instructions on Voice Mail settings can be found at telia.fi/vastaaaja (in Finnish).

Disabling voice mail

You can disable Voice Mail temporarily or completely after logging in at telia.fi. If you disable Voice Mail, your greetings and messages remain in Voice Mail, but new calls will not be directed there. You can also remove the Voice Mail service entirely from your subscription, and thus delete all Voice Mail content, such as greetings and messages.

More detailed instructions on Voice Mail settings can be found at telia.fi/vastaaaja (in Finnish).

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Invoicing

The service is subject to a monthly charge and a connection charge in accordance with the price list valid at any time.

Calls to Voice Mail in Finland are included in the call package, and without a call package, the list price is charged for calls to the Voice Mail number. Calls to Voice Mail abroad are charged according to the roaming price list.

Other terms

The Voice Mail service cannot be transferred to another customer through a change of ownership. In the event of a change of ownership, the Voice Mail content, such as greetings and messages, will be deleted.

At the expiry of the agreement for the main subscription, the Voice Mail service agreement will automatically expire without a separate termination.

With regard to matters not mentioned in this service description, Telia's General Delivery Terms for Consumer/Business Customers concerning Services, valid at the given time, will be applied.