

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 Max streaming service.

The Max streaming service (the “Service”) invoiced by Telia is provided by Telia Finland Oyj (“Telia”) and Warner Bros. Discovery (“WBD”) targeted at consumer customers living in Finland. It compiles entertainment and sports content into separately ordered content products. Telia is responsible for the order process and invoicing for the Service, while WBD is responsible for the content of the Service.

In the event that WBD’s terms of use for the Service conflict with this service description, this service description or other applicable special terms, 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 subscribe to the content product you want through Telia’s sales channels, online service or customer care. The subscription and Service invoicing are subject to Telia’s general delivery terms for consumer customers, which you can find at www.telia.fi/toimitusehdot-ja-palvelukuvaukset.

You can subscribe to one or more content products in the offering that emphasises various sports and entertainment content. WBD’s terms of use of the Service apply to the content Service. The terms of use are available at www.telia.fi/toimitusehdot-ja-palvelukuvaukset and on the Service website at www.max.com.

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

To use the content product of each Service you subscribe to, you will need a user name and password for the Service.

After the processing of the order, you will receive a set-up message for the content product you ordered, including a link for creating a new user ID and password or confirming existing credentials. The service can be set up only through this link. If you lose the set-up message, you can also find the link after logging into the Minun Telia service at www.telia.fi/kirjaudu (in Finnish).

Once you start using the Service, you should always log into the Service using the username and password you created for the Service. If you forget the password, you can order a new password on the Service login page at www.max.com.

More detailed login instructions and a user guide are also available at www.telia.fi/max (in Finnish).

The service can be accessed through a browser at www.max.com or by downloading the Max app on your phone, tablet or smart TV.

The use of the Service requires a sufficiently fast internet or data connection. Data fees arising from the use of the Service will be invoiced according to the agreement and price list of your internet or data subscription.

To ensure the best user experience, see more detailed instructions, hardware requirements and recommendations for the internet connection, applications and browsers at www.max.com.

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Changes to subscriptions

After logging into Minun Telia at www.telia.fi/kirjaudu (in Finnish), you can manage your personal data and the content product subscriptions in the Service.

You can order more content products, terminate them or exchange those you have subscribed to for another content product on the Service subject to the current availability and restrictions. The 14-day period of notice for termination specified below applies to both terminating products and when replacing them with lower-priced ones.

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 Max app 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 www.max.com.

Invoicing

The content products ordered in the Service will be invoiced according to the fees specified in the applicable price list. The invoicing period is one (1) month, and the monthly charges are invoiced in arrears. The invoicing begins on the day following the conclusion of the agreement and ends as the period of notice ends.

Right of cancellation and termination

You can cancel the order at www.telia.fi/peruutus (in Finnish). 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. In such cases, Telia has the right to charge reasonable compensation for the service used.

The agreement is valid until terminated. The customer's period of notice is 14 days. Notice of termination can be submitted to the Telia customer care or online at www.telia.fi/kirjaudu (in Finnish).

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 www.telia.fi/tietosuoja-ja-tietoturva.

WBD 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 WBD's privacy notice at www.max.com.

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