

# TELIA YHTEYS KOTIIN PRICE LIST



Telia Yhteys kotiin is a high-quality, super-fast broadband service that provides unlimited web access to all the connected devices in your home. It allows you to play games on the Internet and work from home, and it brings you a high-quality movie and video experience. The Internet access is easy to set up, but if you need help, Telia Helppi will assist you.

Telia Yhteys kotiin upwards from € 27,90/mth M, L, XL and XXL (16–1,000 Mbit/s)  
The best benefits in 24-month agreements, but affordable also without a fixed-term agreement Check the availability and price at [telia.fi](http://telia.fi)

## One-time charges

### Transfer of subscription € 0,00

Transfer of subscription free of charge once a year in connection with a removal.

### More frequent subscription transfer

€ 10,00

### Change of payer € 10,00

- Through self-service € 0,00

### Change of owner € 10,00

### Change of user € 0,00

### Change of subscription type € 0,00

Note: The price applies to changes between fixed broadband (ADSL/Fibre/Cable) accesses.

### Data transmission rate upgrade € 0,00

### Data transmission rate downgrade € 15,00

### Change of password € 0,00

### Payment agreement on invoice € 10,00

- Through self-service € 5,00

### Invoice copy from customer service

€ 10,00/invoice

### Invoice copy via self-service € 5,00/invoice

### Change of invoicing group € 10,00

### Change to invoicing period € 10,00

### Basic charge for closed subscription

€ 19,00

A subscription may be closed once in a calendar year, for 1–3 months at a time Does not apply to fixed-term agreements

### Reopening of a closed subscription

€ 19,00

Charged when a closed subscription is reopened automatically.

### Quick opening of a closed subscription

€ 39,00

Charged when a closed subscription needs to be opened immediately.

### Fee-based installer's visit € 100,00

Charged from the end user, if a broadband delivery check or troubleshooting shows that the fault is in the end user's equipment (modem, computer) or in internal network

### Customer service's processing charge

€ 15,00

## Connection set-up charges

**Yhteys kotiin** € 129,00

**Yhteys kotiin mobiili 3G/4G** € 0,00

**Yhteys kotiin mobiili 5G** € 129,00

**Yhteys kotiin kiinteä 5G** € 0,00

### Home Fibre

- Detached houses: subscription charge and installation charge € 1 090,00
- Semi-detached houses: subscription charge and installation charge € 1 090,00

In semi-detached houses, each flat needs to be ordered a separate.

A subscription charge will be charged from the end user when a property or building is connected to Telia's communications network.

The subscription charge will be charged every time a site is connected.

In other words, it also has to be paid if the site has been connected before but is disconnected at the time the order is submitted.

The subscription charge will also be invoiced if the customer wants to connect another building on the same property. In addition to the subscription charge indicated in the price list, Telia is entitled to charge the customer a separate, case-specific construction.

The construction charge is determined by the actual costs, based on the offer made by Telia and accepted by the customer. The customer should check with the tax authority whether the installation-related part of the charge (€ 470) is eligible for a domestic help credit according to current taxation practice

## Other charges

### Paper invoice

Paper invoice sent by mail € 3,90

### Yhteys kotiin mobiili (Mobile home

connection) Price of text message 8¢ each  
The prices of text messages from third-party services can be found in the service provider's pricelist

### Internet Assistant

Internet Assistant is free of charge to broadband customers free of charge.

### Email

(Discontinued on March 9, 2022)

As a Yhteys kotiin customer, email service is available to you. Number of mailboxes: 5

### Additional mailboxes € 2,08/mth

The size of add. mailboxes is 500 MB/each.

### Add. mailbox volume € 1,51/mth

The additional mailbox volume is 500 MB.

### Email forwarding to a mobile phone €

0,09/message

### Telia Smart wifi service

Fee for supplementary service available to Yhteys kotiin (Home connection) customers €7.90/month

### Extract from the register of personal data undergoing process

- First order € 0,00
- New orders within 6 months € 25,00/each

### Payment reminder (excl. VAT) € 5,00

(plus potential other collection costs)

### Set-up

- Yhteys kotiin kiinteä 5G (Home connection fixed 5G) as a single payment €495 or with a 24-month payment period €20.63/month
- Yhteys kotiin kiinteä 5G (Fixed home connection 5G) deinstallation by Telia €299

### Calls to customer service

- Customer service (mcc/Inc)
- Sales service (mcc/Inc)
  - Telia Helppi Price EUR 2,50 €/call + 2,50 €/starting minute + mcc/Inc