

Telia Smart, Telia Hybrid and Telia 5G Outdoor Unit service description

This service description tells you what your service contains. The service description is part of your Telia Yhteys kotiin (Home connection) agreement.

General description

Telia Smart or Telia Hybrid is a service router intended for the customers of Telia Finland Oyj ("Telia"). With it, it is possible, for example, to share broadband access between several devices and use a Telia set-top box.

In Telia broadband subscriptions implemented with ADSL or VDSL2 technology, the service router replaces the customer modem. In subscriptions where the internal network has been implemented with fibre or Ethernet cabling (CAT5 or CAT6), the device is connected to the Ethernet connector of either the home or the fibre converter.

The Telia 5G outdoor unit is a 5G outdoor unit for Telia Finland Oyj's ("Telia") customers, enabling mobile connectivity with 4G and 5G technologies at the property.

The service router and the Telia 5G outdoor unit (hereinafter individually the "Device" and collectively the "Devices") are owned and managed by Telia. They are provided to the customer as a service subject to a monthly charge.

Ownership of the Devices

The Devices and their components are Telia's property and thus may not be sold or given to a third party without Telia's prior written consent. Telia is entitled to label the Devices as Telia's property, and the label must not be removed. The right of ownership to the service router and its components does not change during the agreement period or when the agreement expires.

Delivery and return

The Devices are delivered by mail. The Devices must be handled and used with care. Only Telia is entitled to service the Devices. No changes may be made to the Devices or their components.

If a Device is broken or lost, it must be notified of this and the broken Device must be returned to a Telia customer service point or another point of contact. If the breaking of the Device is not due to you, Telia will pay the return costs and either repair or replace the defective Device and deliver the repaired Device or a replacement Device to you at its own expense. If the Device is broken for a reason attributable to you or if the Device has been lost, you must pay Telia the replacement price and the cost of mailing resulting from the replacement of the Device.

At the expiry of the agreement, the Devices must be returned to Telia in normal operating condition, taking into account the time the Devices have been used. If the working order of the Device or its components cannot be considered normal, Telia has the right to repair the Device at your expense. If this is not possible, Telia is entitled to invoice you up to an amount corresponding to the replacement price of the Device.

Telia has the right to remotely connect to the Devices and to manage them and their settings over the remote connection in order to solve technical problems or develop services. The software of the Devices may not be changed, and the device settings may not be changed contrary to the instructions.

Customer communications

Telia sends any news and bulletins related to service changes to the email address you have given when ordering the service.

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Invoicing

The service is subject to the charges indicated in the price list, and the charges will be invoiced on the broadband invoice. The invoicing period is one (1) month.

Cancellation right in distance selling

If you have ordered the service by phone or online, you can cancel the order by contacting Telia's customer service within 14 days from the receipt and installation of the Devices included in the service.

If you cancel the order, you must return the Devices related to the service to Telia. Unless otherwise agreed, you must return all Devices owned by Telia to an indicated point of contact in good condition and within a reasonable time, but no later than within 30 days from the end of the validity of the agreement. If you do not return the Devices as appropriate, Telia is entitled to charge you for the replacement price of the Devices.