

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

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. Service router is not available in Telial's broadband connections implemented with ADSL and VDSL2 technology.

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

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

## Ownership of the Devices

The Devices and their components are Telial's property and thus may not be sold or given to a third party without Telial's prior written consent. Telial is entitled to label the Devices as Telial'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.

## Device management and software updates

Telial has the right to remotely connect to the Devices and manage them and their settings via remote connection in order to solve technical problems or develop the service. Telial has the right to update the software of the Devices to ensure the quality of the service and the security of the Devices if required. You may not change the software of the devices yourself, and you may not change its settings contrary to the instructions.

## Delivery and return

The Devices are delivered by mail. The Devices must be handled and used with care. Only Telial 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 Telial customer service point or another point of contact. If the breaking of the Device is not due to you, Telial 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 Telial 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 Telial 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, Telial has the right to repair the Device at your expense. If this is not possible, Telial is entitled to invoice you up to an amount corresponding to the replacement price of the Device.

## Customer communications

Telial 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.

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TELIA SMART AND TELIA 5G OUTDOOR UNIT SERVICE DESCRIPTION 05/2026