

# TELIA PREPAID PLAN SERVICE DESCRIPTION



Telia Prepaid plans and top-ups are subject to Telia's general delivery terms for consumer customers concerning services and the terms and conditions concerning Telia Prepaid products referred to in this service description.

Telia Prepaid plans (Easy Prepaid, Prepaid Netti, Telia Prepaid, hereinafter "Plan") are available in Finland, the Nordic countries and the Baltics (Sweden, Denmark, Norway, Estonia, Latvia and Lithuania), Spain, Germany, Greece, Italy and France (hereinafter referred to as "Abroad"). The plans cannot be used outside of these countries.

## Overview

The period of validity of the Plan is six (6) months from the first day of use and 12 months from the latest top-up. No unused balance or package-priced, prepaid charges of the Subscription are returned to the customer.

Call itemisations cannot be provided for the Subscription. To call service numbers in Finland, there must be at least €20 worth of balance on the Plan. Calls to general services (category I) are allowed even when your balance is less than €20. These service numbers include numbers with the prefix 0800, 116, 0100, 010, 0200, 020, 0300 and 030.

Keep your SIM card frame in a safe place—it shows your PIN and PUK codes.

Information regarding the Plan may be sent to it by text message (such as balance information or information on service changes). The customer is considered having been informed of notifications sent to the Plan on the day following their sending. The text messages are in Finnish. It is also possible to send marketing messages related to prepaid products as both text messages and multimedia messages to the Subscription. You may prohibit marketing messages at any time by texting KIELTO to 15400 (€0).

## Using the internet

If your Plan includes a Surf Package with a limited amount of data, you can access the internet in the Nordic and Baltic countries as well as Spain, Germany, Greece, Italy and France for no extra cost. Exceeding your data allowance costs the same as in Finland.

When you are Abroad, the Surf Package of your Plan has a daily reasonable data usage limit. You can find more information at [www.telia.fi/prepaid/ulkomailla](http://www.telia.fi/prepaid/ulkomailla). Once you have reached your online use limit included in the daily rate, your online use Abroad will stop unless you have loaded a new package to continue using the internet. We will send a text message to your Plan when your daily or package-specific online quota is about to be reached.

## Roaming

As a general rule, the Surf Package and call and text rates included in your Plan are also available in the Nordic and Baltic countries as well as Spain, Germany, Greece, Italy and France at the same domestic prices. In the Nordic and Baltic countries, you can use the Plan in Telia networks only. (Telia Company networks: Sweden (Telia, Sweden 3G), Norway (Telia N, Netcom), Denmark (Telia Danmark), Estonia (Telia Eesti, EMT), Latvia (LMT) and Lithuania (Telia LT, Omnitel).

You can use the Plan to call all standard-rate Finnish numbers and service and emergency numbers. You can use the Plan to call and send messages abroad at the listed prices. In addition to text and multimedia messages, you can also send and receive service messages with your Plan in Finland. The availability of text message voting and donations and other such services depends on the provider of the service in question. Service messages and service numbers are not available at all Abroad with the exception of Telia's own customer service number.

## Mobile ID

The Plan's SIM card can be replaced with a SIM card that supports the Telia Mobiilivarmenne mobile certificate. You can then activate the Mobiilivarmenne mobile certificate in your Plan by registering it at a Telia Kauppa outlet. The Mobiilivarmenne mobile certificate is valid for five (5) years, but your Plan is valid for six (6) months from the first day of use and 12 months from the latest top-up. However, the Mobiilivarmenne mobile certificate will also expire when your Plan expires. If you want to start using the Mobiilivarmenne mobile certificate again, you must re-register it and repay the activation charge valid at that time.

## Monitoring and pricing of foreign use Abroad

### Monitoring of foreign use in the EU/EEA

Telia is entitled to monitor the use of subscriptions by traffic type (calls, messages and data) and their location in the EU/EEA countries, and to take action in case of potential misuse.

The following cases will be construed as misuse:

1. The subscription is located in other EU/EEA countries than Finland for more than two (2) months during a monitoring period of four (4) months, provided that, in addition,
2. More than 50% of the traffic of the subscription takes place in other EU/EEA countries than Finland during the monitoring period in question.

The customer will be warned of misuse by a text message requiring that the subscription should be used in Finland for seven (7) days within the next fourteen (14) days. If the requirement is not met, Telia has the right to charge an extra charge, by traffic type, for the above misuse of the subscription.

If the customer shows that the above conditions for the extra charge are not met, no extra charge will be invoiced.

## How to check your balance

Check your balance in the Telia Prepaid app or by texting PREPAID SALDO to 15400. The message is free of charge.

## Customer support and complaints

Telia's customer support is available on 020 690 400 on business days between 8 a.m. and 6 p.m. (standard rates apply). For fault reports, the service hours are on business days between 8 a.m. and 8 p.m. and on Saturdays between 9 a.m. and 4:30 p.m.

You can also file a fault report online at <https://www.telia.fi/asiakastuki/viat-ja-hairiot/hairioilmoitus> (in Finnish).

In case of an emergency (e.g., PUK code and blocking the plan), customer support is available 24/7 via chat, which you can access after logging in at [telia.fi/kirjaudu](https://www.telia.fi/kirjaudu) (in Finnish).

You can submit a request to be contacted at <https://www.telia.fi/asiakastuki/lomakkeet/yhteydenotto>.

Customer complaints can also be sent to Telia's physical address

## Traffic management and information security

Network traffic is managed on account of strong and often unforeseeable variations in traffic volumes, which may cause momentary congestion in different parts of the network. Traffic management mechanisms are used to ensure that critical services and applications continue to work reliably in cases of congestion. As a rule, customer effects are small (for example, a momentarily lower data transmission speed or increased delay) and occur during peak congestion times. These effects are usually attributable to network problems or external disturbances, such as DoS attacks. Traffic management methods include, for example, queuing, prioritisation, restriction and signalling about the congestion to the customer's applications.

The methods are automated, and their dynamic effects on each individual application cannot be estimated accurately and specifically. Network performance is constantly monitored and traffic flows optimised, and network capacity will be increased such that the effects of the traffic management on the customer are as small as possible, whatever the service or application.

If necessary on account of an exceptional information security threat or to ensure normal operation of the network, Telia may use traffic management methods that can affect the service user's applications, services or content or may be attributable to the recipient, sender or terminal device.

This includes, for example, traffic filtering, which is used in DoS attacks, or temporary disconnection of the customer's service, for example in cases where a customer device causes significant problems or disturbance or where the service is used to transmit spam or malware. In addition, for reasons of service availability or filtering of malicious traffic or for another information security reason, Telia may temporarily restrict the use of the service either by preventing the use of certain communications methods

(protocols) or ports or by temporarily disconnecting the web service of the subscription. Automated systems may be used to restrict traffic or temporarily disconnect Internet services.

The traffic management methods include, for example, restriction of network usage based on court order in order to block access to network services used for unauthorised distribution of content protected by copyright. Such restrictions may be implemented in such a manner that the user's access to network addresses will be blocked or that addresses of some network servers will not be transmitted to the service user from Telia's domain name service. The traffic management methods also include port blocks to prevent abuse of vulnerabilities in the service user's terminal devices. Connecting a terminal device to the public Internet and installing applications involve threats (for example, viruses and other malware) that may impair communications or jeopardise the availability and/or confidentiality of the data on the terminal device. The customer shall attend to the protection and information security of the device. The customer can improve information security by means of information security services. Telia provides information on any information security issues and changes to the rules of use on Telia's website at [telia.fi/tietosuoja](https://telia.fi/tietosuoja).

New security threats appear continuously, and an up-to-date list of traffic management methods and methods used to ensure information security is available at [telia.fi/tietoturvainfo](https://telia.fi/tietoturvainfo).

## Processing of personal data and data protection

Personal data are processed in accordance with Telia's privacy notice. The Privacy Notice is available at [www.telia.fi/tietosuoja](https://www.telia.fi/tietosuoja).

This information is based on the situation in January 2021. Telia reserves the right to change the functionalities. We strive to announce all changes by text message. To check the current functionalities and prices of your Plan, visit our website at [telia.fi/prepaid](https://telia.fi/prepaid) and [telia.fi/prepaid/ulkomailla](https://telia.fi/prepaid/ulkomailla).

## Personal data required before the conclusion of an agreement

Before or in connection with the conclusion of an agreement, no data are required for individually distinguishing or identifying the customer.

If the agreement is concluded in Telia's online store, the customer will be asked for details solely for the delivery of the service (name and contact details). It is not required that these data be the data of the customer who will start using the service. The data may be any data with the help of which the service can be delivered to the customer.

## Personal and traffic data collected while using the service

The customer's personal data may be collected when using the service, such as contact details or other information provided while communicating with Telia, or data related to marketing, agreement and complaints, and use and topping up of balance, and payments. These data may be collected and updated from the customer, and they may be produced in connection with communication with Telia or the use of the service.

Furthermore, information concerning the use of and balance in the service, as well as communications traffic data, such as information concerning communications transactions and the parties, location, time and devices involved with the communication will be processed while using the service.

## More information regarding the processing of personal and traffic data

More information regarding the personal and traffic data collected and processed, the grounds for processing, the customer's rights with respect to the processing of the data, and contact details can be found in Telia's privacy notice and in the service-specific privacy notices, if any. These are available on Telia's website at: [telia.fi/tietosuoja](https://telia.fi/tietosuoja) as well as Telia offices.

## Products and services suitable for people with disabilities

The voice, Internet connectivity and data transfer services provided by Telia do not have specific features intended for disabled end-users. Because of the nature of the services, special features are practically impossible to implement in them. The features of the terminal devices play key role in the accessibility of Telia services. Accessories and helper software for devices, customised to the needs of each customer group make using Telia's services smoother. Information regarding these accessories and applications is available from organisations for people with disabilities, for instance.