

TELIA

YRITYSINTERNET

User guide



1. Thank you for choosing Telia Yritysinترنت!

Telia Yritysinترنت is an Internet access designed for small companies but has also ingredients for more extensive needs.

It is also an excellent access for remote work purposes. Yritysinترنت is modular, and thus the basic service can be supplemented according to the company needs. Supplementary services are ordered and service changes to Yritysinترنت are made through the Telia Corporate Portal.

This user guide helps you configure the settings of your workstation before bringing the Internet access into use, and answers the most common questions.

It is our pleasure to provide fast and reliable connections!

With kind regards,
TeliaSonera Finland Oyj Corporate Customer Service
Telia Yritysinترنت

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2. Definition of terms

ADSL	A customer device can be connected to Telia's backbone network by the use of ADSL (Asymmetric Digital Subscriber Line) technology
Customer device	A workstation, network printer, payment terminal, mobile phone, server etc. connected to the local area network.
Customer modem	A modem delivered with the access
CAT3	Phone network cabling
CAT5	Local area network cabling for the Ethernet technology
DSL	Digital Subscriber Line
Ethernet	A LAN technology where a broadband hub delivered by Telia is located in the technical facilities of the building
IP address	Each customer device operating in the local area network and in the Internet needs a unique IP address in order to work
MAC address	A MAC (Media Access Control) address is the address identifying a network adapter in an Ethernet network
PSTN	Public telephone network (public switched telephone network)
Telia Corporate Portal	A web-based management and reporting tool.
SSID	The name of a wireless local area network (Teliainternet).
Fiber	There is a broadband hub delivered by Telia in the building's technical facilities, and the customer's modem is connected to it using fiber optic technology.
VDSL	The customer device can be connected to Telia's backbone network using VDSL technology (Very High Speed Digital Subscriber Line).
WAN	A data transmission network (Wide Area Network)
WLAN	A wireless local area network (Wireless LAN)
WPA2	The encryption standard of wireless LANs

3. Telia Yritysinet service

The Telia Yritysinet service comprises the basic features and supplementary services described below.

Standard features

- Customer modem
- Transmission rate according to availability, maximum rate 200/200 Mbit/s
- Network firewall
- Access maintenance
- Package A72h
- Number of workstations/devices to be connected (1–12)
- Management and Reporting service via the Telia Corporate Portal
- Corporate Customer Service +358 (0)20 693 693 (Mon-Fri 8am-4:30pm (mobile call charge/local network charge)).

Supplementary services subject to a charge

- Service level upgrade
 - Package A24h
 - Package A12h
 - Package A8h
 - Package B8h
- Increasing the number of devices to be connected
 - (1–18) (1–24) (1–30)
 - (1–36) (1–42) (1–48)
- Static (unchanging) public IP address (1–4)
- WLAN (wireless LAN)

The basic delivery of the access includes:

- Internet connection with the transmission rate of the customer's choice
- Customer modem (modem + one Ethernet network cable, RJ45)
- User IDs for the management and reporting service Telia Corporate Portal
- The Telia Yritysinet supplementary services chosen
- The network firewall service is always included without extra charge
- All access speeds are also available as open, without the network firewall service

4. Installation instructions for the LAN workstations

First check the following:

1. An installation engineer has installed the customer modem.
2. The customer device is connected to the LAN.
3. The cables are correctly connected.
4. The workstation/LAN device is defined to retrieve the IP addresses automatically.

4.1. Connecting the customer modem

The terminal devices used in the Yritysinternet service are Technicolor TG799vac, TG799vn and, at fiber sites, TG1100.

Technicolor TG799vac

Technicolor TG799vac is a broadband terminal that supports most access technologies. The device has a DSL port through which it can be connected to the service provider's DSL network.

At Ethernet sites, the device is connected via an Ethernet WAN port, the maximum speed of which is 1 Gbit/s.

The device has four Ethernet LAN ports for customer devices, and the maximum speed of these ports is 1 Gbit/s.

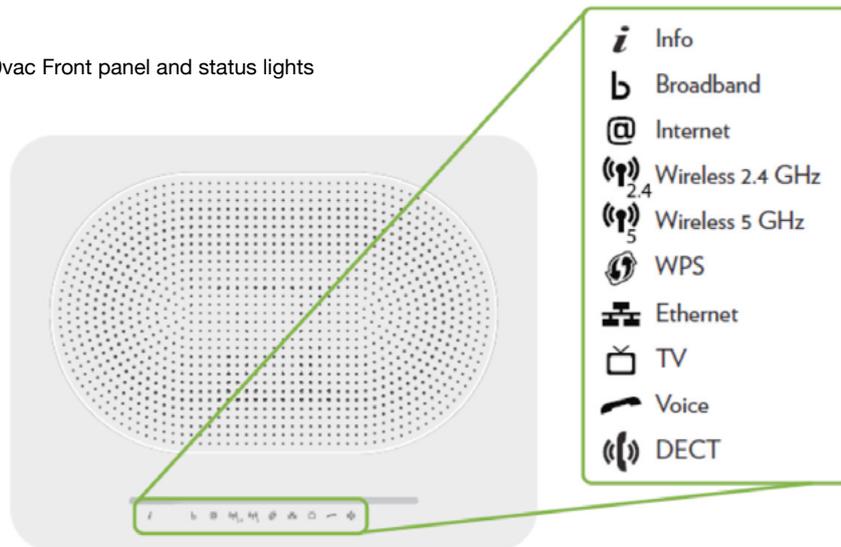
The built-in WLAN base station supports the standards 2.4 GHz (IEEE802.11n) and 5GHz (IEEE802.11ac). The device has an integrated WLAN antenna.

The PSTN ports of the device are not in use.

The WPS (WiFi Protected Setup) button is disabled.

There are no switches on the front side of the device, but status lights can be found at the bottom of the front panel.

Figure 1 TG799vac Front panel and status lights



Normally the following status lights are on: to be checked.

Info: Green if WLAN is activated. Blue if WLAN is not activated.

Broadband: Green when DSL or the Ethernet link is up

Internet: Green when the device is connected to the Internet, and flashing when data is being sent or received.

Wireless 2.4 GHz: Green when the 2.4 GHz WLAN radio is on, and flashing when data is being sent or received over the link.

Wireless 5GHz: Green when the 5 GHz WLAN radio is on, and flashing when data is being sent or received over the link.

WPS:

Ethernet: Green when one of the device's Ethernet ports is active, and flashing when data is being sent or received.

TV: The light is off.

Voice: The light is off.

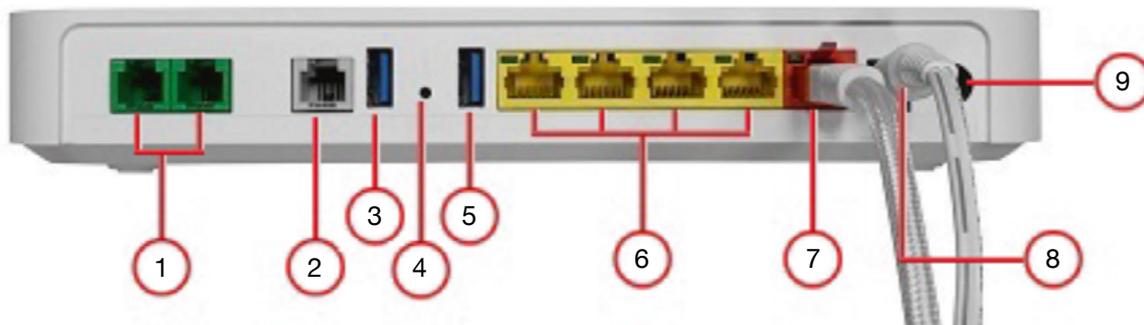
DECT: The light is off.

NB: In a bright light, it may be difficult to see status lights that are on/flashing.

Connectors, power switch and socket:

At the rear of the device, there are connectors for an ADSL/VDSL connection, an Ethernet WAN connection (1 Gbit/s) and four LAN/Ethernet (1 Gbit/s) ports for the customer's workstations. The figure below shows where the connectors are situated and their color codes.

Figure 2 TG799vac Rear panel and connections



1. PSTN/Phone ports (green) are disabled
2. DSL Port (Gray) – ADSL/VDSL dial-up connection
3. USB3 port – disabled
4. Reset button – disabled
5. USB3 port – disabled
6. LAN/Ethernet ports (yellow) – for the connection of customer devices (computer, network printer, server, payment terminal)
7. WAN Port (Red) – for Internet connection at Ethernet sites
8. Power connector – power cord from the adapter
9. Power switch – switching the device on/off

NB: An 8-wire cable (CAT 6) is recommended for use at the Ethernet port.

The WPS and DECT buttons on the side of the device are disabled.



Figure 3 Side view of TG799vac

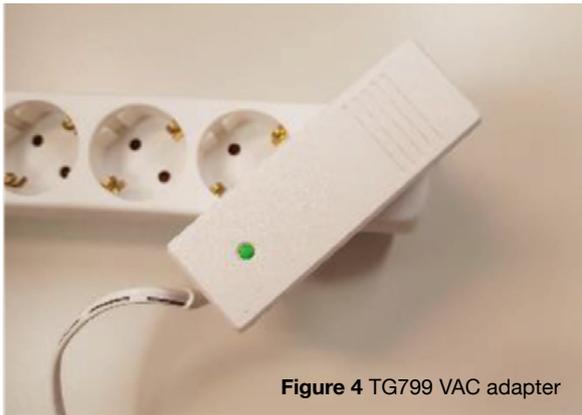


Figure 4 TG799 VAC adapter

A green light on the adapter indicates that the device is functional. If the light is off even though the device is plugged into a power source, the adapter is broken.

Technicolor TG799vn

Technicolor TG799 is a broadband terminal that supports most access technologies.

The device has an integrated WLAN antenna.

The device has 4 Ethernet LAN ports, one Ethernet WAN port and one IEEE 802.11n WLAN base station.

The PSTN ports of the device are not in use.

- The WPS (WiFi Protected Setup) button is disabled.

There are no switches on the front side of the device, but there are status lights at the bottom of the front panel.

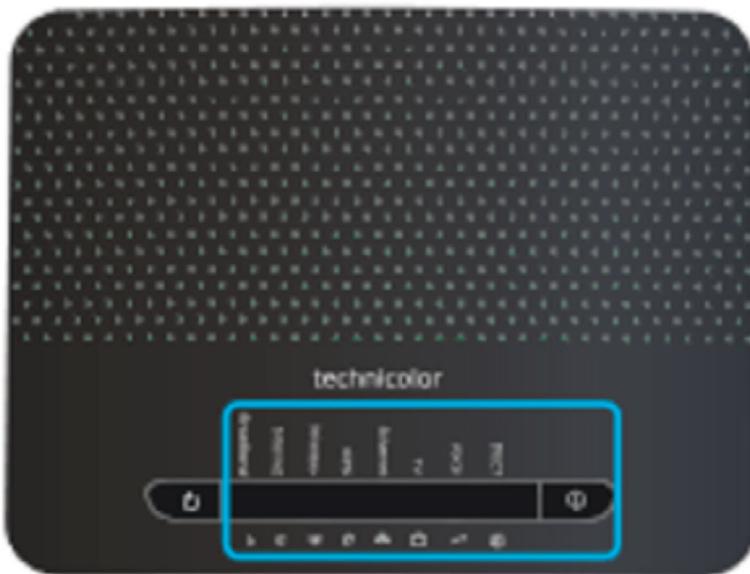


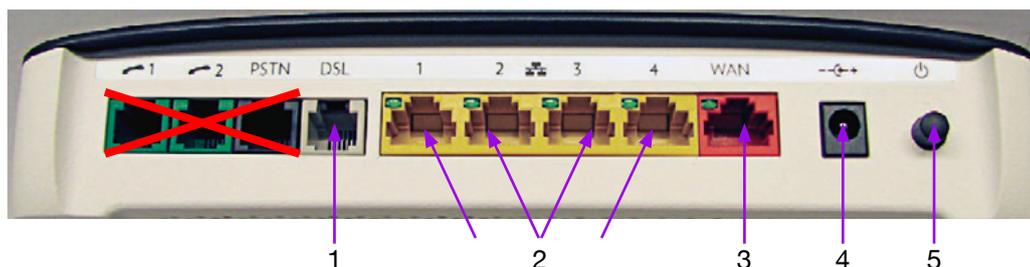
Figure 5 TG799vn front panel and status lights

Normally the following status lights are on: to be checked.

- Power is on when the power is switched on.
- Broadband is on when the DSL or the Ethernet link is up
- Wireless is on when the WLAN base station of the device is in use.
- Ethernet is on when one or more of the Ethernet ports of the device is active.
- Please note that the lights are dim. The Internet light is normally off.

At the rear of the device, there are connectors for an ADSL/VDSL connection, Ethernet WAN (100 Mbit/s) and four ports (100 Mbit/s) for the customer's workstations. The location and color codes of the connectors are shown in the picture. In addition, there is a power switch at the back as well as two green connectors and a black one. These are not in use. The device has an integrated WLAN antenna.

Figure 6 TG799vn rear panel and connections



Connectors, power switch and socket:

1. Phone network interface of the DSL broadband connection (ADSL, VDSL, ADSL 2+...)
2. Ethernet connectors for 4 customer devices (computers, network printers, payment terminal, server...)
3. WAN interface (at Ethernet sites)
4. Power socket for an adapter
5. Power switch

NB1: The Phone1, Phone2 and PSTN connectors on the left are not in use.

NB2: An 8-wire cable (CAT 6) is recommended for use at the Ethernet port.



A green light on the adapter indicates that the device is functional. If the light is off even though the device is plugged into a power source, the adapter is broken.

Figure 7 TG799vn adapter

Technicolor TG1100

Technicolor TG1100 is a broadband terminal device used at fiber sites (single-mode).



Figure 8 TG1100 front panel and status lights

The device has 4 Ethernet LAN ports, a WAN port supporting fiber access, and an IEEE 802.11n WLAN base station. The PSTN ports of the device are not in use. There are no switches on the front side of the device, but status lights can be found on the right of the front panel.

The following status lights are normally on:

- The Power led is
 - green when the power has been switched on and WLAN is in use
 - blue when the power has been switched on but WLAN is not in use
 - orange when the device is starting. This takes about 60 seconds.
 - red when an error has occurred
- Broadband is green when the WAN link is up
- Internet is green when the device has network access
- Wireless is green when WLAN is on
- Wireless flashes green when WLAN is transmitting or receiving
- Ethernet is green when one of the LAN ports of the device is active
- Ethernet flashes green when Ethernet LAN is transmitting or receiving

The status lights are dim and can best be seen directly from the top.

At the back, there are connectors for a single-mode fiber connection and WAN (1 Gbit/s), and 4 Ethernet ports (1 Gbit/s) for the customer's workstations. The location and color codes of the connectors are shown in the picture. In addition, there is a power switch and two green connectors at the back, but these are not in use. The device has an integrated WLAN antenna, and the WLAN service needs to be ordered separately.

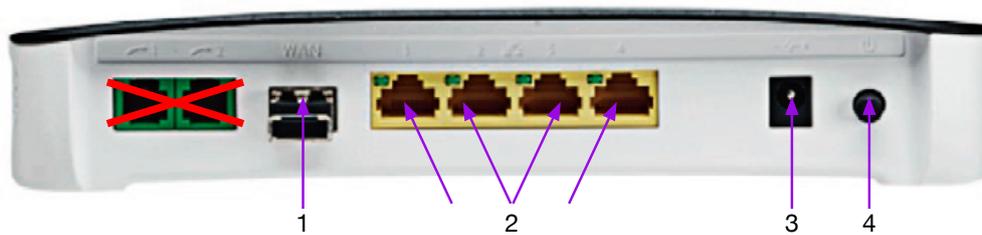


Figure 9
TG1100 rear
panel and
connections

Connectors, power switch and socket:

1. WAN connector in use at fiber sites
2. Ethernet connectors for 4 customer devices (computers, network printers, payment terminal, server...)
3. Power socket for an adapter
4. Power switch

NB 1: The Phone1 and Phone2 connectors on the left are not in use.

NB 2: An 8-wire cable (CAT 6) is recommended for use at the Ethernet ports.

4.2. Connecting a LAN device, cable connection

If you have a Microsoft Windows or an Apple Macintosh computer, the only thing you need to do is connect the computer to the customer modem using the cable provided (the cable with yellow connectors). The Internet connection will start automatically, unless the default settings of the computer have been changed.

If the default settings of the computer have been changed, you can check them in the operating system instructions provided with the computer.

Network printer

A network printer refers to a printer shared through the LAN by several workstations. The network printer is connected to one of the Ethernet connectors of the customer modem with an Ethernet cable. If the printer supports wireless LAN (WLAN/Wi-Fi) and you have ordered the wireless LAN service, available as a supplementary service, the printer can also connect to the network wirelessly. For more information, see the printer installation instructions.

It is recommended that a static IP address be used in network printers. This is a supplementary service that must be ordered separately. You can find more specific instructions for ordering and configuring a static IP address in section 7.4 Static IP addresses.

When you order a static IP address for a network printer, you will need the network address (MAC address) of the network printer. The MAC address is device-specific and usually marked in a type plate at the back or bottom of the device. The address consists of 12 characters separated from one another with colons or hyphens, e.g.: 00:0c:af:67:ff:2b.

The TCP/IP settings of the network printer must be defined to retrieve network settings automatically from Telia's DHCP server. Usually, this is the default setting, in which case no changes are needed. If, however, the network printer is unable to get an IP address, please make sure the network settings are configured correctly. The settings are easy to check by printing the printer set-up page. For more information, please refer to the printer manuals.

4.3. Connecting a LAN device, wireless connection – WLAN

If you have ordered the wireless local area network service, you have received the network ID and network key in connection with the delivery. Choose the ID of the wireless LAN of your Yritysinternet access and enter the WPA2 network key of the wireless LAN, defined in connection with the order, in accordance with the manual of the device/operating system. Ks. section 7.5 Wireless Network, WLAN.

If you have forgotten the network key, you can check and/or change it in the Telia Corporate Portal: yritysportaali.telia.fi

Mobile devices

Mobile devices must support the wireless local area network (WLAN/Wi-Fi). Activate the wireless LAN and search for the available networks. Choose the ID of the wireless LAN of your Telia Yritysinternet access and enter the WPA2 network key of the wireless LAN, defined in connection with the order. For more information, please see the manuals provided with the device.

The wireless LAN of mobile phones typically works within a few dozen meters from the base station. Obstructions, such as fixed structures and furniture, weaken the LAN coverage.

4.4. Other devices

To the Company Yritysinternet LAN, you can connect devices that have an Ethernet interface and/or the wireless LAN (WLAN/Wi-Fi) feature. For more information, please see the manuals provided with the device to be connected.

If you need help with installing workstations and other customer devices, you can call Telia's User Support at 0600 15 500, €2.25/min + local network charge / mobile call charge, VAT 24%. Telia's User Support is available Mon–Fri, 8am–8pm, and Sat, 9am–4:30pm.

5. Change of transmission rate

The transmission rate of the Yritysiinternet access can be changed. The available rates are determined by the geographical location of the access and the implementation technology used. The change in the access rate affects the monthly charge, the invoicing of which is described in the service description.

Ordering channels

The Telia Corporate Portal (telia.fi/yritysportaali) is available for ordering, management and reporting of the access.

6. Network firewall / open service

General

The network firewall service is included in all rate classes. All access rates are also available fully open without the network firewall service. **If the access has been ordered as open, the customer is responsible for the appropriate information security.** The network firewall service includes a standardized rule definition that cannot be changed. The network firewall allows traffic to the Internet but blocks traffic from the Internet to the local area network of the access. Therefore, an access that has a network firewall cannot have public servers that are shown on the Internet. The network firewall service is implemented in Telia's backbone network and does not require any action on the part of the users, e.g. in workstations.

If you share the access capacity among several users without appropriate information security solutions (e.g. personal firewalls and anti-virus software), you may jeopardize the confidentiality of communications.

If you terminate the network firewall service, please note that the dynamic and static IP addresses of the access will then also change.

7. Supplementary services

The supplementary services available for the access (service level, dynamic IP addresses (more than 12), static IP address, and WLAN) are subject to a charge, and their invoicing is described in the service description.

Ordering channels

You can order supplementary services through the Telia Corporate Portal (te-lia.fi/yritysportaali), by contacting the Telia Corporate Customer Service or through the nearest retailer.

7.1. Internet traffic

Internet communication

Network firewall with a standard set of rules

The traffic of an Yritysinternet access is routed through a network firewall implemented in Telia's backbone network. The network firewall with a standard set of rules is certified and opens the ports used by Internet traffic to both directions, depending on the traffic type. The standard rule set configured for the network firewall blocks traffic from the Internet to the customer's local area network. These rules cannot be customized. An access that has a network firewall cannot have public servers that are shown on the Internet. The network firewall with a standard set of rules is suitable for customers who want to ensure the information security of their users' Internet connections and of their own LAN's Internet access without having to make separate investments.

Network firewall with a standard set of rules is a supplementary service available free of charge for the Yritysinternet access. The service can be activated when the access is ordered. If the customer wants the network firewall service to be activated afterwards, the change is subject to a charge according to the price-list valid at any given time. If the change is made afterwards, the IP addresses of the access will change. The same will happen if the network firewall is replaced with an open solution.

Fully open Internet traffic

Fully open Internet traffic means that traffic between the Internet and the access is not restricted and that the access is open to all Internet applications, ports and IP addresses. The data communications connection provided by the access is not encrypted, so the information transmitted through the access may fall into the hands of a third party. The customer is responsible for the information security and operation of all the computers, other customer equipment, systems and data communications it uses. The customer can

improve its information security by means of information security services. **When fully open Internet traffic is used, the customer must pay special attention to the information security of the access, for example by installing a firewall in the LAN.**

The implementation of Internet traffic is based on allowing traffic between the customer's local area network and the Internet. In the Telia Yritysinternet service, the monthly charge for the access includes fully open Internet traffic, which means that traffic is not restricted and the access is open to all Internet applications, ports and IP addresses. Fully open Internet traffic can be restricted by introducing a network firewall service with a standard set of rules.

7.2. Service levels

General

Different service levels are available for the access to shorten the access down time in fault situations. Service level options available against a charge

- A24 = Access down time 24h Mon–Fri 7:30am–6pm (excluding midweek holidays, Sundays and holidays).
- A12 = Access down time 12h Mon–Fri 7:30am–6pm (excluding midweek holidays, Sundays and holidays).
- A8 = Access down time 8h Mon–Fri 7:30am–6pm (excluding midweek holidays, Sun-days and holidays).
- B8 = Access down time 8h Mon–Fri 7:30am–10pm (excluding midweek holidays, Sundays and holidays).

By default, the access has the A72 service level, which means that the access will be repaired within 72 hours from the customer's notification during service hours (e.g. if the customer modem is broken). The service hours are Mon–Fri 7:30am–6:00pm (excluding mid-week holidays).

The service level of the access comprises repairing the access during the service hours, and does not apply to supplementary services.

7.3. Dynamic IP addresses

General

The service includes by default 12 dynamic, public IP addresses that are allocated to the access through a server (DHCP server) in Telia's backbone network. The workstation or the device to be connected to the LAN must then have the TCP/IP settings so defined that the network settings are automatically retrieved from Telia's DHCP server.

Additional addresses

It is possible to order more dynamic public IP addresses for the access as a supplementary service as follows:

- 1–18 pcs · 1–36 pcs
- 1–24 pcs · 1–42 pcs
- 1–30 pcs · 1–48 pcs

The customer's own IP addresses cannot be used in the access.

Only the IP addresses registered for the Yritysinترنت service will work.

If you order or terminate the network firewall service afterwards, please note that the IP addresses of the access will change.

NB: The lease time of the DHCP server IP addresses is 120 minutes. This means that the dynamic IP addresses are kept reserved for 120 minutes before they are released for use by other devices (when the customer device has been switched off or disconnected from the LAN).

7.4. Static IP address

General

As a supplementary service, at most 4 static public IP addresses can be acquired for the access. You may need a static public IP address for a network printer or server, for example. Static public IP addresses are allocated from Telia's DHCP server on the basis of the MAC address the customer has given. A MAC (Media Access Control) address is the address identifying a network adapter in an Ethernet network.

To find the MAC address of a Windows computer, start the command window (StartRun cmd, in the window that opens type ipconfig/all and press Enter). The MAC address can be found on the Physical Address line of the desired network adapter.

Please note:

If the MAC address of your device changes, it is of utmost importance that you inform Telia of the changed MAC address. Otherwise the configuration of the static IP address will not work!

NB: The device for which a static IP address has been defined must retrieve the address automatically! Static IP address configuration must not be used in the service!

If you order or terminate the network firewall service for the access afterwards, please note that the static IP addresses of the access will change.

7.5. Wireless local area network, WLAN

The customer device has the wireless local area network (WLAN) readiness built in. The WLAN service is not activated by default, but it is a supplementary service available for the access. Before the service is brought into use, please check the following:

- You have ordered the WLAN service for your access from Telia.
- Your device is equipped with a WLAN network adapter, and wireless connection is enabled.
- The WLAN network interface card of your device supports the WPA2-PSK / AES encryption.
- The Wireless lights on the customer modem are on. If the WLAN service has not been activated within about an hour from the installation, please contact Telia.

The SSID and encryption key are agreed in connection with the order:

The wireless LAN identifier (SSID) can either be automatically and statically defined to be Teliainternet or you can define it yourself according to the criteria you are given. The name can include 3–31 characters, and the allowed characters are a–z, A–Z, 0–9, - and _ . When making the order, you can also define an encryption key. The encryption key must contain 10–31 characters. The allowed characters are a–z, A–Z, 0–9, - and _ . The encryption key must be entered once, when the service is introduced; after this, the workstation sets up the connection automatically. If the password is lost, the customer can check it in the management and reporting service (Telia Corporate Portal) or get it by contacting Telia's Corporate Customer Service. The customer's right to obtain the network key will then be verified.

8. Corporate Portal

The Telia Corporate Portal (telia.fi/yritysportaali) is available for ordering, management and reporting of the Yritysinternet access. Corporate Portal is a versatile tool that provides an overview of your company's account and an opportunity to manage your services whenever and wherever.

To use Corporate Portal, you only need an Internet connection. You can use it with a computer, smartphone or tablet. Corporate Portal goes wherever you go. With 24/7 access, you can use Corporate Portal whenever it suits you best. Even if the customer service is closed.

9. General settings

Technical details/servers:

Can also be found in the Yritysinet customer data form, sent in connection with the delivery.

- TCP/IP settings: DHCP enabled
- No IPv6 addresses are available for the service.
- Wireless local area network (WLAN) SSID: Teliainternet
- Wireless LAN (WLAN) network key: customer-specific
- Proxy server: cache.inet.fi port 800
- Corporate Portal: telia.fi/yritysportaali

10. Solutions to the most common questions and problem situations

Basic features:

Problem:

A workstation can no longer use Internet services.

Answer:

If there are no more than twelve (12) terminal devices connected to your LAN, each of which has just one active network connection to the Yritysinet modem (workstations, network printers and servers), the problem is most likely due to the LAN cables or the workstation's changed network settings. If, for example, a laptop computer is connected to the network with a cable, and its wireless LAN (WLAN) connection is active at the same time and configured to use the Yritysinet connection, this workstation reserves two IP addresses. If you use a cable connection, turn off the workstation's WLAN feature. IP addresses are reserved network connection specifically. The same workstation can thus use several network connections at the same time (e.g. laptop computer's cable and WLAN connections).

NB: The DHCP lease time of dynamic IP addresses of workstations is two hours at a time. If several different terminal devices have been connected to your LAN during the past two hours, it is possible that the dynamic IP addresses have temporarily run out. In such a situation, you can acquire more dynamic IP addresses or alternatively wait for a while for dynamic IP addresses to become available.

Problem:

A new workstation cannot use Internet services.

Answer:

Check that the workstation network settings (TCP/IP, browser) are correct. Check the LAN cabling and that the network interface card of the workstation is working. It is also possible that the dynamic IP addresses allocated to your access have run out, in which case your workstation cannot get a new IP address from the DHCP server and is also unable to establish a connection to the Internet. Check the number of the IP addresses reserved for your access in the Telia Corporate Portal and how many terminal devices (workstations, printers) are connected to your LAN. If there are more terminal devices than there are IP addresses reserved for your access, you can acquire more dynamic IP addresses (max. 48 pcs.). Read more under "7.3 Vaihtuvat IP-osoitteet".

NB: The DHCP lease time of dynamic IP addresses of workstations is two hours at a time. If several different terminal devices have been connected to your LAN during the past two hours, it is possible that the dynamic IP addresses have temporarily run out. In such a situation, you can acquire more dynamic IP addresses or alternatively wait for a while for dynamic IP addresses to become available.

Problem:

A server was installed in the LAN, and it should be shown on the Internet.

Answer:

If your access is protected by a network firewall, ordered as a supplementary service, connections from the Internet to the customer are blocked. Therefore, public servers shown on the Internet cannot be used on the access.

Problem:

Internet connections do not work on any workstation.

Answer:

Check the connections between the customer modem and the LAN hub (or switch), and that the devices are connected to the power supply. Check that the line cable DSL on the customer modem is connected and that the Broadband light is on.

Static IP address

Problem:

I have defined a static IP address on my workstation, but Internet traffic is not working.

Answer:

Internet traffic will not work if you have set a static IP address in the TCP/IP settings of the workstation. Internet traffic only works with the IP addresses that Telia's DHCP server has allocated. Static public IP addresses are also allocated by Telia's DHCP server on the basis of the MAC address the customer has given. No changes should be made to the TCP/IP settings of the workstation. See section 7.4 "Static IP addresses".

Wireless local area network – WLAN

Problem:

The wireless LAN of the access is not working.

Answer:

Wireless LAN is a charged supplementary service to be ordered separately. The wireless LAN has probably not been activated in your access. See section 7.5 "Wireless network, WLAN".

Problem:

The wireless LAN service is in use in my access, but my workstation cannot find the "Teliainternet" LAN ID (SSID).

Answer:

The coverage area of the wireless LAN under unobstructed conditions is a few dozen meters. The coverage area of the WLAN is weakened by wooden, brick and concrete structures and also Venetian blinds. Check that your customer device is placed in a central location in your office, with as short a distance to the different workstations as possible.

Problem:

I have forgotten the WPA encryption key of the wireless LAN.

Answer:

You can check and, if necessary, change the WPA encryption key of the WLAN in the Telia Corporate Portal (telia.fi/yrittysportaali), or by calling Telia's Corporate Customer Service.

Introducing or removing a network firewall

Problem:

I have introduced/terminated the network firewall service, after which the connection to the Internet no longer works.

Answer:

Make sure the customer device has received a new IP address by re-starting the device.

Problem:

I have brought into use / cancelled the network firewall service, after which the connection to other devices (e.g. network printer) on the LAN no longer works. However, the connection to the Internet does work.

Answer:

In connection with introducing/terminating the network firewall service, all the IP addresses of your Yritysinternet access change. If there is a device in your network whose network connection is not working after the introduction/termination of the network firewall service, check that the device in question has received a new IP address. It is normally enough that the device in question is restarted (power off and on).

Problem:

I have lost the password to the management service (Telia Corporate Portal) of the access.

Answer:

You can request a new password on the login page of the Telia Corporate Portal (telia.fi/yritysportaali) by clicking on the link "Forgot your password?". You can also contact Telia's Corporate Customer Service. It is a good idea to check the following matters before contacting Telia:

- Access identifier INYnnnnn (you can find the access ID on the customer modem, for example)

11. Contact information / Specialist assistance

Contact information for Telia's Corporate Customer Service:

Chat with us at **telia.fi/yrityksille**

We will help you with all questions Mon–Fri 8am–4:30pm.

General Corporate Customer Service (mobile call charge /
local network charge), tel. +358 (0)20 693 693

Our Customer Service is available Mon–Fri 8am–4:30pm. Fault and disturbance reports 24h

If you need help with installing workstations and other customer devices, you can call
Telia's User Support at 0600 15 500, €2.25/min + local network charge /
mobile call charge, VAT 24%.

Telia's User Support is available Mon–Fri, 8am–8pm, and Sat, 9am–4:30pm.



Telia User Support helps and assists you

Call:

0600 15 500

telia.fi