

TELIA MULTI-SIM SERVICE DESCRIPTION



This service description tells you what your service contains. The service description is part of your Multi-SIM agreement.

1. General description

Telia Multi-SIM is a service targeted at the consumer and corporate customers of Telia Finland Oyj ("Telia"). It makes it easier to use two mobile phones.

The service makes it possible for the user to use the same number in two phones without having to change the SIM card.

The service is connected to an existing subscription (main subscription), and another subscription (additional card) with a separate mobile phone number and PIN and PUK code is opened for the customer.

When a call is placed or a message is sent with the additional card, the recipient is displayed the number of the main subscription.

However, any barring and/or supplementary services activated for the main subscription are not automatically activated for the additional card. Barring and supplementary services are subscription-specific, and they should be ordered separately for the additional card from the customer service. Some In addition to the service-specific terms, the supplementary services are subject to the valid Telia's General Delivery Terms for Consumer/Business Customers Concerning Services.

2. Operating principle of the service

Outgoing calls or text messages

When calls are made or text messages sent from the main card or the additional card, the recipient is displayed the number of the main subscription. However, the recipient is displayed the actual number of the additional card when the user calls the emergency number (112) or makes a directory enquiry, sends a text message to a service number or calls or sends a text message from the additional card while abroad. No calls can be made from the Multi-SIM additional card to the main subscription, but calls in the opposite direction can be made by dialling the actual mobile number of the additional card.

Incoming calls

Incoming calls are routed simultaneously both to the main subscription and to the additional card. If neither one of them is answered within 30 seconds, the call is forwarded to the Voice Mail of the main subscription, provided that it has Voice Mail. If the main subscription has Voice Mail, direct retrieval of voice mail messages is automatically enabled in the additional subscription as well. A text message notification of messages left in the Voice Mail is sent to both the main subscription and the additional card. The caller does not hear the call waiting message when calling to the Multi-SIM subscription.

Incoming text messages

Incoming text messages are routed simultaneously to the main subscription and to the additional card. An exception to this is service messages sent from short numbers, which are forwarded only to the subscription from which they have been ordered. If either of the phones is switched off or a text message cannot be delivered for some other reason, the message will be delivered to the subscription to which it can be delivered first.

Multimedia messages

Multimedia messages cannot be sent from or received on the additional card.

Multi-SIM and Internet use

With some of the subscriptions, you can also use the main subscription's surf package. This is mentioned in the subscription's service description.

TELIA MULTI-SIM SERVICE DESCRIPTION



3. Service management

A consumer customer can order and terminate the service on the Internet at telia.fi.

A business customer's contact person can order and terminate the service by means of the Telia Corporate Portal service.

The service can also be ordered and terminated at Telia's customer service or at a Telia Kauppa shop. Telia sends the customer a confirmation on the activation of the service by text message. Management of the Multi-SIM service on the Internet is protected according to the SSL protocol.

The customer can prohibit the processing and disclosure of position information on the subscriptions for the purposes of providing value-added services by contacting Telia's Customer Service.

4. Requirements of introduction and limitations

Before the service can be introduced and used, call forwarding in the mobile network must be disabled in the subscriptions. If call forwardings have been or are activated for the subscriptions, Telia cannot guarantee that the service operates according to the agreement.

The Multi-SIM service cannot be ordered for mobile broadband subscriptions, M2M/machine subscriptions, prepaid subscriptions, Telia Dot subscriptions or former Tele Finland subscriptions.

The following supplementary services cannot be activated on the main subscription at the same time with Multi-SIM: Reachability service, call directing, call charge transfer, Telia 4G voice and Telia wifi calls. If the customer wants to order the Multi-SIM service for the subscription, these services should at first be deactivated on the main subscription.

The additional card information is not forwarded to any telephone directory or other subscriber directories.

The customer can allow the additional card information to be included in a telephone directory or another subscriber directory in part or in full by notifying Telia's Customer Service to this end.

The following supplementary services cannot be activated for the additional card: Voice Mail, Reachability Service, Call Directing, Call Charge Transfer, Privatel, Extension Package, and Bill Separator.

5. Charges related to the service

The charges related to the Multi-SIM service are indicated on the price-list, and they are itemized on the invoice under the main subscription.

The customer is invoiced for the use of the main subscription and the additional card and for the supplementary services ordered for them on a joint invoice in accordance with the valid price-list. On the joint invoice, the charges are indicated separately for each number. The invoicing address of the main subscription and of the additional card should be the same.

6. Other terms and conditions

Any talk time or subscription gift or campaign offers, valid at any given time, do not apply to the additional card of the Multi-SIM service.

If the service agreement on the main subscription expires, the agreement on the Multi-SIM service, including the additional card included in the service, also expires. However, the customer is entitled to keep the subscription number of the additional card if the customer changes telecommunications operators in Finland after the termination of the service agreement.

In this case, the agreement on the Multi-SIM service terminates on the moment of transfer without that a separate notice is given.

TELIA MULTI-SIM SERVICE DESCRIPTION



If Telia has cancelled or terminated only the agreement on the main subscription or if the customer has terminated it, the customer can keep the subscription number of the additional card on request. In this case, the customer should conclude a service agreement on the subscription concerned, and the subscription will then be subject to Telia's General Delivery Terms for Consumer/Business Customers concerning Services valid at any given time.

The termination of the agreement on the Multi-SIM service does not affect the validity of the agreement on the main subscription.

Any issues not mentioned in this service description are subject to Telia's General Delivery Terms for Consumer/Business Customers concerning Services, valid at any given time.