

# TELIA YHTEYS MULTI SERVICE DESCRIPTION



The following is a description of the contents of your service. The service description is part of your agreement for the Telia Yhteys Multi service.

## General description

The Telia Yhteys Multi service is a service provided by Telia Finland Oyj (hereinafter referred to as "Telia") and aimed at consumer and corporate customers. The service enables the use of a single phone number on several devices. In other words, the same number can be used, for example, on a phone and a smart watch. In addition to the main subscription, the Multi service provides additional SIM cards, which allow you to use the main subscription number on several devices.

The service can be connected to your current telephone subscription (main subscription). The additional cards for the Multi service have separate PIN and PUK codes. The number of the main subscription is displayed to the receiving party for normal calls and messages.

By default, any call barring applied to the main subscription is also applied to the additional card. Other supplementary services are subscription-specific and must be ordered separately for the additional cards. 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.

## Outgoing calls and text messages

When calls are made or text messages sent from the main subscription or the additional card, the recipient is displayed the number of the main subscription. The actual number of the additional card is displayed to the recipient when emergency calls are made. When calls are made or text messages sent abroad using the additional card, it is not always possible to display the main subscription number to the recipient. In this case, the number of the additional card will be displayed to the recipient.

It is not possible to call the main subscription using an additional card linked to the Multi-SIM service — or vice versa.

## 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 voice mail has been activated for the main subscription, direct retrieval of voice mail will be automatically available even when calling the voice mail number using the additional card. A text message notification of messages left in the voice mail is sent to both the main subscription and the additional-card subscription.

## Incoming text messages

Incoming text messages are routed simultaneously to the main subscription and to the additional card. If some of the phones linked to the Multi service are switched off, or a text message cannot be delivered for some other reason, the message will be delivered to the device to which it can be delivered first.

# TELIA YHTEYS MULTI SERVICE DESCRIPTION



## Prices and invoicing

The service is subject to a monthly charge and a connection charge in accordance with the price list valid at the given time. The customer is sent a joint invoice, in accordance with the valid price-list, for the use of the main subscription and the additional card, as well as for any supplementary services ordered for them. The invoice includes an itemisation of the charges for the main subscription and additional cards. The use of the main subscription and additional cards are always invoiced on one single invoice.

The additional cards for the Multi service are subject to the pricing and packaging applicable to the main subscription. The call, message and surf package volumes available to the main subscription are also available to the additional cards for the Multi service.

In the Telia Yhteys Multi service, the surfing speed for the additional cards is 10 Mbps regardless of the speed of the main subscription.

## Speed ranges in the Multi service

Network technology	Maximum rate of incoming traffic	Range of variation in incoming traffic	Maximum rate of outgoing traffic	Range of variation in outgoing traffic
2G	0,2 Mbit/s	0,02 -0,2 Mbit/s	0,1 Mbit/s	0,01-0,1 Mbit/s
3G	10 Mbit/s	0,4-10 Mbit/s	4 Mbit/s	0,1-4 Mbit/s
4G	10 Mbit/s	5-10 Mbit/s	5 Mbit/s	3-5 Mbit/s
4G+	10 Mbit/s	5-10 Mbit/s	5 Mbit/s	3-5 Mbit/s

## Limitations of use

To use the Multi service, you must have the Telia 4G voice service activated for the main subscription.

Depending on the device manufacturer, limitations may apply to the use and functionality of the Multi service. For example, additional cards for the Multi service cannot be used on all devices in foreign networks. Telia is not responsible for any device manufacturer-specific limitations applicable to the use of the Multi service.

More information on the major limitations affecting the use of the Multi service is available on the order confirmation and, depending on the device manufacturer, in the user instructions for the device.

## Changes

You can terminate the Multi service by contacting Telia's customer service or, depending on the device manufacturer, through a separate application. The applicable period of notice is 14 days when the customer terminates the service.

# TELIA YHTEYS MULTI SERVICE DESCRIPTION



## Other terms and conditions

During the period of validity of an additional card, it is not possible to change the ownership of the main subscription of the Multi service in order to transfer it to another person. To do this, the Multi service must first be terminated.

Any talk time or free gift campaigns and other subscription offers are not applicable to the additional cards for the Multi service.

At the expiry of the agreement for the main subscription, the Multi service agreement and the functioning of any additional cards related to it will automatically terminate without a separate termination.

With regard to matters not mentioned in this service description, Telia's General Delivery Terms for Consumer/Business Customers concerning Services, valid at the given time, will be applied.