

Telia Palvelulaite Premium (Device as a Service Premium)

This document describes the Telia Palvelulaite Premium (Device as a Service Premium) solution. Palvelulaite Premium (Device as a Service Premium) is a hardware procurement model that allows businesses to procure as a service both mobile and computer equipment along with the related accessories. Palvelulaite Premium (Device as a Service Premium) includes the right to use the selected device during the agreement period, the services described in this document and financing with a financing company without a separate agreement, for the period of the agreement.

Telia Palvelulaite Premium (Device as a Service Premium) is provided by Telia Inmics-Nebula Oy (the Supplier).

1.1 Content of the services

Telia Palvelulaite Premium (Device as a Service Premium) enables the procurement of terminal devices as a service.

Telia Palvelulaite Mobiili (Device as a Service Mobile) devices are mobile phones and tablets and equivalent devices. The scope of the service is delivery, maintenance service with loan device, insurance and secure recycling. The default agreement period is 24 months.

Telia Palvelulaite IT (Device as a Service IT) devices are laptops, desktop computers and workstations, and equivalent devices. The scope of the service is delivery, maintenance service, warranty extension, insurance, operating system and TeamViewer pre-installation, device-specific information security licence, secure recycling. The default agreement period is 36 months.

Telia Palvelulaite Reititin (Device as a Service Router) devices are devices intended for sharing mobile network connectivity, such as modems and routers. The scope of the service is delivery, maintenance service with replacement device and secure recycling. The default agreement period is 24 months.

In connection with a Telia Palvelulaite Premium (Device as a Service Premium) order, accessories or peripherals may be added to the order. These will be invoiced on Telia Palvelulaite Premium (Device as a Service Premium) invoices. The accessories and peripherals do not include the above services and are the property of the customer.

The length of the agreement period can be selected when placing the order. For mobile devices and routers, 12, 24 or 36 months, and for IT devices, 24 or 36 months.

It is the customer's responsibility to include or exclude services included in the scope of the service at the beginning of the agreement period and to select the length of the agreement period. The selections cannot be changed during the agreement period.

The service content and agreement term options are presented in the table below:

X = The default service content and agreement term, unless the agreement term is altered or services are removed at the time of purchase

O = Optional services and agreement term

Device category	Services	12 months	24 months	36 months
Phones and tablets (Mobiiili/Mobile)	Delivery	O	X	O
	Repair service with loan device	O	X	O
	Insurance	O	X	O
	Secure recycling	O	X	O
	Customer service	O	O	O
Routers	Delivery	O	X	O
	Repair service with replacement device	O	O	O
	Secure recycling	O	X	O
	Customer service	O	O	O
Accessories and peripherals	Delivery	O	O	O
	Customer service	O	O	O
Laptops and workstations (IT)	Delivery		O	X
	Repair services (filing of repair)		O	X
	Warranty extension		O	X
	Insurance		O	X
	Operating system and TeamViewer pre-installation		O	X
	Information security		O	X
	Secure recycling		O	X
	Customer service		O	O

1.2 Services

The service content selected is valid for the original agreement period.

A Telia Palvelulaite (Device as a Service) device is the property of the Supplier throughout the agreement period, and must be returned upon the expiration of the agreement period according to separate instructions. The Customer must have the device serviced as required and, with the exception of normal wear and tear, keep the device in good condition.

1.2.1 Customer service

Customer care will assist on matters regarding choice of device, orders, invoicing and repairs. The contact details of the customer service are available on the Supplier's website.

Telia user support provides guidance on the use of the device and support on a separate, chargeable service number.

1.2.2 Servicing

If a Telia Palvelulaite (Device as a Service) device becomes faulty, it must always be repaired by the Supplier's hardware repair service. If a device breaks down, the Customer will contact the Supplier and order repair service. The Customer can open a maintenance request online using the Service Portal or contact the Supplier's customer service team. The use of repair services not designated by Telia is not allowed. If a device has been repaired by a service provider not designated by Telia, the Customer is liable for any additional costs caused by the repair and any faults and damage caused to the device.

Repair work not covered by the hardware manufacturer's warranty is invoiced to the Customer.

The repair service will e-mail a cost estimate to the Customer if the fault is not covered by warranty and the device has no valid insurance. The Customer must respond to this within five business days of the delivery of the cost estimate. If the Customer does not respond, an unrepaired device will be sent to the Customer, and the Customer must pay for the costs incurred from the generation of the cost estimate. If the device has valid warranty and/or insurance, no cost estimate will be sent.

1.2.3 Repair service with loan device

The Huoltopalvelu lainalaitteella (Repair service with loan device) service is available for phones and tablets. The Customer may order a repair request online in the Supplier's customer interaction channel or by contacting the Supplier's Customer service.

The Supplier will provide the Customer with maintenance instructions and packaging materials to send the device for repair, as well as a loan device for the duration of the repair. The loan device is owned by the Supplier and has a similar operating system as the device sent for repair. The amount of memory, the colour, model and size may differ from those of the device sent for repair.

The Customer will package the device to be repaired using the packaging material supplied. A repair note is provided in the packaging material, and a postage-paid address label is fixed to the repair material. The Customer is responsible for any damage sustained in transit if the device has not been packaged according to the instructions.

After repair, the device will be returned to the Customer. The Customer will be billed in accordance with the applicable price list for maintenance work that is not covered by the manufacturer's warranty.

The Customer must return the loan device within five business days of the arrival to the Customer of the repaired device. Return instructions and a postage-paid package for the loan device are provided with the repaired device. The Customer must reset the loan device to be returned before returning it to the Supplier. If the loan device is not returned within five business days of the arrival to the Customer of the device, the Supplier will collect a late charge for each commenced week of delay. The late charge per week equals the price of the Repair service as shown on the price list.

The maximum amount of the late charge equals the Customer's purchase price of the device according to the price list. If the device has been removed from the offering, the maximum amount equals the last valid listed price.

Upon damage to or loss of a loan device, the resulting expenses will be charged to the Customer.

The Huoltopalvelu lainalaitteella (Repair service with a loan device) service is available in Finland only.

1.2.4 Repair service with replacement device

The Huoltopalvelu lainalaitteella (Repair service with a replacement device) service is available for routers only.

If a device develops a fault, the Customer must order repair in the Supplier's customer interaction channel, either online or by phone. The Supplier will provide the Customer with service instructions and packaging material for the device to be sent for repair and a replacement device similar to the original device for the remaining agreement term. The colour, model and size of the device may differ from those of the device sent for repair.

The Customer must package the device in the packaging material provided. A repair note is provided in the packaging material, and a postage-paid address label is fixed to the repair material. The Customer is responsible for any damage sustained in transit if the device has not been packaged according to the instructions.

The Huoltopalvelu vaihtolaitteella (Repair service with a replacement device) service is available in Finland only.

1.2.5 Pre-installation of the operating system

By default, Telia Palvelulaite (Device as a Service) devices include operating system pre-installation. Pre-installation contributes to the rapid and efficient commissioning of the device, offering the Customer a ready-to-use computer that the end user can begin using immediately. The language of the operating system is Finnish. No changes can be made to the content of the pre-installation. The delivery time for pre-installed laptops and workstations is 2–3 business days. Devices ordered as of 3 May 2021 come with TeamViewer pre-installed. TeamViewer makes it easier to solve problems with using the device, enabling a remote connection with separately charged Telia Käyttötuki (User Support). A separate permission from the customer is required for establishing the remote connection, which ensures secure use. Additional details on the service are available in Finnish on the Telia user support website.

1.2.6 Warranty

A Telia Palvelulaite (Device as a Service) device always includes the hardware manufacturer's limited warranty, which is specific to the manufacturer and device model in terms of scope and duration.

The Customer will be billed in accordance with the applicable price list for maintenance work that is not covered by the hardware manufacturer's warranty. The Customer must read the device's terms of use and warranty before using the device.

If the device's warranty expires before the end of the agreement period, any maintenance costs are the responsibility of the Customer.

1.2.7 Warranty extension

Extended warranty is available for Telia Palvelulaite (Device as a Service) IT devices. It extends the manufacturer's warranty to cover the entire selected life cycle of the device (12, 24 or 36 months).

Depending on the manufacturer, the extended warranty for IT devices is either Carry-in (the device is delivered for maintenance) or On-site (maintenance is provided on the Customer's premises). The type of warranty extension specific to brand and model can be reviewed in the Service portal. Additional details about the contents of the warranty extension are available on the manufacturer's website.

During repair, the device will be restored to its original state (operating system and information security installations). Other actions, such as updates, peripheral devices, the Customer's own applications/settings and backups/recoveries, are charged to the Customer.

The extended warranty does not cover software faults, peripherals or broken displays or keyboards, nor does it cover potential humidity damage caused by the Customer.

1.2.8 Information security

By default, IT devices provided under the Telia Palvelulaite (Device as a Service) service include an information security licence (DaaS Antivirus IT), unless the Customer expressly removes this from the service content at the time of purchase. The service protects Mac and Windows computers and prevents viruses, spyware and malware in real time according to its best ability. DaaS Antivirus IT is implemented with third-party software (F-Secure). The Supplier is not responsible for the consequences of any data breaches the customer has. The information security licence in use is not managed by the customer. It is part of the service package and specific to device.

1.2.9 Insurance

Telia Palvelulaite (Device as a Service) device includes insurance unless the Customer specifically chooses to remove this from the service content. Device insurance provides effective protection against financial loss in the event of damage. Depending on the approved insurance claim, the device is either repaired or replaced with a corresponding new device.

The insurance covers physical damage caused to the devices by a sudden and unexpected event if the value is reduced or lost on account of the event. When compensation is payable, the Customer is liable for the excess stated in the insurance terms and conditions. The terms of insurance can be found in the Service portal under "Sopimusehdot" (Terms of agreement).

In insurance matters, the Customer must contact the Supplier's customer service either by a written service request, for example in connection with a repair request, or by calling the Supplier's customer care.

The duration of the insurance covers the device's entire original agreement term but not any extensions to the term. The insurance coverage starts at the moment of purchase. Insurance cannot be obtained for a device during the agreement term.

1.2.10 Management register

The management register is a browser-based service used over an Internet connection. Users can log in to the management register with a personal username and password.

The management register shows the services included in the Customer's Telia Palvelulaite Premium (Device as a Service Premium) package. The device information includes technical, financial and other data entered into the management register, such as user, cost centre and location information.

The Customer is responsible for keeping the list of each organisation's administrator, users and people authorised to place orders up to date in the management register, and for informing the Supplier of any changes to the persons.

The Customer must also maintain device-specific end-user data, as the instructions regarding available options at the end of the agreement term will be e-mailed to the end user. Therefore, it is important that the messages be addressed to the correct person, for example, in situations where the end user of a device has changed during the agreement term.

The Customer must select the action to take at the end of the device life cycle (return, redemption, extension), either for each device individually or for bulk selections, and

entering this in the management register. The Customer is also responsible for keeping the user details up to date, including cost centre details.

Invoices are directly based on the information in the management register.

1.2.11 Secure recycling

The recycling service offers environmentally friendly recycling and/or secure disposal of devices that the Customer no longer uses. Recycled devices are handled securely: the service includes overwriting and erasing the device's memory using a certified procedure. With secure recycling, the customer can ensure that their company's data in the device is appropriately destroyed. By recycling the service device, the customer supports sustainable development values and enables new lifecycles for the device and/or the recycling of special raw materials.

When the customer returns the devices for recycling, any account that may be associated with the device (Google account and/or Apple ID) must be removed before returning the device to the Supplier. Any remote management features and BIOS lock must also be disabled. If the device is returned with the above features active, the Supplier will send a separate invoice to the Customer for the amount of the device's redemption price. The device returned to the Supplier will not be returned to the Customer but it will be destroyed, instead.

1.3 Service deployment

1.3.1 Service agreement

A service agreement is made between the Supplier and the Customer. The agreement enters into force as specified in the service agreement. As a derogation from the validity specified in the agreement, a Telia Palvelulaite (Device as a Service) agreement is always valid for as long as any device-specific subscription period associated with it is valid, and the service agreement cannot be terminated while a device-specific subscription period is in force. If no device-specific subscription periods exist under the service agreement, the service agreement can be terminated subject to the period of notice specified in the service agreement.

1.3.2 Device-specific subscription period

A separate, fixed-term subscription is formed for each Telia Palvelulaite (Device as a Service) device included in the service agreement, and a separate device-specific agreement period (subscription period) applies to each Telia Palvelulaite (Device as a Service) device.

The agreement period for a Telia Palvelulaite (Device as a Service) device can be 12, 24 or 36 months for mobile devices and 24 or 36 months for IT devices. The subscription period is agreed with the Customer in the service agreement, specifically for each device, or it is determined specifically for each device when the Customer orders a Telia Palvelulaite (Device as a Service) device.

There may be differences between the subscription periods for certain device categories with regard to the scope and duration of services. Each Telia Palvelulaite (Device as a Service) device can only have one specified subscription period. Under all circumstances, the Customer is responsible for paying the service fees for each Telia Palvelulaite (Device as a Service) device ordered for the entire device-specific, fixed-term subscription period.

1.3.3 Order

Orders can be placed in the Supplier's procurement channel. Orders can be confirmed in writing (including by e-mail), by other means or by delivering the product.

Every order is registered in the Supplier's management system, which the Customer can access to monitor the life cycle of the device.

The Customer's credit data is verified when the agreement is made. The Supplier reserves the right to not deliver the Customer's orders if the Customer's credit check reveals circumstances that deteriorate the payment ability in the Supplier's opinion.

An approved device order cannot be cancelled. The device model, memory size and colour selected at the time of order cannot be changed after placing the order. A Palvelulaite (Device as a Service) device cannot be changed to a single-purchase device, for example, after the purchase decision.

1.3.4 Delivery

Devices and services are provided according to the Customer's order to the delivery address indicated in accordance with the Supplier's general terms of delivery. A delivery is deemed to have taken place once the Supplier has handed over the shipment to the delivery company (FCA Incoterms 2010). More details can be found in Telia's general terms regarding services for business customers.

When obtaining from a Telia Kauppa store, the device can be handed over to the customer at the moment of purchase.

The availability of devices is indicated in the Supplier's procurement channel.

1.3.5 Pricing

The monthly charge for a Telia Palvelulaite Premium (Device as a Service Premium) consists of the right to use the device throughout the agreement term, the selected services any accessories or peripherals incorporated in the Palvelulaite (Device as a Service) package.

Any accessories that may have been ordered with the procurement of the device as a service are not included in the repair agreement, replacement or loan device or insurance of the device as a service. At the end of the life cycle, the accessories or peripherals are not returned nor does the customer have to redeem them.

Palvelulaite (Device as a Service) agreements are made according to the prices applying at the time of order.

The Supplier reserves the right to refuse to deliver orders placed because of pricing errors.

1.3.6 Invoicing

The service charges are invoiced once a month. The monthly invoice amount is based on the services selected at the time of purchase, the length of the agreement term, the selected device and any accessories or peripherals.

The first invoice is generated during the calendar month following delivery. Invoices can be allocated to specific cost centres or on the basis of a purchase reference number. A separate invoice is created for each cost centre.

Invoices are directly based on the information in the Management register in the Supplier's portal.

Any invoicing surcharges, service charges incurred and other expenses are added to the Customer's invoice in accordance with the applicable price list.

1.3.7 Right of use and right of ownership

The Palvelulaite (Device as a Service) device is owned by the Supplier. The Customer does not gain ownership of the Palvelulaite (Device as a Service) device. A device can be redeemed during the agreement term by contacting the Supplier's customer care. When redeeming a device as a service during the agreement term, the agreement and the services are terminated and the ownership is transferred to the Customer. When redeeming a device during the term of the agreement, the remaining monthly charges and the redemption price are charged for the device.

The Customer may not pledge or sub-lease the items. The Customer may not use the device in violation of applicable legislation or authority regulations. A Palvelulaite (Device as a Service) device must not be permanently used abroad. Normal travel and temporary use abroad are allowed.

Under special circumstances and a separate assignment agreement, the Palvelulaite (Device as a Service) agreement may be assigned from one company to another (for example, in the event of a merger or demerger). Telia reserves the right to charge a separate assignment fee in accordance with the applicable price list.

If the Customer wishes to transfer possession of a device, the receiving company is required to have an approved credit decision and to sign an agreement. The change is subject to charge as separately indicated. In the event of bankruptcy, Telia Palvelulaite (Device as a Service) devices must be returned to the Supplier immediately.

1.3.8 Contact persons and ordering authorisation

The Customer must inform the Supplier if its contact persons or persons authorised to place orders change.

The Customer is responsible for ensuring that the user details in the management register are correct and up to date.

1.4 Options at the end of the life cycle of a device as a service

Before the end of an agreement for a device, the Customer must use the management register to specify what to do with the device after the agreement term. The choice must be made before the original agreement term expires. In the management register, the Customer can see the options for expiring device as a service agreements three (3) months prior to the expiry of the agreement.

When the original agreement term expires, the services associated with the device (such as insurance and warranty extensions) will also expire. The hardware manufacturer's warranty is valid for the period stated by the hardware manufacturer from the time of purchase and cannot be extended. Repair service with loan device is valid during the extension period if it has been part of the customer's service package at the time of purchase.

At the end of the device's life cycle, the Customer must choose one of the following options:

Telia Palvelulaite (Device as a Service)

Option	The Customer must:
Return	Return the device to the Supplier for recycling
Purchase	Pay the redemption price for the device as stated in the management register. The Customer company will be invoiced for the device
Extension period (default)	If no choice is made by the deadline, the device will automatically be entered into an extension period of three months and continue doing so until the Customer makes a choice.

Based on the selected information, the Supplier will make preparations to receive the devices to be returned or invoice the Customer for any extension periods and devices purchased/not returned.

1.4.1 Extension period

If the Customer does not indicate by the agreed date what is to be done with a service agreement/device, it will automatically be extended by three (3) months. The Customer may also choose extensions of 6 or 12 months.

When a device is entered into an extension period, the services applying to the original agreement period, such as insurance and warranty extensions, will no longer be in force (with the exception of the repair service).

If the customer selects the extension period, it is the Customer's responsibility to determine the availability of operating system and information security updates with the Supplier's Customer care for each manufacturer and model before making the choice. The Supplier always recommends obtaining a new Palvelulaite (Device as a Service) device after an agreement term.

1.4.2 Return

The Telia Palvelulaite (Device as a Service) device must be returned to the Supplier or a location specified by the Supplier.

The devices returned after the actual agreement period or an extension period must be received by the Supplier no earlier than four (4) weeks before the expiry of the agreement or extension period and no later than 10 days after the expiry of the agreement or extension period.

The devices must be in working order when they are returned, and the devices must not have a different configuration (e.g., a different hard disk or missing components). The Customer must package the devices according to the packaging instructions.

The returned devices are identified by the device ID stated on the return document, which the Customer must deliver along with the returned items. The return ID is shown in the management register. If there is a discrepancy between the return notice and the devices returned, Supplier will contact the Customer to investigate the matter. Any investigations are subject to a service charge according to the price list.

The instructions for returning are available in the portal's Documents section and on the return document that can be printed after making the return choice. The Customer returns devices to the Supplier's return location at the Customer's expense.

The Customer is liable for the Palvelulaite (Device as a Service) device until it has been returned to the Supplier's designated location.

If, for any reason, a device used by the Customer is broken, lost, damaged beyond repair or for any other reason not returned by the Customer in working order at the end of the agreement term, the Customer is obliged to pay the current redemption price for the equipment, as well as the outstanding service charges associated with the device.

The Customer must erase all returned devices and disable any Google accounts and/or Find my iPhone functionality on Apple devices. On Apple devices, the iCloud account must be removed, and the device must be restored entirely to factory settings before it is sent for recycling. Any remote management software must also be disabled.

1.4.3 Failure to return

If the Customer has chosen to return a device but fails to do so by the agreed deadline, the Supplier will send the Customer a separate invoice for the redemption price. The device-specific redemption price is shown in the management register 3 months prior to the expiration of the service agreement.

1.4.4 Classification of the condition of returned devices

The Customer must return the devices in working order, but normal wear and tear is acceptable.

The condition of the returned devices is inspected, and their memories are wiped using overwriting software. If overwriting is not possible for reasons such as damage to a device, the Customer will be charged a separate fee, which can be no higher than the redemption price. Every faulty device is checked individually.

If the device is not in working order, the Customer will be required to pay a redemption price in accordance with the severity of the fault. Every faulty device is checked individually. The following is an example:

% of the redemption price	Description
100%	If the device is protected (e.g., Apple FMI locking, security code, antitheft software, etc.), the device will need to be destroyed because it cannot be reset.
90%	If the device does not start up despite charging (the device is dead).
75%	Electrical fault (line on the screen or constantly powering off, etc.). If the screen is badly broken or has an electrical fault, such as screen burn (the display cannot be reused)
35%	If the display is faulty (e.g., slightly broken or the glue has failed). Note: Minor scratches are not a problem. Minor fault (e.g., slightly broken or the glue has failed). Note: minor scratches are not a problem. Minor fault (e.g., the protective plastic is missing from the charging port)

1.4.5 Wrap-up

Returned devices from Device as a Service agreements are logged by the device ID stated on the return document, which is shown on the management register in the Supplier's portal.

If there is a discrepancy between the return notice and the devices returned, Supplier will contact the Customer to investigate the matter. The investigation is subject to a service charge according to the price list.

1.4.6 The device is not returned (redemption)

The Customer may choose not to return the device when the agreement term ends. In such a case, the device is redeemed, and the Customer takes ownership.

The Customer must inform the Supplier by the deadline (before the expiry of the original agreement term) if a device will not be returned, and the Customer will be sent a separate redemption invoice.

Devices can only be redeemed in Finland.

1.4.7 Redemption price

The redemption price depends on the model of the device, the number of months remaining in the agreement term and the residual value. The redemption price is communicated to the Customer as a euro-denominated amount. The redemption invoice is a separate invoice.

The redemption price is shown for each device in the Customer's management register no later than three months before the expiry of the Service agreement.

1.5 Changes to the service description

This service description replaces all prior versions of the Telia Palvelulaite (Device as a Service) service description.

The Supplier may alter this service description. If the service description is changed substantially to the Customer's detriment, the Customer will be notified of the change at least one month prior to the entry into force of the change. In other cases, the Supplier will communicate changes in the manner and time frame it considers appropriate.

1.6 Limitations

Service

General

If a device is broken for a reason attributable to the Customer, the Customer must pay the costs incurred in repairing the device unless the insurance for this part of the service covers the costs.

By default, Palvelulaite (Device as a Service) does not include maintenance.

By default, Palvelulaite mobiili (Device as a Service mobile) does not include licences.

Palvelulaite (Device as a Service) devices cannot be changed before the end of the agreement term. A Palvelulaite (Device as a Service) device cannot be exchanged for a different device, nor can supplementary services, such as an extended warranty or larger hard disk subject to a monthly charge, be purchased for it before the end of the agreement term. Supplementary services are separate orders subject to additional charges. Under all circumstances, the Customer is liable for paying the service charges for every order throughout the fixed term.

Devices can only be redeemed in Finland.

Ordering a Palvelulaite (Device as a Service) device is a purchase decision. A mistake made by the customer during the order does not allow for cancelling the order. A Palvelulaite (Device as a Service) device cannot be exchanged for a single-charge device during the life cycle of the device.

Right of use and right of ownership

The device as a service is owned by the Supplier/Leasing company – the Customer does not gain ownership of the device as a service.

The Customer must not:

- Pledge a Palvelulaite (Device as a Service) device
 - Sub-let a Palvelulaite (Device as a Service) device or assign the Palvelulaite (Device as a Service) agreement to another party
 - Use the device in violation of applicable legislation or authority regulations
-

Maintenance, repairs, replacements and faults

The Customer is obliged to treat, maintain and use the device with care so that the condition of the device is not impaired beyond normal wear and tear. The Customer has read the maintenance, warranty and delivery terms, and undertakes to comply with them. Even if the Customer is unable to use a Palvelulaite (Device as a Service) device due to an error, fault or other corresponding problem with the device (such as when the device is under maintenance), the Customer is obliged to fulfil the obligation of repair and replacement.

The Customer is responsible for ensuring that action is taken to rectify all faults and defects affecting a Palvelulaite (Device as a Service) device during the agreement period. If the warranty or insurance of the rented item does not cover the faults or defects that have appeared, the Customer will pay the costs of the repair.

If, for any reason, a device used by the Customer is broken, lost, damaged beyond repair or not returned by the Customer in working order at the end of the agreement term for any other reason, the Customer is obliged to pay the prevailing market price for the equipment, as well as the outstanding service charges associated with the device. The same applies if the Customer does not wish to pay for repair/maintenance work that is beyond the scope of the warranty for a broken device or is not covered by insurance.