

# TELIA TURVAPAKETTI SERVICE DESCRIPTION



This service description tells you what your service contains. The service description is part of your Telia Turvapaketti agreement.

Turvapaketti is a service designed for Telia Finland Oyj's ("Telia") consumer customers, and it protects your phone, tablet or computer from viruses and malware. It prevents malicious sites from launching and helps you control that children can use the Internet safely. An antitheft feature helps you locate, lock or wipe your phone or tablet.

## General description

Turvapaketti is designed to protect your smartphone, tablet or computer. You can use it with an application downloaded onto your device. By logging in at [telia.fi](http://telia.fi), you can manage your devices included in the Turvapaketti service and update the service to meet your needs.

The virus and malware databases will be updated automatically. Insofar as possible, the application performs the updates when Internet access is available so as to avoid separate costs for data use. Potential data costs related to the application download and updates will be invoiced according to the price list of the subscription. Telia attends to the invoicing and customer service. You yourself are responsible for downloading and installing the application. Turvapaketti will be delivered to you by email. In order to adopt the service, you will need a Telia Tunnus. If you do not have a Telia Tunnus, you can create one by following the instructions included in the email message. You can download the software onto the device to be protected by clicking on the link in the message. You will also receive a message when you update your order.

The application is based on the Safe product by F-Secure.

## Restrictions

You can have only one Turvapaketti, and you can update it according to your need. The service is not available to Symbian devices. In Windows Phone and Apple iOS devices, the service features can be used only in a separate browser included in Turvapaketti.

## Invoicing

The service is subject to the charges indicated in the price list valid at any given time. The invoicing period is one (1) month, and the monthly charges can be invoiced in arrears. The invoicing begins on the day following the conclusion of the agreement and ends as the period of notice terminates.

## Cancellation right and termination

If you have ordered the service by phone or online, you can cancel the order by contacting Telia's customer service within 14 days from the reception of the order confirmation and service description. In such a case, you will be refunded any monthly charge you may have paid for the service in advance, but you will not be refunded any costs arisen from the use of the service.

The service agreement is valid until further notice. The customer's period of notice is two weeks. The notice of termination can be submitted to Telia Customer Service or online at [telia.fi](http://telia.fi).

## Other terms and conditions

In addition to potential terms and restrictions included in the order confirmation and this service description, the service is also subject to Telia's General Delivery Terms for Consumer/Business Customers concerning Services.