

1 Telia Device-as-a-Service

Telia Device-as-a-Service is a purchasing model where the Customer pays a monthly charge for their selected device, the selected services and financing, and the Customer does not need a separate agreement with a leasing company for the term of the agreement.

Telia Device-as-a-Service is a part of the digital user service model that supports the Customer by providing a flexible service that enables companies to procure devices as a service.

Telia Device-as-a-Service is supplied and billed by Telia Inmics-Nebula Oy (the "Supplier").

2 Content of the services

The mobile devices available under Telia Device-as-a-Service include phones, tablets, mobile routers, headsets and the related peripheral devices and accessories, as well as services throughout the term of the agreement.

The IT devices available under Telia Device-as-a-Service include laptop, desktop and workstation computers and the related peripheral devices (displays, docks) and accessories (mice, keyboards, etc.), as well as services for the lifecycle of the device.

The Customer can select the desired services and agreement term for the Telia Device-as-a-Service when making the purchase. The selected service and agreement terms affect the monthly charge. The selected package constitutes a fixed-term order.

Service content and agreement term options:

Telia Device-as-a-Service		Agreement term (months)		
Device category	Services	12	24	36
Phones	Delivery	●	●	●
	Maintenance service with loan device	●	☑	●
Tablets (mobile)	Insurance	●	☑	●
	Recycling	●	●	●
	Customer service	●	●	●
	Delivery	●	●	●

Routers headsets (mobile)	Maintenance service with replacement device	●	☑	●
	Recycling	●	●	●
	Customer service	●	●	●
Accessories	Delivery	●	●	●
	Customer service	●	●	●
Laptops, computers and workstations (IT)	Delivery		●	●
	Maintenance service		●	☑
	Warranty extension		●	☑
	Insurance		●	☑
	Pre-installed operating system		●	☑
	Information security		●	☑
	Recycling		●	●
	Customer service		●	●
Description				
☑ The default service contents and agreement term, unless the agreement term is altered or services are removed at the time of purchase.				
● Optional services and agreement term				

The default options determine the contents and term of the package unless express changes are made at the time of purchase. Delivery, recycling and customer service are always included in the service contents for the agreement term, and these aspects cannot be removed. The ultimate content of the package is saved in the Management Register section on the Supplier's portal, enabling the Customer to review the service contents.

By default, the following services are included in the service contents for the agreement term unless changes are made to the default content at the time of purchase.

Telia Device-as-a-Service	Mobile	IT
Service contents		
Device-as-a-Service and delivery	●	●
Customer service	●	●
Pre-installation		●
Maintenance service with loan device	○	○
Maintenance service with replacement device	○	○
Maintenance service		●

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Information security		●
Warranty extension		●
Insurance	○	●
Management Register	●	●
Recycling	Item Return Basic	●
	Item Return Plus	○
Accessories and peripheral devices	○	○
Description		

- Service contents included in the service charge
- Service subject to separate charge

3 Services

Telia Device-as-a-Service includes the selected services for the original term of the agreement (life cycle) of the device.

The Customer undertakes to keep hardware in good condition throughout its lifecycle. 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.

3.1 Customer service

Customer service is provided by phone and email. The service hours are Mon–Fri, 8am–5pm. The Customer is billed for customer support services that carry an additional fee in accordance with the applicable price list.

3.2 Pre-installation

By default, the computers provided under Telia Device-as-a-Service include a pre-installed operating system unless the Customer chooses to remove this from the service contents at the time of purchase. 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 delivery time for pre-installed workstations is three weekdays.

3.3 Maintenance service

If a Telia Device-as-a-Service develops a fault, it must always be sent for maintenance. If a device breaks down, the Customer should contact the Supplier and order the maintenance service. By default, the action of logging the maintenance request in the maintenance process is included in the service contents. The Customer may open a

maintenance request electronically from the Management Register or contact the Supplier's customer service team.

The Customer will be billed for maintenance work that is not covered by the equipment manufacturer's warranty in accordance with the applicable maintenance price list. The equipment manufacturer's warranty does not cover software faults or breakages caused by misuse.

Before the Customer sends a Telia Device-as-a-Service (mobile) for maintenance, the Customer should disable any "Find my Phone" or similar locks. The device's security code may be enabled.

3.4 Maintenance service with loan device

The maintenance service with loan device is available for phones and tablets but not for computers/workstations. The Customer may order a maintenance request electronically on the Supplier's customer interaction channel or contact the Supplier's customer service team.

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

The Customer should pack the device for maintenance using the packaging material delivered. A repair note is provided in the packaging material, and a postage-paid parcel address label is fixed to the maintenance material. The Customer is responsible for any damage sustained in transit if the device has not been packed according to the instructions. After maintenance, the device will be returned to the Customer.

During maintenance, if any faults come to light which are not covered by the manufacturer's warranty, the maintenance team will email a cost estimate to the Customer, who must respond within five business days. If the Customer does not reply to the email within five business days or if the device is not repaired, the Customer is sent an invoice for the repair estimate in accordance with the order.



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Unrepaired devices are returned to the Customer or sent to recycling.

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

The Customer is charged according to the valid price-list for any loan devices that can no longer be utilised in the service.

3.5 Maintenance service with a replacement device

The maintenance service with a replacement device enables a cost-effective maintenance process and uninterrupted working.

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

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

During maintenance, if any faults come to light which are not covered by the manufacturer's warranty, the maintenance team will email a cost estimate to the Customer, who must respond within five working days. If the Customer does not reply to the email within five business days or if the device is not

repaired, the Customer is sent an invoice for the repair estimate in accordance with the order. Unrepaired devices are returned to the Customer or sent to recycling.

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

3.6 Warranty

Telia Device-as-a-Service always includes the manufacturer's warranty, which is specific to the manufacturer and device model in terms of scope and duration. For example, Apple grants a 12-month warranty for its mobile devices.

Telia Device-as-a-Service		
Device category	Equipment warranty	manufacturer's
Phones	12–24 months, depending on the device	
Tablets	12–24 months, depending on the device	
Computers	12–36 months, depending on the device	
Headsets and accessories	12–24 months, depending on the device	

The IT devices covered by Telia Device-as-a-Service always include an extended warranty unless this is specifically removed at the time of purchase.

The Customer will be billed for maintenance work that is not covered by the equipment manufacturer's warranty in accordance with the applicable price list.

The equipment manufacturer's warranty does not cover software faults, breakages or faults caused by misuse.

3.7 Warranty extension

The IT devices covered by Telia Device-as-a-Service include the equipment manufacturer's extended warranty for part or all of the term of the service agreement (maximum 36 months) unless this is specifically removed from the service contents at the time of purchase. By default, the warranty extension for mobile devices is not included in the service contents. In such cases, the manufacturer's warranty terms for the specific product will be observed.



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Depending on the equipment manufacturer, the extended warranty is either carry-in (the device is delivered for maintenance) or on-site (maintenance is provided on the Customer's premises). The content of the extended warranty may also be specific to the model of device in use and includes components that are easy to repair and that the customer should be able to replace themselves in conjunction with maintenance.

Under the on-site maintenance service, the device is repaired on the Customer's business premises, providing that these are located within the range of operations of the manufacturer's maintenance partner. If the device cannot be repaired on-site, it should be sent for maintenance.

During maintenance, 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/restores, are billable according to the applicable price list.

The extended warranty does not cover software faults.

The extended warranty does not apply to additional devices.

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

3.8 Insurance

Telia Device-as-a-Service includes insurance unless the Customer chooses to remove this from the service contents at the time of purchase. Device insurance provides effective protection against financial losses in the event of damage. Depending on the type of insurance approved, 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 deductible stated in the insurance terms and conditions. The duration of the insurance covers the device's entire original agreement term but not any extensions to the term.

If an insured event occurs, the Customer should contact customer service.

The terms of insurance are described in greater detail in a separate appendix.

3.9 Information security

By default, the computers provided under Telia Device-as-a-Service include the information security service (such as F-Secure Protection Service for Business) 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.

3.10 Management Register

The Management Register is a browser-based service used over a secure internet connection. The user can log in to the portal using their personal username and password.

The Management Register shows the Customer's devices and related services. 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, and for informing the Supplier of any changes.

The Customer is responsible for selecting the action to take at the end of each device's life cycle (return, redemption, extension) and entering this in the Management Register.

3.11 Recycling service

The recycling service offers secure, environmentally friendly recycling for devices that the Customer has taken out of use. Recycled devices are handled securely: the service includes overwriting and erasing the device's memory using a certified procedure.

The customer should disable any Google accounts and/or "Find my Phone" functionality on Apple devices before sending the device for recycling. On Apple devices, the iCloud account should be removed (reset), and the device should be restored entirely to factory settings before it is sent for recycling. Any remote management software should also be disabled.



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4 Service deployment

4.1 Service agreement

A Service Agreement is made between the Supplier and the Customer and takes effect on the agreed date or automatically when the first order is placed for a Device-as-a-Service on the Supplier's procurement channel.

A separate fixed-term order is created for every Device-as-a-Service.

4.2 Agreement term

The agreement term for a Device-as-a-Service is determined when Telia Device-as-a-Service is ordered, and the alternative terms are 12, 24, 36 or 48 months. A fixed-term order is created for every Telia Device-as-a-Service. Under all circumstances, the Customer is liable for paying the service charges for every order throughout the fixed term.

There may be differences between the agreement terms for certain device categories in terms of factors such as the scope and duration of services.

If the device remains in use for an extended term following the end of the original agreement term, the services will no longer be in force, with the exception of the maintenance service with a loan/replacement device and action of logging the maintenance in the maintenance process (maintenance service, IT).

4.3 Order

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

Every order is registered on the Supplier's management system, which the Customer can access to track and manage devices.

The Customer's credit data is verified upon every order. The Supplier reserves the right to refuse to fulfil orders for the Customer if the Customer's credit record includes payment defaults.

4.4 Delivery

We deliver the devices and services according to the customer's order, in the manner selected, to the delivery address indicated in the order in accordance with the general terms of delivery.

The availability of devices is indicated on the Supplier's procurement channel. If availability is limited, this is indicated on the product page using a traffic light code (green indicates good availability).

4.5 Pricing

The monthly charge for a Telia Device-as-a-Service consists of the right to use the device throughout the agreement term, the selected services carrying monthly charges and any additional devices incorporated in the Device-as-a-Service package.

Device-as-a-Service agreements are made according to the prices applying at the time of order. The Supplier may choose to alter the prices at any time without notice. Price increases/decreases only apply to orders placed after the change.

The Supplier reserves the right to refuse to deliver orders arising due to pricing errors.

4.6 Invoicing

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

All of the Customer's Devices-as-a-Service can be put on the same invoice. The first invoice is created for the calendar month following delivery. Invoices can be allocated to specific cost centres or on the basis of a purchase reference number.

Invoicing is based on the Management Register information on the Supplier's portal, and the customer is obliged to keep the user details up-to-date.

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

4.7 Usage right and right of ownership

The Device-as-a-Service is owned by the Supplier/leasing company – the Customer does not take ownership of the Device-as-a-Service. However, the Customer may choose not to return the device at the end of the agreement term (redemption) and to pay the redemption fee to take ownership of the device.



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The Customer must not pledge, sub-let or use the device in contravention of applicable legislation or authority regulations.

Under special circumstances and with a separate assignment agreement, the Device-as-a-Service agreement may be assigned from one company to another (for example, in the event of a merger or demerger). This is subject to a separate assignment fee in accordance with the applicable price list. A change of ownership requires the receiving company to have an approved credit decision. In the event of bankruptcy, Telia Devices-as-a-Service should be returned to the Supplier immediately.

4.8 Contact people and ordering authorisation

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

The Customer is responsible for ensuring that the user details on the Management Register are correct and up-to-date.

5 Options at the end of the agreement term for a Device-as-a-Service

Before the end of an agreement for a device, the Customer must use the Management Register section of the Supplier's portal to specify what to do with the device after the agreement term. The customer will be notified of Device-as-a-Service agreements that are due to expire three (3) months before the expiry of the agreement.

When the original agreement term ends, the services associated with the device (such as insurance) will also expire.

At the end of the agreement term for a device, the Customer must choose one of the following options:

Telia Device-as-a-Service	
Option	The Customer must:
Return	Return the device to the Supplier for recycling
No return (redemption)	Pay the redemption price. The redemption price is shown on the Management Register.
Extended period (default)	If no choice is made by the deadline, the device automatically enters a three-month extension period until the Customer makes a choice.

The Customer must make a choice on the Management Register before the end of the original agreement term.

Based on the selected information, the Supplier will make preparations to receive the devices to be returned, agree with the customer on the packing and transport of the devices, or invoice the customer for any extension periods and devices purchased/not returned.

5.1 Extended period

If the customer does not indicate by the agreed date what is to be done with a device, the agreement term for the device will be automatically extended by three (3) months and the original service charge will continue to be charged. The Customer may also choose extensions of 6 or 12 months.

When a device enters an extended period, the services applying to the original agreement period, such as insurance and warranty extensions, will no longer be in force. It is advisable to take into consideration the life cycles of operating system updates and security updates provided by individual device manufacturers when selecting what to do with a device at the end of the agreement term.

5.2 Return

Mobile devices and/or IT devices and all products with serial numbers (such as docks and displays) under Telia Device-as-a-Service should be returned to the Supplier or the location specified by the Supplier.

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

Devices must be in working order when they are returned, and the devices must not contain any changed components (e.g., a different hard disk or missing components). The Customer must pack them according to the package instructions.

Devices from Device-as-a-Service agreements are logged by the device ID stated on the return document, which the Customer must deliver along with the returned items. The return ID is shown on the Management Register. If there is a discrepancy



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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.

Telia Device-as-a-Service	
Return exchange	Description
Item Return Basic (default)	<p>The Customer returns devices to the Supplier's return location at the Customer's expense.</p> <p>The Customer is responsible for packing the returned devices according to the instructions. The return instructions are sent to the Customer before the end of the agreement term.</p>
Item Return Plus (additional charge)	<p>The material for returning the device is sent to the Customer.</p>

By default, Item Return Basic is always included in the service contents. The other options are subject to additional charges in accordance with the applicable price list.

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

5.2.1 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.

5.2.2 Classification of the condition of returned devices

The Customer must return devices in working order.

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 device will be destroyed by crushing, and the Customer will be charged a separate redemption fee corresponding to the redemption price.

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:

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

5.2.3 Post-processing and reporting

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.

If there is a discrepancy between the return notice and the devices returned, Supplier will contact the Customer to investigate the matter. The investigation



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is subject to a service charge according to the price-list.

5.3 The device is not returned (redemption)

The Customer can choose not to return the device. The Customer must inform the Supplier by the deadline if a device (including products with serial numbers, such as displays and docks) will not be returned, and the Customer will be sent a separate redemption invoice.

The services will no longer be in force after the device is redeemed.

Devices can only be redeemed in Finland.

5.3.1 Redemption price

The redemption price is derived from the device brand, age and resale value, and it is expressed to the Customer as a monetary sum.

The redemption invoice is a separate invoice (device VAT 0% redemption price, + VAT 24%).

The redemption price is shown for each device on the Customer's Management Register no later than three months before the expiry of the Service Agreement.

6 Changes to the service description

This service description replaces all prior versions of the Telia 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 shall communicate changes in the manner and time frame it considers appropriate.

