

# TELIA FIXED-TERM AGREEMENT SERVICE DESCRIPTION



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

## General description

Telia Fixed-Term Agreement is a fixed-term agreement on either a mobile or a broadband subscription. A customer who concludes a Telia Fixed-Term Agreement (hereafter "Agreement") receives the benefits described in the terms and conditions for the period of validity of the Agreement. The agreement is subscription-specific, and it can be connected only with separately defined subscription types, benefits or offers.

Telia Fixed-Term Agreement is available only for consumer customers.

## Validity of Telia Fixed-Term Agreement

The Agreement is valid for a mobile or broadband subscription for a period of time specified in the agreement (hereafter the "Agreement Period"). After this, the Agreement continues automatically to be valid until further notice, unless it is terminated by the customer at least two (2) weeks or by Telia at least one (1) month before the end of the Agreement Period, in which case the termination becomes effective at the expiry of the Agreement Period.

During the agreement, the package entity of the subscription can be exchanged for another one, if so agreed with Telia, without that the Agreement Period is discontinued. In connection with a move, the customer has the right to change the Agreement to another subscription type (e.g. mobile technology to a fibre optic connection) by agreeing on this separately with Telia, even in the middle of the fixed-term Agreement Period.

The customer also has the right to terminate the Agreement by giving two (2) weeks' notice by paying the early termination charge specified in the price-list valid at any given time.

## Number porting

The customer has the right to transfer the number to another operator in the middle of the Agreement Period. In this case, the agreement between the customer and Telia continues normally despite the number porting, and the customer is responsible for the charges under the Agreement until the end of the Agreement Period. When the number has been transferred to another operator, Telia provides the customer, on request, with a new number until the end of the Agreement Period.

## Monthly charges

The monthly charge for the Agreement always includes the monthly subscription charges separately defined in the Agreement. Traffic and other charges not included in the monthly subscription charge are charged for based on use according to the price-list valid at any given time.

When the agreement expires, the then ongoing invoicing period is charged for in full. The monthly charges are charged even if the subscription had not been used. Supplementary services valid until further notice may be connected with

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the Agreement. The agreements and invoicing related to the supplementary services will continue as normal, unless the customer terminates the agreements on the supplementary services.

## Cancellation of the agreement

If the customer, after the conclusion of the Agreement, is subject to a social force majeure as referred to in the Consumer Protection Act and is therefore unable to meet the obligations under the Agreement, it is possible to agree on cancellation of the Agreement on a case-by-case basis. A customer wanting to cancel the Agreement on account of a social force majeure must submit a written request for cancellation to Telia and provide evidence for the existence of the force majeure..

## Other terms and conditions

During the validity of the Agreement, no other fixed-term agreement must be connected to the subscription at the same time (e.g. Telia Device Agreement (Telia Laitesopimus)). However, the Agreement can be exchanged for a fixed-term Telia Device Agreement in the middle of the Agreement Period.

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