

Telia Yhteys Kotiin (Home Connection)

Service description



This service description tells you what your service contains. The service description is part of your Telia Yhteys kotiin (Home connection) agreement.

The Telia Yhteys kotiin subscription (hereafter “subscription”) is a broadband connection from your apartment to Telia’s network, implemented either with fixed-line or with 5G mobile technology (hereafter “fixed 5G”), designed mainly for surfing and targeted at Telia Finland Oyj’s (hereafter “Telia”) customers. The subscription allows for using the Internet in Finland, and it always includes Internet connectivity at the agreed speed.

General description

The access includes the connection of the apartment’s fixed connection through the internal network of the building to Telia’s backbone network and to the Internet. Fixed 5G includes connection of the connection through the internal network of the building to Telia’s mobile network and further to the Internet. The transmission rate class of the connection consists of the selected transmission rate class of the fixed-line subscription or the selected transmission rate class of the fixed 5G subscription.

The subscription does not include e-mail addresses or mailboxes.

The usability of the subscription is affected, for example, by an exceptionally high number of simultaneous network users. Due to network load, the Internet connection may slow down essentially, become unstable or be interrupted. If the Internet connection is unstable or interrupted, files may be lost completely or partly, they may remain undelivered or arrive incomplete or incorrectly. This is characteristic of online services and does not entitle the customer to compensation or damages.

Speeds and ranges of variation of surf online packages by networking technology

The tables show the maximum, minimum, and normal subscription speed. Where the range is concerned, the first figure indicates the minimum transmission rate and the second one the maximum transmission rate of the subscription. The advertised transmission rate of the subscription is not higher than the maximum rate of the subscription.

The transmission rate tables include separate tables for fixed-line and fixed 5G subscriptions. The transmission rate classes of the subscription indicate the maximum rate. The actual transmission rates may be lower, however, as shown in the above table.

The transmission rate and other quality of service of the subscription may vary within the range of variation on account of network features. The transmission rate can also be affected by factors that are beyond Telia’s control, such as congestion in the Internet and its services, condition of the internal communications network, capacity of the customer’s router and computer, use of a wireless local area network connection and load in or resulting from antivirus and firewall services and any other software used.

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Fixed

S package¹

Technology	Internal network technology	Range of variation in incoming traffic	Standard rate of incoming traffic ²	Outbound traffic range of variation	Outbound traffic Normal data rate ²
Fibre – ADSL	Telephone (CAT3)	7–10 Mbps	9 Mbps	1.4–2 Mbps	1.8 Mbps
Fibre – VDSL2	Telephone (CAT3)				
Fibre – FTTB	Ethernet	7–10 Mbps	9 Mbps	7–10 Mbps	9 Mbps
Fibre – FTTH	Fibre				
Cable					
Fibre – cable	Coaxial	5–10 Mbps	9 Mbps	5–10 Mbps	9 Mbps

M package

Technology	Internal network technology	Range of variation in incoming traffic	Standard rate of incoming traffic ²	Outbound traffic range of variation	Outbound traffic Normal data rate ²
Fibre – ADSL2+	Telephone (CAT3)	14–20 Mbps	18 Mbps	1.4–2 Mbps	1.8 Mbps
Fibre – VDSL2	Telephone (CAT3)	35–50 Mbps	45 Mbps	7–10 Mbps	9 Mbps
Fibre – FTTB	Ethernet				
Fibre – FTTH	Fibre	35–50 Mbps	45 Mbps	35–50 Mbps	45 Mbps
Cable					
Fibre – cable	Coaxial	35–50 Mbps	45 Mbps	5–10 Mbps	9 Mbps

L package

Technology	Internal network technology	Range of variation in incoming traffic	Standard rate of incoming traffic ²	Outbound traffic range of variation	Outbound traffic Normal data rate ²
Fibre – VDSL2	Telephone (CAT3)	70–100 Mbps	90 Mbps	7–10 Mbps	9 Mbps
Fibre – FTTB	Ethernet				
Fibre – FTTH	Fibre	70–100 Mbps	90 Mbps	70–100 Mbps	90 Mbps
Cable					
Fibre – cable	Coaxial	70–100 Mbps	90 Mbps	35–50 Mbps	45 Mbps

XL package

Technology	Internal network technology	Range of variation in incoming traffic	Standard rate of incoming traffic ²	Outbound traffic range of variation	Outbound traffic Normal data rate ²
Fibre – FTTB	Ethernet (CAT6, CAT5e)				
Fibre – FTTH	Fibre	100–200 Mbps	180 Mbps	100–200 Mbps	180 Mbps
Cable					
Fibre – cable	Coaxial	80–200 Mbps	161 Mbps	70–100 Mbps	90 Mbps

XL+ package

Technology	Internal network technology	Range of variation in incoming traffic	Standard rate of incoming traffic ²	Outbound traffic range of variation	Outbound traffic Normal data rate ²
Fibre – FTTB	Ethernet (CAT6, CAT5e)				
Fibre – FTTH	Fibre	250–500 Mbps	300 Mbps	250–500 Mbps	300 Mbps
Cable					
Fibre – cable	Coaxial	200–500 Mbps	225 Mbps	70–100 Mbps	90 Mbps

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XXL package

Technology	Internal network technology	Range of variation in incoming traffic	Standard rate of incoming traffic ²	Outbound traffic range of variation	Outbound traffic Normal data rate ²
Fibre – FTTB	Ethernet (CAT6, CAT5e)	500–1,000 Mbps	600 Mbps	500–1,000 Mbps	600 Mbps
Fibre – FTTH	Fibre				
Cable	Coaxial	400–1,000 Mbps	450 Mbps	70–100 Mbps	90 Mbps
Fibre – cable					

Fixed 5G

L package

Network technology	Maximum rate of incoming traffic	Range of variation in incoming traffic	Outbound traffic maximum rate	Outbound traffic range of variation
2G	0.2 Mbps	0.02–0.2 Mbps	0.1 Mbps	0.01–0.1 Mbps
3G	40 Mbps	0.4–40 Mbps	4 Mbps	0.1–4 Mbps
4G	100 Mbps	10–100 Mbps	40 Mbps	3–40 Mbps
4G+	100 Mbps	10–100 Mbps	40 Mbps	3–40 Mbps
5G	100 Mbps	10–100 Mbps	40 Mbps	5–40 Mbps

XL+ package

Network technology	Maximum rate of incoming traffic	Range of variation in incoming traffic	Outbound traffic maximum rate	Outbound traffic range of variation
2G	0.2 Mbps	0.02–0.2 Mbps	0.1 Mbps	0.01–0.1 Mbps
3G	40 Mbps	0.4–40 Mbps	4 Mbps	0.1–4 Mbps
4G	100 Mbps	10–100 Mbps	50 Mbps	3–50 Mbps
4G+	200 Mbps	10–200 Mbps	50 Mbps	3–50 Mbps
5G	400 Mbps	10–400 Mbps	100 Mbps	5–100 Mbps

XXL package

Network technology	Maximum rate of incoming traffic	Range of variation in incoming traffic	Outbound traffic maximum rate	Outbound traffic range of variation
2G	0.2 Mbps	0.02–0.2 Mbps	0.1 Mbps	0.01–0.1 Mbps
3G	40 Mbps	0.4–40 Mbps	4 Mbps	0.1–4 Mbps
4G	100 Mbps	10–100 Mbps	50 Mbps	3–50 Mbps
4G+	200 Mbps	10–200 Mbps	50 Mbps	3–50 Mbps
5G	1,000 Mbps	10–1,000 Mbps	100 Mbps	5–100 Mbps

You can check the network technologies available in your region and their estimated maximum rates at telia.fi/kuuluvuus.

The data transmission rate is also affected by the technology of the equipment you use. Consult the hardware manufacturer's instruction manual for the network features supported by your device.

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2G: This is often shown with the G or GPRS icon in the device. This is the slowest and oldest of connection technologies. The speed is sufficient for using text-based services and slow loading of mobile-optimised pages. If the device is showing the E symbol, the technology is EDGE, slightly faster than GPRS. With this technology, mobile-optimised pages load slightly faster. Images will load slowly.

3G: With this technology, using common online services will be faster. It is also possible to listen to music and view videos. H and H+ are faster versions of 3G. They stand for HSDPA. These newer versions of 3G guarantee faster data transfer and better user experience.

4G/LTE: Compared to the 3G technology, 4G is better suited to telecommuting, fast video streaming and downloading larger files.

4G+/LTE+: The speed can be up to triple the speed of a normal 4G connection. This network technology enables efficient telecommuting or streaming high-definition video. This technology is currently only available in select urban areas.

5G: The newest devices can use the 5G network. The 5G network provides very fast connections, for example, for streaming high-definition video.

Endpoint devices required by different technologies

Technology	Terminal device
Fibre – ADSL	ADSL2+ or VDSL2 router
Fibre – VDSL2	VDSL2 router
Fibre – FTTB (internal Ethernet network)	-
Fibre – FTTH	Fibre converter
Cable	Eurodocis 3.0 router
Fixed 5G	5G outdoor unit and router

¹⁾ Available only at specified sites covered by a frame agreement or in specified regions.

²⁾ The rate the user can expect to get at least 90% during each four-hour period when using the service.

Special terms for Fixed 5G

Service commissioning and features

The coverage for the subscription has preliminarily been verified at the customer-indicated place of use. Telia cannot guarantee coverage elsewhere. For each Telia Yhteys kotiin (Home connection) subscription, a surf package must always be selected among the options available. Surf packages enable Internet access in Finland at the transmission speed of the package in question. The data volume in the surf package is unlimited. The subscription does not allow for sending text messages or making normal mobile calls. Telia is not responsible for the realisation of a fixed internal network. The customer must purchase an outdoor 5G unit and the customer also needs an indoor unit (router). Telia has the right to make software updates to devices.

The customer can choose the subscription either without the installation service as a self-installation or with an installation service performed by a technician.

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Steps of self-installation and delivery

The equipment delivered to the customer comes with the necessary installation instructions, and the customer is responsible for the installation of the equipment. The orientation of the installation may affect the functionality of the connection. In case of any problems, the customer can contact Telia's Helppi service (contact information and prices at telia.fi/helppi in Finnish).

Installation service steps and delivery

The connection must be commissioned by a Telia-authorized engineer. The price of the installation is determined by the price list. The customer can choose between a one-time charge and a 24-month interest-free payment period. A technician verifies coverage before installation. If the technician deems that there is no coverage, the agreement will be cancelled. After the installation, the liability for the cabling from the outdoor unit to the installation enclosure inside is transferred to the customer. If you want to modify the cabling later, this work is for an additional fee, the amount of which is agreed in advance. At the end of the agreement, Telia will not be responsible for removing the cabling or removing traces of installation to restore the state preceding the agreement.

The installation service includes the following tasks:

- The technician verifies network coverage before the installation.
- Mounting of the outdoor unit on the wall of the building or using the property's antenna pipe where possible, up to a height of 6 meters.
- An Ethernet cable is brought from the outdoor unit inside the property, either using an existing inlet, through a new inlet or as separately agreed with the customer.
- The Ethernet cable is brought close to the indoor unit either directly through an inlet or along the ceiling where possible. The Ethernet cable is kept as short as possible, the maximum length of the cable is 50 metres.
- For power supply to the indoor and outdoor units, there must be two free mains sockets near the indoor unit, one for the Power over Ethernet (PoE) adapter for the outdoor unit and one for the indoor unit.

The customer is responsible for having the property owner's permission for the installation work and for making the installation environment ready. The customer undertakes to be present during the agreed installation period so that details can be agreed upon, taking into account the optimal coverage of the 5G network at the site of installation.

Unless otherwise stated regarding a particular supplementary service in the agreement, in the service-specific terms and/or in the service description, the agreements on the selected supplementary services are valid until further notice.

Installation service invoicing

The installation described in this service description can be paid as a one-off charge or as a monthly fee according to the price list. The installation fee is eligible for domestic help credit in accordance with the tax administration's current guidelines. Invoicing is done on the same invoice with the subscription and equipment. The installation is considered completed when the customer and the technician together have determined that the installation has been carried out in accordance with the service description.

Traffic management and information security

Traffic in the network is managed on account of strong and often unforeseeable variations in traffic volumes, which may cause momentary congestion in different parts of the network. Traffic management mechanisms are used to ensure that critical services and applications continue to work reliably in cases of congestion.

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As a rule, customer effects are small (for example, a momentarily lower data transmission speed or increased delay) and occur during peak congestion times. These effects are usually attributable to network problems or external disturbances, such as DoS attacks.

Traffic management methods include, for example, queuing, prioritisation, restriction and signalling about the congestion to the customer's applications. The methods are automated, and their dynamic effects on each individual application cannot be estimated accurately and specifically. Network performance will be constantly monitored and traffic flows optimised, and network capacity will be increased such that the effects of the traffic management on the customer are as small as possible, whatever the service or application.

A customer device connected to the subscription is assigned a public IP address from the Telia-managed IP space for a fixed period of time. The duration of the fixed period varies depending on the degree of use of the network.

In addition, with Fixed 5G technology: The service uses dynamic public IP addresses. The subscription supports IPv4 but not IPv6.

The customer must not use the user ID in more than one subscription at a time. The user IDs of the subscription must be kept safe. The subscription supports the IPv4 protocol but not IPv6. The Internet connection can be used simultaneously with a service requiring a higher quality of service (e.g. the Telia Play service), but the simultaneous use of services may, in practice, restrict the use of the Internet connection for other purposes (i.e. slow down the connection).

If necessary on account of an exceptional information security threat or to ensure normal operation of the network, Telia may use traffic management methods that can affect the service user's applications, services or content or may be attributable to the recipient, sender or terminal device. This includes, for example, traffic filtering, which is used in DoS attacks, or temporary disconnection of the customer's service, for example in cases where a customer device causes significant problems or disturbance or where the service is used to transmit spam or malware.

In addition, for reasons of service availability or filtering of malicious traffic or for another information security reason, Telia may temporarily restrict the use of the service either by preventing the use of certain communications methods (protocols) or ports or by temporarily disconnecting the Internet service of the subscription. Automated systems may be used to restrict traffic or temporarily disconnect Internet services.

The traffic management methods include, for example, restriction of network usage based on court order in order to block access to network services used for unauthorised distribution of content protected by copyright. Such restrictions may be implemented in such a manner that the user's access to network addresses will be blocked or that addresses of some network servers will not be transmitted to the service user from Telia's domain name service.

The traffic management methods also include port blocks to prevent abuse of vulnerabilities in the service user's terminal devices.

Connecting a terminal device to the public Internet and installing software and/or applications involve threats (for example, viruses and other malware) that may impair communications or jeopardise the availability and/or confidentiality of the data on the terminal device. The customer is responsible, under all circumstances, for the protection, information security and functionality of the devices (for example, computer or router), systems and Internet connection they use. The information security can be improved by means of information security services.

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Telia provides information on any information security issues and changes to the rules of use on Telia's website at telia.fi/tietosuoja. New security threats appear continuously, and an up-to-date list of traffic management methods and methods used to ensure information security is available at telia.fi/tietoturvainfo.

Requirements for commissioning the subscription and using it

The delivery and use of the subscription require the availability of suitable networks (fixed, fixed and mobile, or mobile) with sufficient features. A preliminary availability check will be performed when the agreement is concluded, but final availability cannot be confirmed until the delivery. If the availability of the subscription cannot be confirmed at the time of purchase, the agreement will not enter into force until the availability has been finally verified.

If the delivery of the subscription requires network construction, Telia is entitled to charge the customer a case-specific construction charge, as well as the connection charge indicated in the price list. In such cases, the customer is entitled to cancel the order and/or the agreement.

The availability of the connection may be restricted by features of the internal network in the building, the location of the building, lack of interconnection between MDFs in different buildings, lack of power supply or similar factors. Telia is not responsible, without separate compensation, for the condition of the internal telephone network of the building, for upgrading it to meet the requirements of the subscription or for any necessary equipment.

At the customer's request, the subscription can be transferred to another place, provided that this is technically possible. The customer should notify Telia of the transfer in writing, after which Telia will check availability in the desired place of use. If the subscription is not available in the new place of use, the agreement can be cancelled in accordance with the delivery terms. In this case, the charges already paid will not be refunded.

The customer is not entitled to resell services provided by Telia, carry a third party's traffic through the subscription or share the subscription to third parties. Nor must the service be used primarily for routing calls between different networks. Unless the customer has otherwise agreed with Telia, it is forbidden to use servers or install servers in the service network that allow external access. However, it is permitted to connect a server for normal home use.

In addition, the service may not be used with automatic mailing systems for direct marketing or other purposes.

Sites implemented with cable technology: A condition for the delivery and use of the connection is that a two-way Telia Kaapeli-TV (Cable TV) subscription has been provided to the customer's housing company or area of detached houses. The customer connects to the network with a cable router and is responsible for its purchase, installation and operation.

Sites implemented with optical fibre: A condition for the delivery and use of the subscription is that the customer's building has a fibre connection (such as Telia Kiinteistöyhtiö Kuitu (Multi-dwelling fibre), Telia Kotikuitu (Home fibre) or Avoin Kuitu (Open fibre)), for which the Yhteys kotiin (Home connection) service is available. Depending on the internal network cabling, the customer connects to the network with an ADSL router, a VDSL2 router, a cable router, a fibre converter or directly with an Ethernet cable. The purchase, installation and operation of these is the customer's responsibility.

A list of the required devices, the service description, supplementary services available at any given time and the valid price lists are available at telia.fi/yhteyskotiin. Information about delivery fees and other charges can be found in the pricelist.

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Monitoring the use of the service and price information

To access information about the use of the service and the fees incurred, use the Minun Telia App or log into Minun Telia at telia.fi/kirjautu (in Finnish) or call Telia's customer service. Up-to-date price information is available in Finnish at telia.fi and from Telia's customer service.

Period of validity

The customer may conclude a fixed-term agreement or an agreement valid until further notice. If the agreement has been concluded as fixed-term, it is valid for the duration agreed by the parties and will automatically continue in force until further notice after the expiry of the fixed term. The term of the fixed-term agreement is considered to begin when Telia has delivered the service according to the agreement to the customer. Telia will communicate the delivery time to the customer in advance by e-mail, by SMS or in some other way separately agreed on.

An agreement valid until further notice can be terminated in accordance with Telia's General Delivery Terms concerning Services. For consumer customers, the period of notice of the subscription for devices is two (2) weeks. The final invoice of the subscription will be charged on a per-day basis until the date of expiry, unless the subscription is terminated to expire at the end of the invoicing period. Fixed-term agreements cannot be terminated during the agreement period. This term does not restrict a consumer customer's legal right to give notice of termination on the basis of a social bar to performance. If you terminate your Telia broadband agreement, also the Telia Smart Wifi service connected to it will end. In this case, you must return the equipment that was part of the subscription and owned by Telia, as well as any additional equipment owned by Telia (Smart Wifi expanders), to Telia.

If you want to keep the devices included in the agreement upon the expiry of the agreement, you must pay a compensation for the devices at the amount of their fair value or the remaining fee charged for the contract period, if one has been agreed upon.

Right to cancel

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 receipt and installation of the devices included in the service.

If the right of cancellation is exercised, Telia has the right to charge a reasonable fee for the installation.

If you cancel the order, you must return the devices related to the service to Telia. Unless otherwise agreed, you must return all devices owned by Telia to an indicated point of contact in good condition and within a reasonable time, no later than within 30 days from the expiry of the agreement. If you do not return the devices as appropriate, Telia is entitled to charge you for the replacement price of the devices.

Products and services suitable for people with disabilities

The voice, Internet connectivity and data transfer services provided by Telia do not have specific features intended for disabled end-users. Because of the nature of the services, special features are practically impossible to implement in them.

The features of the terminal devices play key role in the accessibility of Telia services. Accessories and helper software for devices, customised to the needs of each customer group make using Telia's services smoother. Information regarding the accessories and software is available from organisations for people with disabilities, for instance.

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Processing of personal and traffic data

Data required before the conclusion of an agreement

Before an agreement is concluded and while it is being prepared, the following data is required for the conclusion of the agreement and for uniquely distinguishing and identifying the customer:

- Name and contact information
- Personal identity number
- The identity can be verified with a proof of identity or by means of strong electronic authentication or by using another means, depending on the channel of contact

In addition, in order to assess the creditworthiness of the customer, information may be required in relation to the customer relationship and payment behaviour, and the necessary information reflecting the creditworthiness may be acquired from external sources.

Personal and traffic data collected while using the service

When using the service, the customer's personal data is collected, such as contact details or other information provided while communicating with Telia, or data related to customer communication and marketing as well as to the agreement, complaints, invoicing and payments. These data may be collected and updated from the customer. The data to be collected may be generated in connection with communicating with Telia or using the service, and the data may be updated and collected from external sources, such as the population information system or Finland Post's systems.

Furthermore, information concerning the use of and invoicing of the service, as well as communications traffic data, such as information concerning communications transactions and the parties, location, time and devices involved with the communication will be processed while using the service.

More information regarding the processing of personal and traffic data

More information regarding the personal and traffic data collected and processed, the grounds for processing, the customer's rights with respect to the processing of the data, and contact details can be found in Telia's privacy notice and in the service-specific privacy notices, if any. These are available on Telia's website at telia.fi/tietosuoja (in Finnish) and at Telia's offices.

Invoicing and payment methods

The subscription is subject to monthly invoicing as listed in the Surf Package price list. Any supplementary services that can be activated for the subscription are subject to invoicing as listed in the current price list. The invoicing period is one (1) month. Invoicing begins on the day following the delivery of the connection. Charges for the use of any paid services will be invoiced in arrears.

The payment option for the subscription and any telecommunications services used with it is invoice, paid by wire transfer. The payment term is 14 days and the due date is stated on the invoice. Broadband invoices will be delivered online. Paper format invoices are available subject to a charge. A service fee will be charged for paper invoice sending in accordance with the price list.

Customer support and complaints

Telia's customer support is available on 020 690 400 on business days between 9 a.m. and 8 p.m. and Saturdays between 10 a.m. and 4 p.m. For fault reports, the service hours are on business days between 9 a.m. and 6 p.m. and on

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Saturdays between 10 a.m. and 4 p.m. You can also file a fault report online at telia.fi/asiakastuki/viat-ja-hairiot/hairioilmoitus (in Finnish).

In case of an emergency (e.g., PUK code and blocking the plan), customer support is available 24/7 via chat, which you can access after logging in at telia.fi/kirjaudu (in Finnish). To submit a contact request, visit telia.fi/asiakastuki/lomakkeet/yhteydenottopyynto (in Finnish). Customer complaints can also be sent to Telia's physical address.

Other terms

Due to the technical implementation of the data processing, some data may be located on servers of Telia's external subcontractors and processed over a technical connection. Data will not be transferred outside the EU or EEA, unless it is necessary for the provision of the service.

Any issues not mentioned in this service description are subject to Telia's General Delivery Terms for Consumer/Business Customers concerning Services, valid at any given time.