

## CONGRATS ON YOUR GREAT CHOICE

Read this and find out what your prepaid SIM can do!

€5 with your first monetary top-up

€5 with every third top-up\*

4G data at up to 100 Mbit/s

## SET-UP

Thanks for choosing bill-free Telia Prepaid! Just a few little things before you can connect.

- Scratch out the PIN code at the back of the SIM frame.
- Check the right size for your phone and remove it from the frame.
- Insert the SIM card.
- Start your phone and enter the PIN code.
- Download the Telia Prepaid top-up app from [telia.fi/prepaid](http://telia.fi/prepaid)
- Keep the SIM card frame in a safe place.
- Make sure you do not throw away the SIM card frame. It has your phone number and the PIN and PUK codes that might come in handy some day.

## EXTRAS AND TOP-UP APP

€7 top-up with your purchase

Your Telia Prepaid SIM comes with a €7 starter top-up, which you can use freely on calls, messages or data.

\* The benefit is valid until May 5, 2017. Check our website for possible campaign extensions at [telia.fi/prepaid](http://telia.fi/prepaid)

## PACKAGES AVAILABLE FOR TOP-UP

Prepaid package options:

Package	Calls	Messages	Internet	Days	Price
S	100 min	100 messages	1 GB	31	€9,90
M	500 min	500 messages	5 GB	31	€19,90
L	1000 min	1000 messages	10 GB	31	€29,90

The packages include normal-rate domestic calls, messages and surfing. The packages do not include calls and messages to service and company numbers or to numbers abroad.

Top up your balance using the Telia Prepaid top-up app, at an R-kiosk or online at [telia.fi/prepaid](http://telia.fi/prepaid). Or buy a top-up voucher at your nearest Telia retailer.

### Amazing extras

#### €5 with your first monetary top-up

You get €5 worth of extra balance on your prepaid SIM when you top up your Telia Prepaid the first time.

#### €5 with every third top-up

You get 5 euros on every third top-up – regardless of whether you purchase a package or balance. The benefit is valid until 5/2017. Check our website for possible campaign extensions at [telia.fi/prepaid](http://telia.fi/prepaid)

The top-up bonus can be used for stand-ard-rate domestic calls and messages, and 2G, 3G and 4G data at the listed prices. The top-up  
2 bonus cannot be used for calls or messages

to service numbers, company numbers or international numbers.

### Top up online

Top up or purchase packages using your online banking codes at [telia.fi/lataa](http://telia.fi/lataa)

### How to top up with a top-up voucher

To transfer the amount of a top-up voucher to your account, send the message LATAA X to the number 15400 (X = the number series on your top-up voucher). The message is free of charge. The amount is available immediately.

### How to top-up using the top-up app

Top up your prepaid easily in the Telia Prepaid top-up app. Payment is by credit or debit card (Visa or Mastercard). The top-up app also allows you to check your balance and previous top-ups and set automatic top-ups. Prepaid Family gives you access to all the prepaid balance and top-up details of your family's

prepaid plans. For more information, log into [telia.fi/prepaid](http://telia.fi/prepaid)

How much is 1 GB? An example:

- 1.5 hours of video
- 2 hours of web surfing
- 20+ social media posts
- 100+ emails
- 500+ WhatsApp messages
- 40+ Tinder swipes

How to check your balance

Check your balance by sending the SMS PREPAID SALDO to the number 15400. The message is free of charge.

Turvanumero to the rescue when you run out of balance

Your Telia Prepaid plan includes the Turvanumero (safety number) service, which allows you to call and send messages in Finland to two pre-selected mobile numbers free of charge after you run out of balance. The service gives you a total of 3 minutes of talk time and three SMSs.

To configure your safety numbers, send the message PREPAID LISÄÄ TURVANUMEROT X1 X2 to the number 15400 (X1 and X2 = your phone numbers of choice). Remember to add a space between the numbers. The message is free of charge.

## INSTRUCTIONS FOR USE

### Voicemail

Your services also include Voice Mail, which means that your calls will be transferred to voice mail whenever you do not pick up your call within 30 seconds or your phone is turned off or out of coverage. Read more at [telia.fi/vastaaja](http://telia.fi/vastaaja)

### Settings

You will automatically receive the service settings required. If the sending and receiving of MMS messages is enabled in your phone MMSs, you will also receive the required multimedia message settings. The settings will be sent to you in 1 to 3 SMSs. Save the settings on your phone. You can also order the settings by sending the SMS ASETUKSET to the number 15400. The message is free of charge.

### Validity

The period of validity is six (6) months from the activation of the plan and twelve (12) months from the latest top-up. If you do not top up your prepaid SIM within six (6) months from activating it or within twelve (12) months from the latest top-up, it will be deactivated.

### Important information on your prepaid

- You will get an automatic message when your balance is less than €5 and again when it's less than €2.
- Don't forget to check out the functionalities, the price list and delivery and special terms associated with your plan.

## HIGH-SPEED INTERNET

Surf at a speed of up to 100 Mbit/s. For more detailed transfer speeds and ranges, please refer to the table below.

Network technology	Maximum rate of incoming traffic	Range of variation in incoming traffic	Maximum rate of outgoing traffic	Range of variation in outgoing traffic
2G	0,2 Mbit/s	0,02–0,2 Mbit/s	0,1 Mbit/s	0,01–0,1 Mbit/s
3G	40 Mbit/s	0,4–40 Mbit/s	4 Mbit/s	0,1–4 Mbit/s
4G	100 Mbit/s	10–100 Mbit/s	50 Mbit/s	3–50 Mbit/s
4G+	100 Mbit/s	10–100 Mbit/s	50 Mbit/s	3–50 Mbit/s

Please note that Telia Prepaid cannot be used for calling 0606-, 0707- or 0708-prefixed short numbers introduced on April 1, 2012 or for sending SMSs to 169-, 177- or 178-prefixed short numbers in compliance with the Act on payment services.

Calls within Finland	€0.066 per min
International calls	€0.08 per min + international call charge
Calls to service numbers	€0.08 per min + service call charge
Calls to Voice Mail	€0.066 per min
SMSs in Finland	€0.066 per message
SMSs to abroad	€0.29 per message
MMSs in Finland and to abroad	€0.066 per message
4 Call forwarding in Finland	€0.066 per minute per forwarded call

Call forwarding to abroad	€0.08 per minute per forwarded call + international call charge
Call forwarding to Voice Mail	free of charge
Data	€0.01 per MB, maximum charge €0.99 per day

The smallest data billing unit is 1 kilobyte (kB).  
1 Megabyte (MB) = 1 024 kB.

The charges, as listed in the price list, are deducted from the customer's top-up balance.

\*) If you add the prefix 99590 to the number you wish to call before making an international call, your call will be significantly less expensive. Please refer to the price list at [telia.fi/asiakastuki/hinnastot/soittaminen-ulkomaille](http://telia.fi/asiakastuki/hinnastot/soittaminen-ulkomaille)

You can easily replace your Telia Prepaid with a post-paid mobile phone subscription. If you want access to a more diverse selection of subscription services, you may switch to a post-paid subscription online or at a Telia

Kauppa store. If you wish, you can also top up your post-paid subscription. The top-up will be deducted from your next mobile bill.

### Affordable surf package for the whole month

For data, you never pay more than €0.99 per day (€0.01 per MB), if you use topped-up balance to surf the web.

If you use data daily, we recommend the unlimited 4G data package (19.90 per month). The package includes unlimited data in the Telia 2G, 3G and 4G networks at a speed of up to 100 Mbit/s. Download your surf package using the Telia Prepaid top-up app, at an R-kiosk or online at [telia.fi/prepaid](http://telia.fi/prepaid).

### NEW: Mobile identification

Mobile Certificate is an electronic identity card linked to the mobile phone's SIM card. It allows you to prove your identity easily and reliably in various online services using a single access code. The introduction of the service costs €39.90, but its use is free of charge.

### Do as follows:

Exchange the SIM card of your Prepaid for a SIM that supports the Mobile Certificate at a Telia Kauppa shop and register the Mobile Certificate. The registration requires that you are at least 18 years of age and have a valid photo identity card with you. Find the nearest Telia Kauppa shop at [telia.fi/kauppiashaku](http://telia.fi/kauppiashaku)

## SPECIAL TERMS AND CONDITIONS FOR TELIA PREPAID

Telia prepaid plans and balance top-ups are subject to Telia's General Delivery Terms for Consumer Customers concerning Services and these special terms and conditions concerning Telia prepaid products.

Telia Prepaid plans (Easy Prepaid, Prepaid Surf, Telia Prepaid, hereafter "plan") are only available in Finland, not abroad. You may use your plan to call all standard-rate landline and mobile numbers and service and emergency numbers in Finland. You can use the plan to call and send messages to abroad at the listed prices.

In addition to standard SMS and MMS messages, you can also send and receive service messages on your plan. The availability of SMS voting and donations and other such services depends on the provider of the service in question. The plan includes internet access and can be used for surfing the web and, for example, reading emails.

The period of validity is 6 months from the first day of use and 12 months from the latest top-up. We will not return any unused balance or so-called package-priced prepaid charges to the customer. Call itemisations are not available. To call a service number, you must have a minimum talk time balance of €20. Calls to general services (category I) are allowed even when your balance is less than €20. These service

numbers include numbers with the prefix 0800, 116, 0100, 010, 0200, 020, 0300 and 030.

Keep your SIM card frame in a safe place - it has your PIN and PUK codes. We have the right to send you messages concerning your plan (such as balance information or information on service changes) by SMS. The customer is considered having been informed of notifications sent to the plan on the day following their sending. The SMSs are in Finnish. Telia Company and its partners are allowed to send information on services, benefits and campaigns to Telia Prepaid numbers for example by SMS and MMS. The consent to electronic marketing can be cancelled at any time by sending the SMS KIELTO to 15400 (€0).

Telia has the right to modify traffic to the Internet access service for information security and network protection purposes as necessary. Telia has the right limit or prevent the transmission of traffic to and from the Internet for instance in situations where the customer's device is causing significant inconvenience or disturbance or the service is being used for transmission of spam or malware.

In addition, Telia has the right to filter malicious traffic in order to prevent denial-of-service attacks. Moreover, Telia has the right to modify or restrict traffic to the internet access service to ensure the agreed levels of service. The impact, however, cannot exceed the range of variation specified for the service. In addition, Telia has

the right to modify or restrict traffic for reasons based on law, authority regulations or court rulings. The impact of automatic traffic optimization is of a short duration and may slow down the access speed or lengthen the response time. It is independent of the application, terminal device or Internet service used.

To safeguard the availability of business critical services such as authority services, Telia has the right to optimise network traffic to ensure the availability of the network services in their entirety. Such situations include denial-of-service attacks and network service failures.

Automatic optimization ensures that the impact as experienced by the end user is always as short-lived as possible. Instead of public IP addresses routed on the Internet, Telia has the right to offer private unrouted IP addresses.

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 areas, unless it is necessary for the provision of the service.

A Telia Prepaid SIM card can be replaced with a SIM card that supports Telia Mobile Certificate. To activate the Telia Mobile Certificate of your Telia Prepaid SIM, visit your nearest Telia Kauppa and register your mobile certificate. A customer's Mobile Certificate is valid for 5 years, but a Telia Prepaid plan is valid for 6

months from the first day of use and 12 months from the latest top-up. However, the Mobile Certificate of a Prepaid plan expires when the plan expires. The Mobile Certificate can be re-registered at the listed activation charge.

This information is based on the situation in 01/2017. Telia reserves the right to change the functionalities. We strive to announce all changes by SMS. To check the current functionalities, prices and terms of your plan, go to [telia.fi/prepaid](http://telia.fi/prepaid)

## STAY IN TOUCH

Customer service 020 690 400

(mobile call charge/local network change;  
queue time included)

[telia.fi/prepaid](http://telia.fi/prepaid)