

# TELIA HOME VOICE SERVICE DESCRIPTION



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

## 1. General description of the service

Telia Home Voice is a subscription provided by Telia Finland Oyj ("Telia"). It operates in the mobile network but uses the numbering of fixed-network subscriptions. Home Voice can be used everywhere within the coverage area of Telia's mobile network in Finland. A fixed-network number can be transferred to the service. The subscription allows you to make calls to domestic, international and service numbers.

The monthly charge of Home Voice is determined according to the selected call package. The call package includes normal-rate domestic mobile and fixed-network calls.

## 2. Service restrictions

Telia is entitled to intervene in any misuse in accordance with Telia's general delivery terms. The subscription is intended to be used in Finland. You can change the call package once per invoicing period, in which case you will be charged according to the price-list.

The call package does not include calls to service numbers, other premium-rate numbers or international numbers. Calls and other services not included in the monthly charge of the subscription are subject to the charges indicated in the price-list valid at any given time.

The Euron Sunnuntai service, in which standard-rate domestic calls you make on a Sunday cost a maximum of one euro, cannot be ordered for the subscription. If your subscription has the Euron Sunnuntai service, it will be deactivated when you become a Home Voice user.

The following devices cannot be used in Home Voice:

- safety telephone
- telefax
- payment terminal
- deaf-aid telephone
- programmed modem

You are responsible for the power supply for the subscription and terminal devices. Telia is not liable for disturbances attributable to power failures. The subscription does not allow calls to be placed with long-distance operator prefixes or separate primary network agreements to be made. The availability of the service is affected, for example, by the loading of the network, and therefore there may be short breaks in calls or calls may become disconnected.

## 3. Terminal devices

To use Home Voice, you will need a terminal device<sup>1</sup>, which you should purchase yourself unless otherwise agreed. You can purchase the device by concluding a fixed-term bundling agreement, in which case you pay for the device in connection with the monthly invoice as described in section 5.

<sup>1</sup>) GSM phone or fixed-line telephone used with an adapter

## 4. Validity of the subscription agreement

The customer may conclude a fixed-term agreement or an agreement valid until further notice. A fixed-term agreement remains valid for the agreed period of time, during which the agreement can not be terminated. After the agreement period, the agreement remains valid until further notice, unless it is terminated by the customer no later than two weeks, or by Telia no later than one month, before the expiry of the agreement period. The agreement period is considered to begin when the subscription is delivered. Telia confirms the delivery time by email, text message or in some other way separately agreed on.

# TELIA HOME NUMBER SERVICE DESCRIPTION



If you exercise your right to transfer your number to another operator in the middle of the agreement period, your fixed-term agreement will continue normally. You will be liable for the payments under the agreement until the end of the agreement period. At your request, Telia will assign you a new number, which will be in force until the end of the agreement period. The agreement can also be cancelled prematurely, if you pay all the remaining payments of the agreement period at once.

You are also entitled to terminate a bundling agreement by giving two weeks' notice, provided that you settle the payments related to the remaining agreement period plus a termination charge specified in the price-list. The payments related to the remaining agreement period are calculated by deducting the instalments paid for the device during the agreement period from the recommended price of the device on the date of agreement. These terms and conditions do not restrict your right to terminate the agreement due to lack of means under the Information Society Code. You are obliged to prove the existence of such lack of means and to provide Telia with a written account of the reasons for termination.

## 5. Invoicing

Where a bundling agreement is concerned, Telia invoices the charges related to the terminal device simultaneously with other charges for the subscription. The subscription and monthly charges, other fixed charges and call charges are invoiced in arrears per invoicing period. The call package charge includes calls for about 30 days. International calls and premium-rate calls are invoiced according to the price-list valid at any given time. Charges for the subscription are invoiced in periods of about one month according to your billing group.

If the customer opts for electronic invoicing (Email Invoice, Electronic Invoice or e-Invoice), no invoicing charge is collected. Paper invoices are subject to a charge indicated in the price-list valid at any given time.

## 6. Other terms and conditions

Unless otherwise specifically stated in the service description, the agreement is subject to Telia's General Delivery Terms for Consumer/Business Customers concerning Services, valid at any given time. In addition to this service description and Telia's General Delivery Terms concerning Services, a bundling agreement is also subject to the terms of equipment sales. If there is any discrepancy between the terms, they will apply in the following order: (1) service description, (2) terms of equipment sales and (3) Telia's General Delivery Terms concerning Services.