

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