

TELIA YHTEYS KOTIIN MOBIILI SERVICE DESCRIPTION



This service description tells you what your service includes.
The service description is part of your Telia Yhteys kotiin agreement.

Telia Yhteys kotiin (hereafter “the subscription”) is a mobile technology-based Internet connection providing access to the Internet in Finland. The subscription always includes Internet access at the agreed transmission speed.

Activation and features

Coverage has been verified at the customer-indicated place of use. Telia cannot guarantee coverage elsewhere. For each Telia Yhteys kotiin subscription, a choice of Surf Package must be made from the available options. Surf packages enable Internet access in Finland at the transmission speed of the package in question. Data is unlimited. The subscription allows for sending text messages but it cannot be used for making normal mobile calls.

More information about the Surf packages and related supplementary services is available below and at telia.fi/yhteyskotiin. 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.

The subscription does not include email addresses or mailboxes.

General description of Internet services

A selection of Surf packages is available for inclusion in the subscription. The packages are subject to a monthly charge. Depending on network load, the Surf packages provide the highest data transmission speed available at any given time, but no certain fixed rate can be guaranteed to an individual customer.

Connection speeds depends, for example, on the Internet service, network technology, and the customer’s terminal device. Speed tests are available online for indicative estimates. Telia recommends Nettimittari at telia.fi/nopeustesti

The availability of the service may be affected, for example, by an exceptionally high number of simultaneous network users. Due to network load, the Internet connection may essentially slow down briefly, become unstable or be interrupted. If the Internet connection is unstable or interrupted, files or parts of files may be lost, remain undelivered or arrive defective or faulty. This is characteristic of web services and does not entitle the customer to compensations or damages.

The estimated maximum transmission speeds of surf packages and ranges of variation by network technology

The tables below list the estimated maximum transmission speeds and ranges of variation. The advertised transmission speed of the subscription is no higher than the maximum transmission speed.

M-package	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	50 Mbit/s	10-50 Mbit/s	50 Mbit/s	3-50 Mbit/s
	4G+	50 Mbit/s	10-50 Mbit/s	50 Mbit/s	3-50 Mbit/s

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L-pacpage

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
5G*	100 Mbit/s	10-100 Mbit/s	50 Mbit/s	10-50 Mbit/s

XL-package

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+	200 Mbit/s	10-200 Mbit/s	50 Mbit/s	3-50 Mbit/s
5G*	200 Mbit/s	10-200 Mbit/s	50 Mbit/s	10-50 Mbit/s

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

*5G connection required.

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

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 playback 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 playing back high-definition video. This technology is currently only available in select urban areas.

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

Limitations

The customer is not entitled to resell services provided by Telia, carry a third party's traffic through the service or distribute the service 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.

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Further, the service must not be used with automatic mailing systems for direct marketing or other purposes.

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/kirjaudu (in Finnish) or call Telia's customer service. Up-to-date price information is available at telia.fi and from Telia's customer service.

International usage

As a default, the service cannot be used abroad, but the block can be removed. After that, it can be used in the networks of those operators with whom Telia has a valid agreement. The service quality and features, however, may differ essentially from Telia's services in Finland. The invoicing bases described in this service description only apply to use in Finland. The Internet access charges and invoicing bases related to usage abroad are indicated in the current price list.

Traffic management and information security

Network traffic 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.

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 is 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.

By default, network address translation (NAT) is used in the service. Consequently, the service is not assigned a public, individual IP address and no data transmission connection from public Internet to the subscription can be established. By paying an extra charge, however, the customer can activate or adopt a public IP address, whereby a data transmission connection from the Internet to the subscription can be established. The subscription supports the IPv4 protocol but not the IPv6 protocol.

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 web 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.

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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.

Telia communicates any information security matters 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.

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 assistance software for devices, customized to the needs of each customer group make using Telia's services fluent. Information regarding these accessories and applications is available from organisations for people with disabilities

PROCESSING OF PERSONAL AND TRAFFIC DATA

Personal data required before the conclusion of an agreement

Before an agreement is concluded and while it is being prepared, the following data are 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 and at Telia's offices.

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Invoicing, pricing and termination

The subscription is subject to a monthly charge as listed in the Surf Package price list. Any supplementary services activated for the subscription are subject to the charges listed in the current price list. You can change your Surf package once per invoicing period. If you change your subscription type to Yhteys kotiin, the change is effective immediately and the Yhteys kotiin pricing plan and selected Surf package become immediately applicable. For the change period, only the monthly charge for the package valid at the end of the invoicing period is charged. A monthly charge is collected for the month in which the Surf package is activated, if the package has been used. 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.

The monthly subscription charge is charged in periods of about one month in accordance with the customer's invoicing group. If the customer opts for electronic invoicing, invoicing is free of charge. Printed invoices are subject to the current listed price. Information about delivery fees and other charges can be found in the pricelist.

For consumer customers, the period of notice of the subscription is two (2) weeks. The final invoice will be charged on a day-to-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. A fixed-term Device Agreement can be terminated by paying the listed early termination charge and the remaining instalments for the invoicing period in a single payment.

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 current value or the remaining fee charged for the contract period, if one has been agreed upon. If the device was managed by Telia, the management of the device by Telia will end upon the expiry of the agreement and the customer's payment of compensation for the device as described above. As a result of the end of Telia's management of the device, Telia will not be responsible for any vulnerability or functionality of the device.

Customer support and complaints

Telia's customer support is available on 020 690 400 on business days between 8 a.m. and 6 p.m. (mcc/lnc). For fault reports, the service hours are on business days between 8 a.m. and 8 p.m. and on Saturdays between 9 a.m. and 4:30 p.m. You can also file a fault report online at <https://www.telia.fi/asiakastuki/viat-ja-hairiot/hairioilmoitus> (in Finnish).

In urgent cases (e.g., requesting a PUK code or blocking the subscription), our customer care chat is available 24/7 after logging into Minun Telia, or via the Minun Telia app. You can also submit a contact request at <https://www.telia.fi/asiakastuki/lomakkeet/yhteydenotopyynto> (in Finnish).

You can also send customer complaints by mail to Pasilan asema-aukio 1,00520 Helsinki.

Other terms and conditions

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.

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.