

TELIA HOME NUMBER SERVICE DESCRIPTION



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

1. General description

Telia Home Number is a subscription provided by Telia Finland Oyj ("Telia"); it operates in the mobile network but uses the numbering of fixed subscriptions. Home Number 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.

2. Contents of the service

Home Number is associated with a SIM card, which will be sent to the address of your choice. The subscription allows you to make calls to domestic, international and service numbers. If you want, you can also adopt supplementary services, such as Telia Voice Mail or One euro Sunday calls.

In the One euro Sunday service, the standard-rate domestic calls you make on Sundays cost a maximum of one euro per Sunday. The benefit does not concern calls to DNA Prepaid numbers¹ or to subscriptions where the call recipient benefits from the calls. The benefit is available starting from the Sunday following the order.

Telia has the right to change the features and pricing of the supplementary services. Supplementary services will be charged for according to the price list.

¹04147, 04148, 04149, 04156, 04157, 04158, 04170, 04177, 04178, 04491 and 04492-prefixed number

3. Restrictions

In Home Number subscriptions, the following services are not available:

- three-party call
- hotline
- transfer of answered calls.

In Home Number subscriptions, the following devices cannot be used:

- safety telephone
- telefax
- payment terminal
- deaf-aid telephone.

Telia is not liable for disturbances attributable to power failure. The subscription does not allow calls with long-distance operator prefixes, nor separate primary network agreements.

4. Terminal devices

To use Home Number, you will need a terminal device², which you should acquire yourself unless otherwise agreed. You can acquire the device by concluding a fixed-term bundling agreement and paying for the device in connection with the monthly invoicing in accordance with section 6.

² GSM phone or fixed-line telephone used with an adapter

5. 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 cannot be terminated. After the

TELIA HOME NUMBER SERVICE DESCRIPTION



agreement period, the agreement remains valid until further notice, unless it is terminated by the customer no less than two weeks, or by Teiia no less than four weeks, before the expiry of the agreement period.

A fixed-term agreement is considered to begin when the subscription is delivered. Telia confirms the delivery time by email, SMS or in some other way separately agreed on.

If you exercise your right to transfer your number to another telecom operator during 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 rescinded 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 pay the payments concerning the remaining agreement period plus a termination charge specified in the price list. The payments concerning 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 a lack of means based on the Information Society Code. You are obliged to prove the existence of such a lack of means and to provide Telia with a written account of the reasons for termination.

6. Invoicing

Where a bundling agreement is concerned, Telia invoices the payments concerning the terminal device simultaneously with the other charges of the subscription. The subscription and monthly charges, other fixed charges and call charges will be invoiced in arrears per invoicing period. The invoicing period is two (2) months. Telia reserves the right to deviate from the invoicing period if the amount to be invoiced does not exceed the minimum invoiceable amount specified in the valid price list. Customer service will be charged for according to the valid price list.

7. 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, the 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.