

# Netflix streaming service

## Service description

This service description explains what your service contains. The service description is part of an agreement on a content product for the Netflix streaming service.

The Netflix streaming service (the “Service”) is a service of Telia Finland Oyj (“Telia”) and Netflix International B.V. (“Netflix”) targeted at consumer customers living in Finland. It compiles entertainment content into separately ordered content products. Telia is responsible for the order process and invoicing for the Service, while Netflix is responsible for the content of the Service.

In the event that Netflix’s terms of use for the Service conflict with this service description, this service description or other applicable special terms, and Telia’s general terms for consumer customers apply to the subscription, invoicing and agreement concerning the Service. In addition, services provided by third parties are subject to the terms of agreement of the respective third parties.

### Ordering

You can subscribe to the content product you want through Telia’s sales channels, online service or customer care. The subscription and Service invoicing are subject to Telia’s general delivery terms for consumer customers, which you can find at <https://www.telia.fi/toimitusehdot-ja-palvelukuvaukset>.

The content service is subject to Netflix’s terms of use of the Service, which you can find at <https://help.netflix.com/fi/legal/termsofuse>.

The agreement on the Service becomes effective when Telia has accepted the order. You will receive a separate order confirmation for each content product you subscribe to.

### Set-up and use

After your order is processed, you will receive an order confirmation for the content product you have ordered. The confirmation contains the most important information and instructions related to your order. When you receive the order confirmation, the Service will be ready for you to use. To start using the service, you must first specifically activate it and log in with a browser directly on the Netflix site using the link provided when ordering.

To use the Netflix content product you subscribe to, you will need a username and password for the Service. When activating the service, you will be asked if you already have a Netflix account. You can choose whether to use an existing account or create a new account with a new e-mail address. After activating the service, you should always log into the Service using the username and password you created for the Service.

The login instructions and a user guide are also available at [www.telia.fi/netflix](http://www.telia.fi/netflix).

If you have forgotten your password on the Service, you can reset your password on the login page for the Service at <https://www.netflix.com/fi/login>.

The service can be used with a computer at <https://www.netflix.com/fi> or through the Netflix app. The application is available on the Google Play Store or Apple Store on phones, tablets and smart TVs. The app can also be found in Telia Play set-top box.

The use of the Service requires a sufficiently fast internet or data connection. Any data fees incurred in using the Service are invoiced according to the agreement and pricing of the subscription and the operator you use.

# Netflix streaming service

## Service description



To ensure the best user experience, see more detailed instructions, hardware requirements and recommendations for the internet connection, applications and browsers at <https://help.netflix.com/fi/>.

### Changes to the subscription

After logging into Minun Telia at [telia.fi/kirjaudu](https://telia.fi/kirjaudu), you can manage the content product subscriptions in the Service. You can manage your data related to the Service at [netflix.com](https://netflix.com).

You can order more content products, terminate them or exchange those you have subscribed to for another content product on the Service, or for another content product, subject to the current availability and restrictions. The terms of termination below apply to both terminating and replacing products.

### Limitations

The Service is intended for consumer customers only. The right to use the Service is personal and does not entitle you to use the content for commercial purposes or public display.

The Netflix streaming application can be downloaded to an unlimited number of devices, but one user ID can only be used for viewing the content with a specified number of devices simultaneously. The applicable restrictions are described at <https://help.netflix.com/fi/>.

### Invoicing

The content products ordered in the Service will be invoiced according to the fees specified in the applicable price list. The invoicing period is 30 days, and charges are made afterwards. Invoicing begins immediately after the conclusion of the agreement and ends at the end of the current invoicing period.

### Right of cancellation and termination

You can cancel the order at [telia.fi/peruutus](https://telia.fi/peruutus) (in Finnish). An order can be cancelled within 14 days of the conclusion of the agreement if the service has been ordered via a remote communications device, for example, by phone or online. However, as digital content delivered online, a content product you have purchased for a streaming service does not involve the 14-day right withdrawal, when you have given your prior consent to the provision of the Service starting during the period of the right of withdrawal and you have given your consent to the fact that you do not have a 14-day right of withdrawal after activating the service.

The agreement is valid until terminated. The customer's period of notice is 14 days. You can terminate your subscription to the Service with Telia's customer care or at [telia.fi/kirjaudu](https://telia.fi/kirjaudu) (in Finnish). Please remember to terminate the Service separately, if necessary, also through Netflix or another service provider. Otherwise, your subscription may continue with Netflix with any payment method that you may have previously registered there.

### Processing of personal data

Telia is the controller of personal data and processes your personal data in relation to the Service order process and invoicing and for other purposes as described in Telia's privacy notice at <https://www.telia.fi/tietosuoja-ja-tietoturva>.

Netflix is the controller of personal data and processes your personal data in order to deliver the content of the Service and for other purposes as described in the Netflix privacy policy at <https://help.netflix.com/fi/legal/privacy>.

Telia and Netflix may disclose personal data between the companies if it is necessary for the purpose of providing the Service, invoicing or administration.