

Telia Play

service description



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

Telia Play overview

Telia Play is a service entity from Telia Finland (“Telia”), intended for consumer customers permanently residing in Finland, on which you can watch free TV channels and subscribe to separate charged content services such as programme libraries and channel packages. Other charged services may be offered on Telia Play, such as the opportunity to watch individual sports events, rent movies, or series from the video rental shop and record TV channels. Charged content is subject to separate agreement terms.

Telia Play can be used via an internet connection either with a set-top box, an application that works on different devices, or a browser at teliaplay.fi. The content and features of Telia Play vary depending on whether you are using a set-top box or application. In addition, the data transmission rate and other features of your internet connection affect the service experience. You can ensure the best possible television experience, the most extensive selection of the content and functionality with the Telia Play set-top box and a high-speed, fixed broadband Telia connection. Service availability may be limited regionally or with respect to terminal devices. You can see the content offering of Telia Play as well as its various features and availability through Telia’s customer care or at telia.fi/tv (in Finnish). The content and features available to you are determined with a separate availability enquiry.

The Telia Play set-top box and its accessories are Telia’s property. The Telia Play set-top box can be managed remotely in order to solve technical problems or to develop the service. Telia does not deliver the devices needed to use the Telia Play application, unless otherwise agreed on.

Telia Play includes a recommendation feature that helps you find content in the service that interests you. You get recommendations based on the content you have watched, recorded and rented. The recommendations are also affected by the content that has been popular with other service users. Recommendations are shown in different sections of the service, such as the programme library and the programme search. For more information on the recommendation feature and the processing of personal data in the Telia Play service and by Telia, see the Finnish-language privacy policy at telia.fi/tietosuoja.

Requirements for and restrictions on using Telia Play

Telia Play is intended for consumer customers only for private, non-commercial use. Private use is personal use or use by those living in the same household.

The rights to the programme content watched on Telia Play belong to a third party or to Telia. Telia is not liable for the content of channels, programme packages or other services, or for programme information. Changes in programmes may take place without advance notice. The service content cannot be used for public presentation of delivery to the public. You can record programmes only for private use. The customer does not have the right to copy content from the service or transfer any copies in violation of the law or the applicable terms of use. The customer is not entitled to use the Telia Play service as a part of their own service, product, or business operations, or to resell the services or equipment provided by Telia. If the customer is in breach of these terms and conditions, Telia is entitled to prevent access to the service or terminate the agreement with immediate effect.

The Telia Play application can be used with compatible devices everywhere in Finland, and temporarily when visiting the EU area. You can check the compatible devices and the countries where the service is available at telia.fi/tv (in Finnish). Because Telia Play is intended only for people permanently residing in Finland, Telia is entitled to check the customer’s country of residence, if necessary, if it has a justified reason to suspect it has changed. A Telia Play set-top box may only be used in Finland in a residence in the possession of the customer.

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In order to work, Telia Play requires a separate internet connection with sufficient speed and other features. The image quality of the Telia Play application is automatically adjusted according to your internet access speed. You can ensure the best possible television experience with Telia's fixed broadband connection and a Telia Play set-top box. Telia is entitled to restrict the speed of the Telia broadband connection to ensure the operation of Telia Play on the set-top box. For more information on internet connections suitable for Telia Play, see telia.fi/tv (in Finnish).

Using Telia Play

The Telia Play set-top box is considered delivered when you have received the devices, or no later than seven days after they have been shipped. You will receive the necessary installation and operating instructions with the devices. You are responsible for installing the devices and for any connections they may require.

The Telia Play application is considered delivered when you have received an online order confirmation.

Remember to follow the instructions provided by Telia on using Telia Play. Telia strives to provide information on any restrictions on use at telia.fi/tv (in Finnish) and on any information security issues at telia.fi/tietoturvainfo.

Special terms regarding the recording service

The recording service is a supplementary service separately ordered for Telia Play, by means of which programmes shown on TV channels may be watched and recorded. For up-to-date information on the channels, see telia.fi/kanalistat (in Finnish). Recordings are stored for 90 days, after which they are automatically deleted from your recordings folder. Not all programmes can be recorded because of decisions made by rights holders, legislation or other reasons beyond Telia's control. Recorded programmes may include commercials that are different from the original ones, and skipping of commercials may also be prevented or restricted.

It is not possible to make permanent recordings by means of the recording service. Telia may change the features of the recording service, such as the storage space, the channels that can be recorded or the expiry date of the recordings. Telia is not responsible for the storage of recorded programmes or for the success of recording. If the expiry date is changed, the change does not affect recordings that have already been made. Recordings can be made and watched only when the supplementary service is in use.

Special terms regarding devices

Telia provides the Telia Play set-top box with accessories to a Finland Post outlet near you in Finland. The devices are Telia's property. You are responsible for installing, using and keeping the devices appropriately and carefully. You are also responsible for purchasing any consumables, such as batteries.

The recording features of the Telia Play set-top box may vary depending on the set-top box model being used, or the broadband subscription. Telia is not responsible for the storage of recorded programmes or for the success of recording. You can watch the recordings only for as long as you have a valid service agreement on the recording service with Telia.

If a device owned by Telia is broken or lost, you must notify Telia of this and return any broken device to an indicated point of contact. If Telia is responsible for the breaking of the device, Telia pays the return costs and takes care of repairing or replacing the defective device at its own expense. If you are responsible for the breaking or loss of a device, you must pay Telia the replacement price of the device and the mailing costs related to the replacement of the device.

You are responsible yourself for the information security of all your devices and systems you are using in connection with Telia Play. Telia is entitled to remotely manage the devices it owns. If your device jeopardizes or interferes with a communications network, a device, a user of the communications network or some other person, Telia is entitled to prevent the use of the device in full or in part to rectify the situation. Telia aims at notifying the customer of this in an appropriate manner.

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Transferring Telia Play to another address, the customer's right to cancel the agreement, and returning the devices

A Telia Play set-top box can be transferred in connection with moving to another address. When you have informed Telia of the moving, the availability of the content and supplementary services you have in use is checked for the desired address. If the content and supplementary services you are using are not available at the new address and you have proven that you are moving, you have the right to cancel this agreement by informing Telia of this two (2) weeks before the end of the validity of the agreement.

The use of the Telia Play application is not tied to a single address, which means that the agreement concerning the service cannot be terminated on account of moving.

Even if the agreement is terminated, any subscription charges, or other charges insofar as they apply to the period preceding the end of the validity of the agreement, will not be refunded.

Unless otherwise agreed, you must return all devices owned by Telia to an indicated point of contact in good condition and within a reasonable time, but no later than within 30 days from the end of the validity of the agreement. If you do not return the devices as appropriate, Telia is entitled to charge you the replacement price of the devices.

The termination of the agreement has no effect on the validity of such agreement clauses as are intended to survive the termination of the agreement, e.g., clauses related to the returning of the devices.

Telia's liability for defects

Telia is liable for defects in a service component or a device supplied as part of service for which it is responsible in accordance with applicable legislation, such as the Consumer Protection Act. In the event of a defect in a communications service provided by Telia, the provisions of the general delivery terms for consumer customers concerning services apply.

Customer communications

Telia will primarily send news and customer bulletins concerning the service to the e-mail address you have provided when ordering Telia Play. Telia may also send news and customer bulletins concerning the service by paper mail to the address you have provided, to your mobile subscription number or to your private user account. You must ensure that you provide Telia with your up-to-date contact information.

Invoicing

The invoicing period for the Telia Play service is one (1) month, and the monthly charges, separate charges and any usage-based charges are collected in arrears. The invoicing of Telia Play services starts on the day following the sending of the delivery or order confirmation of Telia Play.

Right to cancel

A Telia Play order can be cancelled within 14 days of the conclusion of the agreement or the receipt of the Telia Play equipment if Telia Play has been ordered via a remote communications device, for example, by phone or online. You can cancel your order at telia.fi/peruutus (in Finnish) or by contacting Telia's customer care. In such cases, Telia has the right to charge reasonable compensation for the service used.

However, with regard to paid digital content offered through Telia Play, such as the possibility to watch individual sports events or rental films or series, you do not have the right of withdrawal if, before placing an order, you have consented to the delivery of the digital content beginning during the withdrawal period and have accepted to waive the right of withdrawal in such a case.

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Other terms

Any issues not mentioned in this service description are subject to Telia's valid General Delivery Terms for Consumer Customers concerning services.