

# C MORE STREAMING SERVICE DESCRIPTION



This service description tells you what your service contains. The service description is part of the agreement you made regarding a content product used in the C More streaming service.

The C More streaming service is a Telia Finland Oyj ("Telia") and MTV Oy ("MTV") service targeted at consumer customers living in Finland. It compiles entertainment and sports content into separately ordered content products. Telia is responsible for the order process and invoicing for the Service while MTV is responsible for the content service.

## Subscribing

You can subscribe to the content product you want through Telia's sales channels, online service or customer service. 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>.

You can subscribe to one or more content products in the offering, which puts emphasis on various sports and entertainment contents. The content service is subject to MTV's terms of use, which you can find at <https://www.mtvuutiset.fi/yritys/kayttoehdot>.

An agreement on the C More streaming service is entered into when Telia has accepted the order. You will receive a separate order confirmation for each content product you subscribe to.

## Set-up and use

To use each C More content product you subscribe to, you need a user ID and a password for the C More streaming service.

After the processing of the order, you will receive a set-up message for the content product you ordered, including a link for creating a new user ID and password or confirming existing credentials. The service can be set up only through this link. If you misplace the set-up message, you can also find the link after logging into the Minun Telia site at [telia.fi](http://telia.fi).

If you forget the password, you can order a new password on the C More streaming service's login page at [cmore.fi](http://cmore.fi). If you forget your user ID for the C More streaming service you have ordered from Telia, you can get it by logging into the Minun Telia site at [telia.fi](http://telia.fi).

The C More streaming service can be used with a computer at [cmore.fi](http://cmore.fi) and with the C More application installed in a telephone, tablet or smart TV.

Using the C More streaming service requires a sufficiently fast Internet or data connection. Any data fees incurred because of using the C More streaming service are invoiced according to the agreement and pricing of the subscription and the operator you use.

To ensure the best user experience, see more detailed instructions, hardware requirements and recommendations for the Internet connection, applications and browsers at [cmore.fi](http://cmore.fi).

## Changes to subscriptions

After logging into the Minun Telia section at [telia.fi](http://telia.fi), you can manage your personal data and the content product subscriptions in the C More streaming service.

You can subscribe to more products, terminate subscriptions or swap content products with each other within the C More streaming service. The 14-day period of notice for termination specified below applies to both terminating products and when replacing them with lower-priced ones.

## Limitations

The C More streaming service is intended for consumer customers only. The right to use the C More streaming service is personal and does not authorise using the content for commercial purposes or public display.

The C More streaming application can be downloaded to an unlimited number of devices but one user ID can only be used for viewing the content with two devices simultaneously.

## Invoicing

The content products ordered in the C More streaming service will be charged according to the fees specified in the pricelist applicable at any given time. The invoicing period is one (1) month, and the monthly charges are invoiced in arrears. The invoicing begins on the day following the conclusion of the agreement and ends as the period of notice ends.

## Right of cancellation and termination

As electronically delivered digital content, a content product you have purchased for the streaming service does not have a 14-day right of cancellation if you have accepted that the service be delivered immediately after the order.

The agreement is valid until further notice. The customer's period of notice is 14 days. The notice of termination can be submitted to Telia customer service or online at [telia.fi](http://telia.fi).

## 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>.

MTV is the controller of personal data and processes your personal data in order to deliver the content service and for other purposes as described in MTV's privacy notice at <http://www.mtvuutiset.fi/yritys/tietosuojakaytantomme>.

Telia and MTV may disclose personal data between companies if necessary for the delivery or management of the service or, for example, for business analysis purposes or marketing. Further details on disclosing and processing personal data between companies are available in the privacy notices above.