

Wholesale supplementary service

This price list sets the prices of paid supplementary service available for Telia's Wholesale products. Supplementary services concern Telia's networking solutions, such as Optinen tilaajayhteys (Optical subscriber line, OPKUI), Avoin Kuitu palveluoperaattoriyhteys (Open fibre service operator connection, AKOP), Kuitukiinteistöportti (Fibre facility gateway, FODSL) and Kuituporttipaikka ja yhteys (Fibre port slot and connection, FODSL) (hereinafter jointly **Access**), as well as services available for other capacity products (hereinafter jointly **Other networking products**).

1 Saving orders and availability inquiries in the subscription portal

Service description	Price	Note:
Saving an availability inquiry in the self-service portal by Telia	€49.99 each	One-time charge M
Saving an order in the self-service portal by Telia	€49.99 each	

2 Connection to socket and route information services

Access products	Price	Note:
Connection to socket (when setting up a connection)	€49.99 each	One-time charge M
Providing a route map at the customer's request. - the availability of the route map must be confirmed separately and depends on the service to be ordered	€49.99 each	

3 Express delivery

Access products, domestic delivery	Price	Note:
Express delivery, access network products	€249.99	One-time charge XL Surcharge in addition to the normal installation fee. International Express delivery according to a separate price list
Other networking products, domestic delivery		
Express delivery, other carrier products	€800/instance	Surcharge in addition to the normal installation fee. International Express delivery according to a separate price list

Company information

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4 Order cancellation

Access products	Price	Note:
Orders cancelled after saving an order	€149.99 each	One-time charge L
Orders cancelled after the completion notification	In accordance with the termination procedure	
Other networking products		
Orders cancelled after saving the order, no network construction	€800	
Orders cancelled after order confirmation that include network construction.	Actual costs + €800 one-time charge	
Orders cancelled after the completion notification	In accordance with the termination procedure	

5 Order change

All products	Price	Note:
Orders changed after saving the order, and change of order parameters changed during delivery (e.g., change of invoicing group, change of contact person, change of address, change of VLAN, change of port settings, change of terminal device for an order, request to add a test loop afterwards to the order, etc.)	€49.99 each	One-time charge M
Change of information about the delivered order/investigation in information systems	€49.99 each	
Changes made after the completion notification (=change order)	According to offer	

6 Internal network wiring work at the property

Other networking products	Price	Note:
Site survey for internal network	€249.99/instance	One-time charge XL
Construction of the property's internal network (8 a.m. to 4 p.m.)	€165/hour	Actual working hours according to the subcontractor's invoicing Price per human-hour.
Construction of the property's internal network/materials		As actualised
Travel expenses		As actualised



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7 Unnecessary engineer visit

Access products	Price	Note:
Unnecessary engineer visit	€220/instance	
Field troubleshooting at the customer's request	Specialist work, as actualised	
<u>Other networking products</u>		
Unnecessary engineer visit in Finland, other operator products		
-business days , 7:30 a.m. to 6 p.m.	€350/instance	
-other times	€700/instance	
Unnecessary engineer visit abroad	€700/instance	
Field troubleshooting at the customer's request	Specialist work, as actualised	

8 Expedited troubleshooting

Access products	Price	Note:
Expedited troubleshooting, start time		
-business days , 7:30 a.m. to 6 p.m.	€570/instance	Only available for products for which no separate SLA is offered
-other times	€820/instance	
Expedited troubleshooting as remote repair 24/7	€350/instance	
Travel expenses		As actualised

9 Wholesale specialist service

Specialist service	Price	Note:
Diagnostics and problem solving in disruptions where Telia's part has already been found to be in order, customer-initiated modifications, coordination of deliveries, recording of multi-point availability queries, consulting related to the customer's service or order, etc.		Invoicing as actualised for each commencing 1/2 hour, or as agreed.
On business days from 8 a.m. to 4 p.m.	€165/hour	
On business days from 4 p.m. to 8 p.m.	€247.50/hour	
On business days from 8 p.m. to 8 a.m.	€330.00/hour	
On weekends and holidays	€495.00/hour	



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10 Invoicing specialist services

Service description	Price	Note:
Rewriting of an invoice	€49.99 each	Reasons attributable to the customer's actions. One-time charge M
Paper invoice	€19,99 each	One-time charge S
Invoice copy (e-invoice, paper invoice, e-mail invoice)	€19.99 each	One-time charge S
Invoice copy as self-service from MTY portal	€0.00 each	
Initiation and connection fee for invoice reporting	€49.99 each	One-time charge M
Invoicing specialist work	€165/hour	Agreed with the customer on a case-by-case basis.
Custom report of order	€165/hour	Invoicing as actualised for each commencing 1/2 hour.

Prices, value-added tax, terms of payment and overdue interest

The prices do not include value-added tax. The tax is invoiced according to the effective tax rate and added to the prices. The prices indicated in the service-specific price lists are valid until further notice. Telia Finland Oyj reserves the right to change its price lists. The term of payment is fourteen (14) days from the date of invoice. The interest for late payment is the so-called lawful interest for late payment specified in section 4(1) of the Interest Act, as applicable at any given time.

