

## CONGRATS ON CHOOSING TELIA PREPAID

Read this guide and find out what your prepaid can do!

### 5 € with your first top-up

You get 5 € of top-up bonus when you top up your Telia Prepaid for the first time.

### Telia Prepaid Bonus

For each top-up you have made online or through the app, you will receive bonus points – you can use the bonus points to get a discount on package top-up fees.

Unlimited 4G surfing at up to 100 Mbit/s

## ACTIVATION

Thanks for choosing bill-free Telia Prepaid! Just a few little things before you can start using your Prepaid.

- Scratch out the PIN code at the back of the SIM frame.
- Check the right size for your phone, and remove the card from the frame.
- Insert the SIM card.
- Start your phone and enter the PIN code.
- Download the Telia Prepaid top-up app from [telia.fi/lataussovellus](http://telia.fi/lataussovellus)
- Make sure you do not throw away the SIM card frame. It has your phone number and the PIN and PUK codes that might come in handy some day.

## EXTRAS AND TOP-UP APP

### A starter top-up of 7 €

Your Telia Prepaid SIM comes with a €7 starter top-up, which you can use freely for calls, messages or data.

Top up your balance using the Telia Prepaid top-up app, at an R-kiosk, Telia Shop or online at [telia.fi/prepaid](http://telia.fi/prepaid).

### Amazing extras

### 5 € with your first top-up

You get 5 € of top-up bonus when you top up your Telia Prepaid for the first time.

The top-up bonus can be used for standard-rate domestic calls and messages, and 2G, 3G and 4G data at the listed prices. The top-up bonus cannot be used for calls or messages to service numbers, company numbers or international numbers.

## TELIA PREPAID BONUS BENEFIT PROGRAMME

For each top-up you have made online or through the app, you will receive bonus points, which you can use to get a discount on package top-up fees. The bonus points will be automatically registered to your prepaid card number. You can use the points you have

## PACKAGES AVAILABLE FOR TOP-UP

Prepaid package options:

Package	Calls	Messages	Internet	Days	Price
S	100 min	100 messages	1 GB	31	€9,90
M	500 min	500 messages	5 GB	31	€19,90
L	5000 min	5000 messages	Unlimited surfing in Finland, 17 GB in the Nordic and Baltic countries.	31	€29,90

The packages include normal-price calls and messages in Finland and to the Nordic and Baltic countries, as well as surfing in Finland. The packages do not include calls and messages to service and company numbers or international calls (excl. the Nordic and Baltic countries). In the L package, the maximum daily limits at 165 minutes and 165 text messages. ieuw the current fair use limits for surfing with Prepaid packages abroad at telia.fi/prepaid/ulkomailla (in Finnish).

earned by logging into telia.fi/lataa or the mobile app (iOS or Android). Telia Prepaid Bonus points are valid for 6 months. Read more: telia.fi/prepaid/bonus.

### Top up online

Top up or purchase packages using your online banking codes at telia.fi/lataa

### How to top up with a top-up voucher

To transfer the amount of a top-up voucher to your account, send the message LATAA X to 15400 (X = the number series on your top-up voucher). The message is free of charge. The amount is available immediately.

### How to top-up using the top-up app

Top up your prepaid easily in the Telia Prepaid top-up app. Payment is by credit or debit card (Visa or Mastercard). The top-up app also

allows you to check your balance and previous top-ups and set automatic top-ups. Prepaid Family gives you access to all the prepaid balance and top-up details of your family's prepaid subscriptions. For more information, log into telia.fi/lataussovellus

### How much is 1 GB? An example:

- 1.5 hours of video
- 2 hours of web surfing
- 20+ social media posts
- 100+ emails
- 500+ WhatsApp messages
- 40+ Tinder swipes

### How to check your balance

Check your balance by sending the text message PREPAID SALDO to 15400. The message is free of charge.

## Turvanumero to the rescue when you run out of balance

Your Telia Prepaid subscription includes the Turvanumero (safety number) service, which allows you to call and send messages in Finland to two pre-selected mobile numbers free of charge after you run out of balance. The service gives you a total of 3 minutes of talk time and three text messages.

To configure your safety numbers, send the message **PREPAID LISÄÄ TURVANUMEROT X1 X2** to 15400 (X1 and X2 = phone numbers of your choice). Remember to add a space between the numbers. The message is free of charge.

## INSTRUCTIONS FOR USE

### Voice Mail

Your services also include Voice Mail, which means that your calls will be transferred to voice mail whenever you do not pick up your call within 30 seconds or your phone is turned off or out of coverage. Read more at [telia.fi/vastaaja](http://telia.fi/vastaaja)

### Settings

You will automatically receive the service settings required. If the sending and receiving of multimedia messages is enabled in your phone, you will also receive the required multimedia message settings. The settings will be sent to you in 1 to 3 text messages. Save the settings on your phone. You can also order the settings

by sending the text message **ASETUKSET** to 15400. The message is free of charge.

### Period of validity

The prepaid card must be activated before the date indicated on the package. After this, the prepaid card number will be removed from use, and it can no longer be activated. The period of validity of an activated prepaid card is six (6) months from the activation and/or twelve (12) months from the latest top-up. If you do not top up your prepaid card within six (6) months from its activation or within twelve (12) months from the latest top-up, it will be deactivated.

### Important information on your prepaid

- You will get an automatic message when your balance is less than 5 € and again when it's less than 2 €.
- Don't forget to check out the functionalities, the price-list, and the delivery and special terms applied to your prepaid subscription.

Telia Prepaid does not enable calls to 0606, 0707 and 0708-prefixed numbers under the Payment Services Act or messages to 169, 177 and 178-prefixed short numbers. The prepaid card enables you to make one-time purchases of digital content, voice-based service, charity items or tickets (e.g. travel, parking or admission tickets) or related purchases the price of which is no more than EUR 50 and the total of which is no more than EUR 300 per month per subscription.

## ULTRA-FAST INTERNET

You can surf at a speed of up to 100 Mbit/s.

For more detailed transfer speeds and ranges, please see the table below.

Network technology	Maximum rate of incoming traffic	Range of variation in incoming traffic	Maximum rate of outgoing traffic	Range of variation in outgoing traffic
2G	0,2 Mbit/s	0,02–0,2 Mbit/s	0,1 Mbit/s	0,01–0,1 Mbit/s
3G	40 Mbit/s	0,4–40 Mbit/s	4 Mbit/s	0,1–4 Mbit/s
4G	100 Mbit/s	10–100 Mbit/s	50 Mbit/s	3–50 Mbit/s
4G+	100 Mbit/s	10–100 Mbit/s	50 Mbit/s	3–50 Mbit/s

### PRICE-LIST

Calls within Finland	0.066 €/min	Call forwarding in Finland	0.066 €/minute/ forwarded call
Calls to abroad:		International call forwarding	
Nordic and Baltic countries	0.066 €/min	Nordic and Baltic countries	0.066 €/minute/ forwarded call
EU/EEA	0.2356 €/min	EU/EEA	0.2356 €/minute/ forwarded call
Other countries	Country-specific international call charge	Other countries	Country-specific international call charge
Calls to service numbers	0.08 €/min + service call charge	Call forwarding to Voice Mail	free of charge
Calls to Voice Mail	0.066 €/min	Mobile data	0.01 €/MB, maximum charge 0.99 €/day
Text messages in Finland	0.066 €/each	Nordic and Baltic internet use with a mobile phone	€0.01/MB, maximum €0.99/day, use limit 0.7 GB/day
Text messages to abroad:			
Nordic and Baltic countries	0.066 €/each		
EU/EEA	0.0744 €/each		
Other countries	0.29 €/each		
MMSes in Finland and to abroad	0.066 €/each		

The smallest billing unit for data is 1 kilobyte (kB). 1 megabyte (MB) consists of 1,024 kilobytes (kB).

The charges, as listed in the pricelist, are deducted from the customer's top-up balance. Check the applicable prices at [telia.fi/prepaid](https://telia.fi/prepaid). You can easily replace your Telia Prepaid with a post-paid mobile phone subscription.

If you want access to a more diverse selection of subscription services, you may switch to a post-paid subscription online or at a Telia Kauppa store. If you wish, you can also top up your post-paid subscription. The top-up will be deducted from your next telephone bill.

### Affordable surf package for the whole month

You never pay more than 0.99 € per day (0.01€ per MB) for data, if you use topped-up balance to surf the web.

If you surf daily, we recommend the unlimited 4G surf package (19.90 €/month). The package includes unlimited surfing in the Telia 2G, 3G and 4G networks at a speed of up to 100 Mbit/s. Download your surf package using the Telia Prepaid top-up app, at an R-kioski, Telia Shop or online at [telia.fi/prepaid](https://telia.fi/prepaid).

### New: You can also use your phone for electronic identification

Mobile Certificate is an electronic identity card linked to the mobile phone's SIM card. It allows you to prove your identity easily and reliably in various online services using a single access

code. The introduction of the service costs 39.90 €, but its use is free of charge.

### This is what you should do:

Exchange the SIM card of your Prepaid for a SIM that supports the Mobile Certificate at a Telia Kauppa shop and register the Mobile Certificate. The registration requires that you are at least 18 years of age and have a valid photo identity card with you. Find the nearest Telia Kauppa shop at [telia.fi/kauppiashaku](https://telia.fi/kauppiashaku)

## TELIA PREPAID SUBSCRIPTION SERVICE DESCRIPTION

Telia Prepaid subscriptions and top-ups are subject to Telia's general delivery terms for consumer customers concerning services and the terms and conditions concerning Telia Prepaid products referred to in this service description. Telia's prepaid subscriptions (Easy Prepaid, Prepaid Netti (Prepaid Surf) and Telia Prepaid, hereinafter the "Subscription") work only in Finland and the Nordic and Baltic countries, and do not work in other countries or networks.

## GENERAL

The period of validity of the Subscription is six (6) months from the first day of use and 12 months from the latest top-up. No unused

balance or package-priced, prepaid charges of the Subscription are returned to the customer.

Call itemisations cannot be provided for the Subscription. To call service numbers in Finland, there must be at least €20 worth of balance on the subscription. Calls to general services (category I) are possible even when your balance is less than €20. These service numbers include numbers with the prefix 0800, 116, 0100, 010, 0200, 020, 0300 and 030.

Keep your SIM card frame in a safe place—it shows your PIN and PUK codes.

Information regarding the Subscription may be sent to it by text message (such as balance information or information on service changes). We deem that such notices will be known to you on the business day following their dispatch. The text messages are in Finnish. It is also possible to send marketing messages related to prepaid products as both text messages and multimedia messages to the Subscription. You may prohibit marketing messages at any time by sending the text message KIELTO to 15400 (€0).

In Finland, you may use your Subscription to call all standard-rate fixed-line and mobile numbers and service and emergency numbers in Finland. You can use the Subscription to call and send messages to abroad at the listed prices. In addition to standard SMS and MMS messages, you can also send and receive

service messages with your Subscription.

The availability of text message voting and donations and other such services depends on the provider of the service in question.

The Subscription includes web access and can be used for surfing the web and, for example, reading e-mails.

## ROAMING

Your Subscription can be used for surfing with a Prepaid package or using the balance in the Nordic and Baltic countries (Sweden, Denmark, Norway, Estonia, Latvia and Lithuania) without additional charges. Depending on the package, the Prepaid package can be used for surfing abroad either according to the surf use included in the Prepaid package or according to the fair use policy specific to the package. When you surf using the subscription balance, the subscription has a daily fair use limit. Surfing will primarily be debited from the Prepaid package, if one has been loaded to your subscription. Otherwise, it will be debited from the balance.

Once the fair use amount of surfing has been used up, surfing abroad will end unless you have loaded a new package or topped up balance to continue surfing. A text message will be sent to your Subscription when the daily or package-specific fair use limit of surf

use is about to be reached. You can find more information at [www.telia.fi/prepaid/ulkomailla](http://www.telia.fi/prepaid/ulkomailla).

As a general rule, your Subscription's online use, calls and messages are available to you at Finnish prices also in the Nordic and Baltic countries. In the Nordic and Baltic countries, you can use the Subscription in Telia networks only. Telia Company networks are:

Telia Company AB (SE Telia) in Sweden, Telia Danmark (DK Telia) in Denmark, Telia Norge AS (Telia N) in Norway, Telia Eesti AS (EE Telia) in Estonia, Telia Lietuva AB (Telia Lietuva AB) in Lithuania and Latvijas Mobilais Telefons (LMT) in Latvia.

You can use the Subscription to call all standard-rate Finnish numbers and emergency numbers. Service messages and service calls are not available at all in the Nordic and Baltic countries with the exception of Telia's own customer service number.

## **MOBIILIVARMENNE MOBILE CERTIFICATE**

Your subscription's SIM card can be replaced with a SIM card that supports the Telia Mobiilivarmenne mobile certificate. You can then activate the Mobiilivarmenne mobile certificate in your Subscription by registering it at a Telia Kauppa outlet. The Mobiilivarmenne mobile certificate is valid for five (5) years, but your

Subscription is valid for six (6) months from the first day of use and 12 months from the latest top-up. However, the Mobiilivarmenne mobile certificate will also expire when your Subscription expires. If you want to start using the Mobiilivarmenne mobile certificate again, you must re-register it and repay the activation charge valid at that time.

## **MONITORING AND PRICING OF FOREIGN USE IN THE NORDIC AND BALTIC COUNTRIES**

### **MONITORING OF FOREIGN USE IN THE EU/EEA**

Telia is entitled to monitor the use of subscriptions by traffic type (calls, messages and data) and their location in the EU/EEA countries, and to take action in case of any misuse.

If the two conditions below are met, the situation will be considered misuse.

1. The Subscription is located in EU/EEA countries other than Finland for more than two (2) months during a monitoring period of four (4) months.
2. More than 50% of the traffic of the subscription takes place in EU/EEA countries other than Finland during the monitoring period in question.

The customer will be warned of misuse by a text message requiring that the Subscription should be used in Finland for seven (7) days within the next fourteen (14) days. If the requirement is not met, Telia has the right to charge an extra charge, by traffic type, for the above misuse of the subscription.

If the customer shows that the above conditions for the extra charge are not met, no extra charge will be invoiced.

## CUSTOMER SUPPORT

Telia's customer support is available on 020 690 400 on business days between 8 a.m. and 6 p.m. (mcc/lnc). For fault reports, the service hours are on business days between 8 a.m. and 8 p.m. and on Saturdays between 9 a.m. and 4:30 p.m. You can also file a fault report online at <https://www.telia.fi/asiakas-tuki/viat-ja-hairiot/hairioilmoitus> (in Finnish). In case of an emergency (e.g., PUK code and blocking the subscription), customer support is available 24/7 via chat, which you can access after logging in at [telia.fi/kirjaudu](https://www.telia.fi/kirjaudu) (in Finnish). To submit a contact request, visit <https://www.telia.fi/asiakastuki/lomakkeet/yhteydenotto-pyynto> (in Finnish).

## TRAFFIC MANAGEMENT AND INFORMATION SECURITY

Traffic in the network is managed on account of strong and often unforeseeable variations in traffic volumes, which may cause momentary congestion in different parts of the network. Traffic management mechanisms are used to ensure that critical services and applications continue to work reliably in cases of congestion. As a rule, customer effects are small (for example, a momentarily lower data transmission speed or increased delay) and occur during peak congestion times. These effects are usually attributable to network problems or external disturbances, such as DoS attacks. Traffic management methods include, for example, queuing, prioritisation, restriction and signalling about the congestion to the customer's applications. The methods are automated, and their dynamic effects on each individual application cannot be estimated accurately and specifically. Network performance is constantly monitored and traffic flows optimised, and network capacity will be increased such that the effects of the traffic management on the customer are as small as possible, whatever the service or application.

If necessary on account of an exceptional information security threat or to ensure normal operation of the network, Telia may use traffic management methods that can affect the service user's applications, services or content or may be attributable to the recipient, sender



or terminal device. This includes, for example, traffic filtering, which is used in DoS attacks, or temporary disconnection of the customer's service, for example in cases where a customer device causes significant problems or disturbance or where the service is used to transmit spam or malware.

In addition, for reasons of service availability or filtering of malicious traffic or for another information security reason, Telia may temporarily restrict the use of the service either by preventing the use of certain communications methods (protocols) or ports or by temporarily disconnecting the web service of the subscription.

Automated systems may be used to restrict traffic or temporarily disconnect Internet services. The traffic management methods include, for example, restriction of network usage based on court order in order to block access to network services used for unauthorised distribution of content protected by copyright. Such restrictions may be implemented in such a manner that the user's access to network addresses will be blocked or that addresses of some network servers will not be transmitted to the service user from Telia's domain name service.

The traffic management methods also include port blocks to prevent abuse of vulnerabilities in the service user's terminal devices. Con-

necting a terminal device to the public Internet and installing applications involve threats (for example, viruses and other malware) that may impair communications or jeopardise the availability and/or confidentiality of the data on the terminal device.

The customer shall attend to the protection and information security of the device. The customer can improve information security by means of information security services. Telia provides information on any information security issues and changes to the rules of use on Telia's website at [telia.fi/tietosuoja](https://telia.fi/tietosuoja). New security threats appear continuously, and an up-to-date list of traffic management methods and methods used to ensure information security is available at [telia.fi/tietoturvainfo](https://telia.fi/tietoturvainfo).

## PROCESSING OF PERSONAL DATA AND DATA PROTECTION

Personal data are processed in accordance with Telia's Privacy Notice. The Privacy Notice can be read at [www.telia.fi/tietosuoja](https://www.telia.fi/tietosuoja).

This information is based on the situation in March 2020. Telia reserves the right to change the functionalities. We strive to announce all changes by text message. To check the current functionalities, prices and terms of your Subscription, visit our website at [telia.fi/prepaid](https://telia.fi/prepaid) and [telia.fi/prepaid/ulkomailla](https://telia.fi/prepaid/ulkomailla).