

TELIA SMART AND TELIA HYBRID SERVICE DESCRIPTION



This service description tells you what your service contains. The service description is part of your Telia Smart or Telia Hybrid agreement.

General description

Telia Smart or Telia Hybrid is a service router targeted at the consumer customers of Telia Finland Oyj ("Telia"). It makes it possible, for example, to share a broadband access between several devices and to use Telia TV. The device is provided as a service subject to a monthly charge.

In Telia broadband accesses implemented with ADSL or VDSL2 technology, the service router replaces the customer modem. In Telia broadband accesses implemented with hybrid technology, a Telia Hybrid router is always delivered. In accesses where the internal communications network has been implemented with fibre or Ethernet cabling (CAT5 or CAT6), the device is connected to the Ethernet connector of either the apartment or the fibre converter.

Delivery and connection

The service router is delivered to the address you have given. The device is connected to Telia's broadband access according to the instructions provided with the device.

Rules of use

The service router and its components are Telia's property and thus you are not entitled to sell or give them to a third party without Telia's written consent. Telia is entitled to label the devices as Telia's property, and the label must

not be removed. The right of ownership to the service router or its components does not change during the agreement period or when the agreement expires.

The device must be handled and used with care. Only Telia is entitled to service the device. No changes may be made to the device or its components. If the device is broken or lost, you must notify Telia of this and return any broken device to a Telia customer service point or another point of contact. If the breaking of the device is not due to you, Telia will pay the return costs and either repair or replace the defective device and deliver the repaired device or a replacement device to you at its own expense. If the device is broken for a reason attributable to you or if the device has been lost, you must pay Telia the replacement price according to the price-list and the mailing costs resulting from the replacement of the device.

The service router must be returned in normal working order considering its service life. If the working order of the device or its components cannot be considered normal, Telia has the right to repair the device at your expense. If this is not possible, Telia is entitled to invoice you for an amount corresponding at most to the replacement price of the device.

Telia is entitled to establish a remote connection to the device and to manage the device and its settings remotely. The software of the device may not be changed, and the device settings may not be changed contrary to the instructions. Only compatible devices approved by Telia may be connected to the device.

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Customer communications

Telia sends any news and bulletins related to service changes to the email address you have given when ordering the service.

Invoicing

The service is subject to the charges indicated in the price-list, and the charges will be invoiced on the broadband invoice. The invoicing period is one (1) month.

Cancellation right in distance selling

If you have made the device agreement with Telia using a remote communications device, e.g. by phone or on the Internet, you are entitled to cancel the agreement within 14 days from receiving the device. The agreement is regarded as cancelled when the device has been delivered to the post office as a customer return.

Conditions for the right of return, and the return in practice

A condition for the right of return is that the device to be returned and its sales package are in essentially original condition and fit for sale. The device must be returned by post, accompanied by a return form and a signed return confirmation, by means of which the return can be identified.

Telia pays the mailing costs for the return, if the above instructions are followed in the return. The processing of customer returns takes about two to three weeks.