

# Discovery+ 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 discovery+ streaming service.

The Discovery+ service ("Service") is a Telia Finland Oyj ("Telia") and Dplay Entertainment Limited ("DEL") service targeted at consumer customers living in Finland. It compiles entertainment and sports content into separately ordered content products. Telia is responsible for the subscription process and invoicing of the Service and DEL for the content of the Service.

## Ordering

You can order 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 [www.telia.fi/toimitusehdot-ja-palvelukuvaukset](http://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 the terms of use of DEL's Service, which you can find at [www.discoveryplus.fi](http://www.discoveryplus.fi).

If this service description and/or Telia's general delivery terms for consumer customers conflict with the terms of use of DEL's service, this service description and Telia's general delivery terms shall primarily apply to the subscription and invoicing of the Service and the agreement concerning the Service.

An agreement on the Service arises when Telia has accepted the order. You will receive a separate order confirmation for each content product you subscribe to.

## Set-up and use

After your order is processed, you will receive an order confirmation for the content product you have ordered. The confirmation contains the most important information and instructions related to your order. When you receive the order confirmation, the Service will be ready for you to use. In order to begin using the Service, you must first log in with your Telia Play account at [www.discoveryplus.fi/myaccount/products](http://www.discoveryplus.fi/myaccount/products). If you do not yet have a Telia Play account, you can create one at [www.telia.fi](http://www.telia.fi) (in Finnish).

To use the discovery+ content product you subscribe to, you will also need a username and password for the Service. If you log in to the Service with your Telia Play account to identify your order, you must still log in to the Service with an existing username and password for the Service or create a new account in order to complete the ordering process. After your first login, you should always log into the Service using the username and password you created for the Service.

The login instructions and a user guide are also available at [www.telia.fi/discoveryplus](http://www.telia.fi/discoveryplus) (in Finnish).

If you have forgotten the password to the Telia Play account that you need to begin using the Service, you can reset your password on the My Telia site at [www.telia.fi/kirjaudu](http://www.telia.fi/kirjaudu) (in Finnish) and at [www.teliaplay.fi](http://www.teliaplay.fi). If you have forgotten the password to your account on the Service, you can reset your password on the login page for the Service at [www.discoveryplus.fi](http://www.discoveryplus.fi).

The Service can be used with a computer by going to [www.discoveryplus.fi](http://www.discoveryplus.fi) and with the discovery+ app on a phone, tablet or smart TV.

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The use of the Service requires a sufficiently fast internet or data connection. Any data fees incurred in using the 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 [www.discoveryplus.fi](http://www.discoveryplus.fi).

## Changes to subscriptions

After logging into the My Telia section at [www.telia.fi/kirjaudu](http://www.telia.fi/kirjaudu) (in Finnish), you can manage your personal data and the content product subscriptions in the Service.

You can subscribe to more products, terminate subscriptions, or swap content products with each other within the Service. The 30-day notice period for termination specified below applies to both terminating products and when replacing them with lower-priced ones.

## Limitations

The Service is intended for consumer customers only. The right to use the Service is personal and does not entitle you to use the content for commercial purposes or public display.

The discovery+ app can be downloaded to an unlimited number of devices, but it is only possible to view content on a certain number of devices at a time using one user account. The applicable restrictions are described at [www.discoveryplus.fi](http://www.discoveryplus.fi).

## Invoicing

The content products ordered in the Service will be invoiced according to the fees specified in the applicable price list. The invoicing period is one (1) month, and the monthly charges are invoiced in arrears. Invoicing will begin from the subscription date of the Service and end on the final day of the notice period for termination.

## Right of cancellation and termination

You can cancel the order at [www.telia.fi/peruutus](http://www.telia.fi/peruutus) (in Finnish). An order can be cancelled within 14 days of the conclusion of the agreement if the service has been ordered via a remote communications device, for example, by phone or online. If the service has been activated at your request before the expiry of the cancellation period, we will charge a reasonable fee for the use of the service. The 14-day right of cancellation does not apply to digital services delivered electronically (such as streaming services, programme libraries, channel packages or other digital content delivered electronically) if you have approved the immediate delivery of services after placing an order.

The agreement is valid until terminated. The customer's period of notice is 30 days. Notice of termination can be submitted to the Telia Customer Service or online at [www.telia.fi](http://www.telia.fi) (in Finnish).

## 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 [www.telia.fi/tietosuoja-ja-tietoturva](http://www.telia.fi/tietosuoja-ja-tietoturva).

DEL is the controller of personal data and processes your personal data in order to deliver the content of the Service and for other purposes as described in DEL's privacy notice at [www.discoveryplus.fi](http://www.discoveryplus.fi).

Telia and DEL may disclose personal data between the companies if it is necessary for the purpose of providing the Service, invoicing or administration.