

Informationen baserar sig på situationen 01/2017. Telia förbehåller sig rätten till ändringar i funktionerna. Vi strävar efter att informera om ändringar med sms. Du kan kolla gällande funktioner, priser och villkor för Abonnementet på våra webbsidor på adressen telia.fi/prepaid

Telias allmänna villkor för konsumenter finns på adressen telia.fi/toimitusehdot-ja-palveluvaukset

VI HÅLLER KONTAKT

Kundtjänst 020 690 400
(msa/lna, även för kötid)

telia.fi/prepaid

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
- 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.

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 domestic surfing	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.

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.

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 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/vastaaaja

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

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

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.

PRICE-LIST

Calls within Finland	€0.066/min
Calls to abroad:	
Nordic and Baltic countries	€0.066/min
EU/EEA	€0.2356/min
Other countries	Country-specific international call charge
Calls to service numbers	€0.08/min + service call charge
Calls to Voice Mail	€0.066/min
Text messages in Finland	€0.066 each
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

Call forwarding in Finland	€0.066/minute/ forwarded call
International call forwarding	
Nordic and Baltic countries	€0.066/minute/ forwarded call
EU/EEA	€0.2356/minute/ forwarded call
Other countries	Country-specific international call charge
Call forwarding to Voice Mail	free of charge
Mobile data	€0.01/MB, maximum charge €0.99/day

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

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-kiosk, Telia Shop or online at 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

SPECIAL TERMS AND CONDITIONS FOR PREPAID

Telia prepaid subscriptions and top-ups are subject to Telia's General Delivery Terms for Consumer Customers concerning Services and the following special terms and conditions concerning Telia Prepaid products.

Telia Prepaid subscriptions (Easy Prepaid, Prepaid Surf, Telia Prepaid, hereafter "Subscription") are only available in Finland, not

abroad. You may use the 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 text and multimedia 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 emails.

The period of validity of the Subscription is 6 months from the first day of use and 12 months from the latest top-up. We will not return any unused balance or so-called package-priced prepaid charges to the customer. Call itemizations are not available. To call a service number, you must have a minimum balance of €20. Calls to general services (category I) are allowed even when your balance is less than €20. Such 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. We have the right to send you messages concerning your Subscription (such as balance information or information on service changes) by text message. The customer is considered having been informed of notifications sent to the Subscription on the day following their sending. The text messages are in Finnish. To a Telia Prepaid subscription, Telia Finland Oyj can send only information on Prepaid-related services, benefits and offers by text and multimedia

messages without a separate marketing permission. You can cancel these messages at any time by sending the text message KIELTO to 15400 (€0). You will not receive more than five messages per week. Read more about the processing of personal data by Telia in Telia's Privacy Notice: <https://www.telia.fi/tietosuojaja-tietoturva/tietosuojalausunto>.

Telia has the right to modify traffic to the Internet access service for information security and network protection purposes as necessary. Telia has the right limit or prevent the transmission of traffic to and from the Internet for instance in situations where the customer's device is causing significant inconvenience or disturbance or the service is being used for transmission of spam or malware.

In addition, Telia has the right to filter malicious traffic in order to prevent denial-of-service attacks.

Moreover, Telia has the right to modify or restrict traffic to the Internet access service to ensure the agreed levels of service. The impact, however, cannot exceed the range of variation specified for the service. In addition, Telia has the right to modify or restrict traffic for reasons based on law, authority regulations or court rulings. The impact of automatic traffic optimization is of a short duration and may slow down the access speed or lengthen the response time. It is independent of the application, terminal device or Internet service used.

To safeguard the availability of business critical services such as authority services, Telia has the right to optimize network traffic to ensure the availability of the network services in their

entirety. Such situations include denial-of-service attacks and network service failures.

Automatic optimization ensures that the impact as experienced by the end user is always as short-lived as possible. Instead of public IP addresses routed on the Internet, Telia has the right to offer private unrouted IP addresses.

Due to the technical implementation of the data processing, some data may be located on servers of Telia's external subcontractors and processed over a technical connection. Data will not be transferred outside the EU or EEA areas, unless it is necessary for the provision of the service.

A Telia Prepaid SIM card can be replaced with a SIM card that supports Telia Mobile Certificate. To activate the Telia Mobile Certificate on your Telia Prepaid SIM, visit your nearest Telia Kauppa and register your Mobile Certificate. A customer's Mobile Certificate is valid for 5 years, but a Telia Prepaid subscription is valid for 6 months from the first day of use and 12 months from the latest top-up. However, the Mobile Certificate of a Prepaid subscription expires when the Prepaid subscription expires. The Mobile Certificate can be re-registered at the listed activation charge.

This information is based on the situation in January 2017. 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, go to telia.fi/prepaid

Telia's general delivery terms for consumers can be found at telia.fi/toimitusehdot-ja-palveluvaukset

LET'S BE IN TOUCH

Customer Service 020 690 400
(mobile call charge/local network change; queue time included)

telia.fi/prepaid