

# TELIA TV SERVICE DESCRIPTION



This service description explains what is included in the Telia TV service entity you have acquired. The service description is part of your Telia TV agreement.

## General description of Telia TV

Telia TV is a service entity by Telia Finland ("Telia"), intended for consumer customers who are living permanently in Finland, on which you can watch free TV channels and subscribe to separate charged content services such as programme libraries and channel packages. On Telia TV, other charged services may be offered, such as the opportunity to watch individual sports events, rent movies, or series from a video rental shop and record TV channels. Charged content is subject to separate agreement terms.

Telia TV is available via Internet access either on a set-top box or an application that may be used on different devices. The content and features of Telia TV vary depending on whether you are using the set-top box or application. In addition, the data transmission rate and other features of your Internet connection affect the service experience. You can ensure the best possible television experience, the most extensive selection of the content and functionality with the Telia TV set-top box and Telia's high-speed fixed broadband connection. Service availability may be limited regionally or as regards terminal devices. You can check the content offering of Telia TV as well as its various features and availability from Telia's Customer service or at the address [telia.fi/tv](https://telia.fi/tv). By a separate availability enquiry, the content and features available to you are determined.

The Telia TV set-top box with its accessories is Telia's property. The Telia TV set-top box can be managed remotely in order to solve technical problems or to develop the service. Telia does not deliver the devices needed to use the Telia TV application, unless otherwise agreed on.

Telia TV includes a recommendation feature, which helps you find content that interests you in the service. You get recommendations based on the content you have watched, recorded and rented. The recommendations are also affected by the content that has been popular with other service users. Recommendations are shown in different sections of the service, such as the programme library and the programme search. For more information on the recommendation feature and the processing of personal data in the Telia TV service and Telia Finland, check the data protection statement at [telia.fi/tietosuoja](https://telia.fi/tietosuoja)

## Requirements of introduction and limitations of Telia TV

Telia TV is intended for consumer customers only, for private non-commercial use. Private use is personal use, or use by those living in the same household.

The rights of the programme content watched on Telia TV belong to a third party or to Telia. Telia is not liable for the content of channels, programme packages or other services, or for programme information. Changes in programmes may take place without advance notice. The service content cannot be used for public presentation of delivery to the public. You can record programmes only for private use. The customer does not have the right to copy the content of the service or to hand over any copies. The customer is not entitled to use the Telia TV service as a part of their own service, product, or business operations, or to resell the services or equipment provided by Telia. If the customer is in breach of these terms and conditions, Telia is entitled to prevent access to the service or terminate the agreement with immediate effect.

The Telia TV application can be used everywhere in Finland with compatible devices and temporarily when visiting the EU area. You can check the com-

# TELIA TV SERVICE DESCRIPTION



patible devices and the countries where the service is available at [telia.fi/tv](https://telia.fi/tv). Because Telia TV is intended for people with permanent residency in Finland, Telia is entitled to check the customer's country of residence, if necessary, if it has a justified reason to suspect it has changed. Telia TV set-top box may only be used in Finland, on premises in the possession of the customer.

Telia TV requires a separate Internet connection to work, the speed and other features of which that are adequate. The picture quality of the Telia TV application is automatically adjusted according to your Internet access speed. You can ensure the best possible television experience by Telia's fixed broadband connection and set-top box. Telia is entitled to restrict the speed of the Telia broadband connection to ensure the operation of Telia TV on the set-top box. For more information on the Internet connections suitable for Telia TV at [telia.fi/tv](https://telia.fi/tv)

## Telia TV access

The Telia TV set-top box is considered to have been delivered when you have received the devices, or no later than seven days after they have been shipped. You will receive the necessary installation and operating instructions with the devices. You are responsible for installing the devices and for any connections they may require.

The Telia TV application is considered to have been delivered when you have received an electronic order confirmation.

Don't forget to follow the instructions provided by Telia on the use of Telia TV. Telia strives to provide information on any restrictions of use at [telia.fi/tv](https://telia.fi/tv) and on any information security issues at [telia.fi/tietoturvainfo](https://telia.fi/tietoturvainfo)

## Special terms regarding the recording service

The recording service is a supplementary service separately ordered for Telia TV, by means of which programmes shown on TV channels may be watched and recorded - for up to date information on the channels, check [telia.fi/tv](https://telia.fi/tv). Recordings are stored for three months, after which they are automatically deleted from your recordings folder. All programmes cannot be recorded because of decisions made by rights holders, legislation or other reasons beyond Telia's control. Recorded programmes may include commercials that are different from the original ones, and skipping of commercials may also be prevented or restricted.

It is not possible to make permanent recordings by means of the recording services. Telia may change the features of the recording service, such as the storage space, the channels that can be recorded or the expiry date of the recordings. Telia is not responsible for the storage of recorded programmes or for the succeeding of recording. If the expiry date is changed, the change does not affect recordings that have already been made. Recordings can be made and watched only when the supplementary service is in use.

## Special terms regarding the devices

Telia provides the Telia TV set-top box with accessories to a post office near you in Finland. The devices are Telia's property. You are responsible for installing, using and keeping the devices appropriately and carefully. You are also responsible for purchasing any consumable parts, such as batteries.

The recording features of the Telia TV set-top box may vary depending on the set-top box model being used, or the broadband subscription. Telia is not responsible for the storage of recorded programmes or for the succeeding of recording. You can watch the

# TELIA TV SERVICE DESCRIPTION



recordings only for as long as you have a valid service agreement on the recording service with Telia. If a device owned by Telia is broken or lost, you must notify Telia of this and return any broken device to an indicated point of contact. If Telia is responsible for the breaking of the device, Telia pays the return costs and takes care of repairing or replacing the defective device at its own expense. If you are responsible for the breaking or loss of a device, you must pay Telia the replacement price of the device and the mailing costs related to the replacement of the device.

You are responsible yourself for the information security of all the devices and systems you are using in connection with Telia TV. Telia is entitled to remote manage the devices it owns. If your device jeopardizes or interferes with a communications network, a device, a user of the communications network or some other person, Telia is entitled to prevent the use of the device in full or in part to rectify the situation. Telia aims at notifying the customer of this in an appropriate manner.

## Transferring Telia TV to another address, the customer's right to cancel the agreement, and returning the devices

The Telia TV set-top box can be transferred in connection with moving to another address. When you have informed Telia of the moving, the availability of the content and supplementary services you have in use is checked for the desired address. If the content and supplementary services you are using are not available at the new address and you have proven that you are moving, you have the right to cancel this agreement by informing Telia of this two (2) weeks before the end of the validity of the agreement.

The use of the Telia TV application is not tied to a single address, which means that the agreement concerning the service cannot be terminated on account of moving.

Even if the agreement is terminated, any subscription charges, or other charges insofar as they are targeted at the period preceding the end of the validity of the agreement, will not be returned.

Unless otherwise agreed, you must return all devices owned by Telia to an indicated point of contact in good condition and within a reasonable time, but no later than within 30 days from the end of the validity of the agreement. If you do not return the devices as appropriate, Telia is entitled to charge you the replacement price of the devices.

The termination of the agreement has no effect on the validity of such agreement clauses that are intended to survive the termination of the agreement, e.g. the clauses related to the returning of the devices.

## Customer communications

Telia sends news concerning the service and customer bulletins to the email address that you have given in connection with ordering Telia TV. Please, be sure you have provided Telia with up-to-date contact details.

## Invoicing

The invoicing period for the Telia TV service is one (1) month, and the monthly charges, separate charges and any usage-based charges are collected in arrears. The invoicing of Telia TV services starts on the day following the sending of the delivery confirmation of the set-top box, or sending the order confirmation of the application.

## Amending the terms and conditions of the agreement

Any issues not mentioned in this service description are subject to Telia's General Delivery Terms for Consumer Customers concerning Services, valid at any given time.