

# Terms of use of the Telia Account service for consumer customers

## 1. Overview

These terms of use for the Telia Account service (hereinafter the “Service”) provide the terms of use of the Service provided by Telia Finland Oyj (hereinafter “Telia”) when the customer is a Telia consumer customer, i.e. a customer who enters into an agreement regarding the Service under these terms of use for a purpose other than their own business (hereinafter the “customer”).

The agreement on the Service is an agreement separate from other agreements between Telia and the customer. After entering into an agreement on the Service under these terms of use, the customer can use the features and functions of the Service, manage the services they have obtained from Telia, and log in to services provided by Telia and service providers in the same group of companies as Telia as well as to services provided by trusted third parties, to the extent made possible at any time.

The prerequisite for setting up the Service is that the customer has entered into an agreement on the Service with Telia under these terms of use and has agreed to be bound by them. The services used or logged into through the Service are always subject to the service-specific service descriptions, any other service-specific special terms, and Telia’s general delivery terms for consumer customers concerning services as applicable. The customer separately agrees with Telia on the use of the services to be used through the Service.

## 2. Service content

The Service is intended for distinguishing and identifying the customer in connection with the use of other services, for managing the customer’s user information, and for managing the licences for services used by the customer.

The Service is offered via a self-service portal (hereinafter the “Portal”) accessible by a computer or mobile device. The Portal allows the customer to view, edit, and delete their own data, and a customer acting in the role of an owner of each service can manage the access rights of other users of the services owned by the customer.

After registering for the Service, the customer may log in to services provided by Telia and service providers within the same group as well as services provided by trusted third parties with the Service user ID and password, or a one-time password, the Mobile Certificate, personal banking credentials, or other strong electronic identification method, to the extent enabled at any time.

### 2.1. Service set-up and registration

To set up the Service, the user must create a user ID and password for it during registration at [www.telia.fi/tili/yksityisille/rekisteroidy](http://www.telia.fi/tili/yksityisille/rekisteroidy). The Service may also be set up when signing up for another service, such as for topping up and managing pre-paid plans.

When registering for the Service, the customer may add the services they own, such as Telia subscriptions and other services provided by Telia, to be managed by the Service, whereby strong electronic identification as referred to in the Act on Strong Electronic Identification and Electronic Trust Services (617/2009) is required.

A customer acting in the role of the Service user that does not own the subscriptions and services or any other service, such as a customer using the balance and top-up management for prepaid subscriptions, may also register for the Service without strong electronic identification to use the Service credentials, such as for Telia Yhteisö (Telia Community) purposes or other purposes enabled at any time.

Login to the Service and any connected services is done at the addresses [telia.fi](http://telia.fi) or [telia.fi/tili](http://telia.fi/tili), or while logging into another service using the Service user ID and password, the Mobile Certificate, online banking credentials, or another strong electronic identification means available.

It is recommended to use the Service with the latest versions of browsers and applications.

### 2.2. Service features

In the user profile in the Portal, the customer can manage information related to the customer’s customer relationship, services ordered, and identity.

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The marketing permissions section allows the customer to manage their own marketing permissions and learn about Telia's customer benefits and personal recommendations.

To the extent permitted by mandatory law, Telia reserves at any time the right to change or remove parts of the Service and the functions supported by it, services and features, or to discontinue the maintenance of all or part of the Service without prior notice to the customer.

## 2.3. Other

Telia collects customer feedback in the Service to continuously improve the Service. Feedback is processed completely anonymously, and personal data are not collected or stored in connection with feedback.

A subcontractor operating fully or partly outside the Finnish borders can be engaged for implementing the service. For example, the data gathered by the Service may be located in a virtual cloud service. In such cases Telia sees to it via contractual means that all customer data are appropriately protected, and that the subcontractor undertakes to follow the instructions provided by Telia and adheres to the applicable legislation.

The Service's terms of use and data-protection-related documentation can be found on the Portal and on Telia's website at <https://www.telia.fi/toimitusehdot-ja-palvelukuvaukset> and [www.telia.fi/tietosuoja](http://www.telia.fi/tietosuoja).

## 3. Responsibility for the use of the service, credentials

Upon registering for the Service, a personal password-protected user ID for the Service will be created for the customer. The Service user ID and password are personal and must not be disclosed to third parties.

A customer acting in the role of the owner of each service managed through the Service can set up the right of all other users of each service to access the service features and restrict this right as enabled by the Service. Customers acting in the role of users can use the Service independently with their own Service credentials within the limits set by the owner of the Service.

Regardless of whether the customer acts in the role of the owner or a user, the customer must carefully protect all identifiers and passwords related to the Service and its use and secure them against unauthorised use. The customer must regularly verify that any identifiers and passwords associated with the Service are kept safe. The customer must store the identifiers and passwords related to the Service separate from each other. The customer is responsible for preventing unauthorised access to the identifiers and passwords related to the Service.

The customer must notify Telia immediately of the loss or suspected loss of username or passwords. Telia is entitled but not obliged to prevent the customer from using the Service and block the customer's user IDs without advance notice, if Telia has a justified reason to assume that the credentials are used without authorisation.

If a user to whom a customer acting in the role of the owner has assigned the right to use the functions of the Service is no longer entitled to use the credentials, the customer acting in the role of the owner is obliged to immediately remove the right to use the Service from such person.

The customer is responsible for all use of the Service using the customer's credentials and for all actions taken, for all use of services and features used via the Service and for any agreements concluded via the Service or the services and features used via it, regardless of whether the customer has used the credentials themselves or whether they have been used without authorisation. The customer is responsible for ensuring that the computers, devices and software used by the customer are appropriately and sufficiently protected against information security threats. In addition, the customer undertakes to comply with Telia's current instructions on the use and security of the Service and other instructions.

## 4. Intellectual property rights

The content and appearance of the Service are subject to copyright. The title and intellectual property rights of the Service, the services and functionalities used through it and the information included in them belong to Telia or third parties. The customer receives no other title to the Service, the services and functionalities used through it, or the information included in them, except for the right to use the Service as specified in these terms of use and any applicable special terms.

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Any use, copying, translation, modification and any kind of saving of the Service or parts of it without Telia's prior written permission, if said activity is not specified in these terms of use, is prohibited.

## 5. Right to amend the terms of use

Telia has the right at any time to amend these terms of use and any other specific terms applicable to the Service. Telia will notify changes to these terms of use as appropriate in connection with the Service, unless otherwise required by mandatory law. By using the Service, the customer agrees to be bound by the changes. The customer must cease using the Service if they do not accept the new terms of use.

## 6. Processing of personal data

Telia processes personal data in accordance with the valid data protection legislation, the Service's privacy notice and Telia's privacy notice. The data protection description and privacy notice are available at [telia.fi/tietosuoja](https://telia.fi/tietosuoja).

## 7. Limitation of liability

Telia is not responsible for the unavailability, service downtime or delays of the Service or the services and functionalities, in part or in full, used through it. The Service is provided "as is", and Telia does not give any warranties regarding the use of the Service. Subject to mandatory law provisions, Telia is not responsible for any damage or other loss, whether direct or indirect, caused to the customer by the use of the Service.

## 8. Force majeure

Telia is not liable for its contractual or indemnification obligations to the extent that the fulfilment of the agreement is prevented or delayed by a force majeure event. Force majeure refers to a matter that Telia could not take into account when entering into the agreement and which is independent of Telia. Such matters may include, for example, repair and construction of the communication network due to exceptional weather conditions, national exceptional circumstances, labour dispute, fire, natural disasters, interruption of energy distribution, interruption of payment traffic, regulation or official order or ruling, excavation, equipment or similar damage caused by a third party, and supplier delivery errors due to the above reasons. If the performance of a contract is prevented or delayed due to a force majeure, the period of performance of the obligation will be extended by such time as should be considered reasonable, considering the circumstances.

## 9. Term and termination of the agreement

The agreement on the service is valid until further notice. In the role of the owner, the Customer may terminate the agreement on the Service by removing all services managed by the Service from the Service and then deleting the Customer's user account in the Service as self-service through the Portal. In the role of a user, the Customer may terminate the agreement on the Service by deleting the Customer's user account in the Service as self-service through the Portal.

The customer's credentials can be removed by Telia in accordance with the retention periods described in the Service's privacy notice, 1) for a customer in the role of the owner, if the customer no longer has services managed through the Service, and 2) for a customer in the role of a user, if the customer does not have active designated user roles in the Service. Removal will be communicated to the customer within a reasonable time before the removal.

The agreement may be terminated with immediate effect if the customer commits a material breach of these terms of use or otherwise breaches the agreement in a material manner.

All provisions of these terms of use which by their nature should survive termination of the agreement, such as provisions on intellectual property rights and indemnification and limitation of liability, will survive the termination of the agreement for as long as they are relevant.

## 10. Transfer of the agreement and licence

The customer does not have the right to transfer any rights or obligations or the agreement under these terms of use to a third party without Telia's prior written consent. Telia has the right, without separate consent, to transfer all or part of an agreement and the rights and obligations under these terms of use to a third party in connection with a business

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acquisition or transaction or similar business arrangement, to another company belonging to the Telia group at any given time, or to a receiving company of an outsourcing project, by notifying of the transfer in the Service.

## 11. Governing law and disputes

The service, these terms of use, and the agreement governing the Service under these terms of use are governed by Finnish law, except for its choice-of-law provisions. Disputes concerning the Service are primarily resolved in negotiations between the parties. If the disputes cannot be resolved, the customer has the right to bring action against Telia in the district court located in Finland in whose jurisdiction the customer has their domicile or permanent residence or in whose jurisdiction Telia has its domicile or where Telia's administration is principally managed. In other cases, the venue is prescribed in the Code of Judicial Procedure. If a court of competent jurisdiction does otherwise not exist for the matter, any disputes concerning the agreement will be dealt with in the district court of Helsinki.

The customer also has the right to bring a dispute concerning the agreement for processing to the Consumer Disputes Board, whose decisions are recommendations in nature ([www.kuluttajariita.fi](http://www.kuluttajariita.fi)). Before bringing the matter to the Consumer Disputes Board for review, the customer should contact the Consumer Advisory Board (<https://www.kkv.fi/kuluttajaneuvonta>).

## 12. Validity of terms

These terms are valid from 16 October 2024 until further notice.