TERMS AND CONDITIONS FOR USING TELIA TV

I To ensure the proper functioning of the Telia TV service (hereinafter 'Service'), certain terms and conditions have to be followed

Using the Service with Telia's Internet connection

- To use the Service, you need to have an Internet connection at a speed of 20 megabits per second (20 Mbit/s) or more. Minimum Internet connection speed (10 Mbit/s) is enough to watch one TV channel, movie or recording with one set-top box.
- To use the Service, you need a Telia set-top box and a router that supports Internet connection – the corresponding list is available on the Website of Telia.
- The router must have software supported by Telia Estonia. A router purchased from another service provider or elsewhere does not support Telia's Internet connection.
- The set-top boxes support connection to a TV with an HDMI or SCART cable. Before purchasing a set-top box, please make sure that the TV has the necessary sockets. For the best quality, we recommend using an HDMI cable. For more information, please see the user guide of the set-top box.
- The Telia TV service can be used on a computer with Internet browsers Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari (using the latest available version). To use it on a computer, you have to log into the Telia TV website at www.teliatv.ee.
- The Telia TV service can be used on an Internet-connected smartphone or device (iPad, tablet or similar devices) with Android and iOS (Apple) operating systems and using the Telia TV application, which can be downloaded to Apple devices from the Apple Store and to Android devices from the store of Google Play.
- Using a Telia TV set-top box based on Android TV requires you to agree to Google's Terms of Use and Privacy Policy. By linking your set-top box to your Google Account, you can download and use a selection of apps for smart devices available in the Google Play store. If you leave your set-top box unlinked to your Google account, you can use the applications that Telia has pre-installed.

Using the Service with Telia's mobile Internet

- When using the Service with mobile Internet, the recommended Internet connection speed is 20 megabits per second (20 Mbit/s) if the Internet is used on several devices at the same time. For the smooth operation of the Telia TV service in one device at a time, and provided that no large-scale Internet-based services are used at the same time, an Internet speed of at least 10 megabits per second (10 Mbit/s) is required.
- When using Telia TV with Telia's mobile Internet at home, a set-top box and a router supporting Telia's mobile Internet are required – the corresponding list is available on the Website of Telia.
- The Telia TV service can be used on a computer with Internet browsers Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari (using the latest available version). To use it on a computer, you have to log into the Telia TV website at www.teliatv.ee.
- The Telia TV service can be used on an Internet-connected smartphone or device (iPad, tablet or similar devices) with Android and iOS (Apple) operating systems and using the Telia TV application, which can be downloaded to Apple devices from the Apple Store and to Android devices from the store of Google Play.

Using the Service with other Internet connection

- The recommended Internet connection speed is 20 megabits per second (20 Mbit/s) when using the Internet on multiple devices at the same time. For the smooth operation of the Telia TV service in

one device at a time, and provided that no large-scale Internet-based services are used at the same time, an Internet speed of at least 10 megabits per second (10 Mbit/s) is required.

- When using Telia TV with mobile Internet at home, a set-top box and a router supporting mobile Internet are required – the corresponding list is available on the Website of Telia.
- The Telia TV service can be used on a computer with Internet browsers Google Chrome, Microsoft Edge, Mozilla Firefox, and Safari (using the latest available version). To use it on a computer, you have to log into the Telia TV website at www.teliatv.ee.
- The Telia TV service can be used on an Internet-connected smartphone or device (iPad, tablet or similar devices) with Android and iOS (Apple) operating systems and using the Telia TV application, which can be downloaded to Apple devices from the Apple Store and to Android devices from the store of Google Play.

II Miscellaneous

Play slots

- Telia ensures the possibility to use one TV play slot per connection. The use of additional play slots depends on the speed of the connection used to consume the Service and is not always ensured due to technical limitations. Telia provides an additional play slot as paid service and/or as part of a TV plan.
- A play slot refers to all set-top boxes or other devices, which are used to watch Telia TV at the same time (e.g. set-top box, mobile phone, tablet, computer etc).
- There can be a maximum of 5 Telia TV play slots per Telia TV service.

Temporary use outside Estonia

- While temporarily staying in a Member State of the European Union, it is possible to use Telia TV in the same manner and under the same conditions as in Estonia. To this end, in accordance with legislation, Telia has to establish that the Customer's actual and permanent place of residence is in Estonia. Telia verifies the Customer's place of residence based on the information received in connection with the provision of services (e.g. the details of the Customer's identity document, the locations of set-top box, the address of the Internet or telephone contract or other method specified in legislation) for the use of Telia TV upon entering into the contract, upon entry into force of the relevant legislation and later during the contract in case of justified doubts.
- TV service is not allowed to be used with VPN.

Circumstances that may affect the content and quality of the service

- When using the Telia TV service on a computer, smartphone and device, or when using it outside Telia's Internet connection (including Telia's mobile Internet), the selection of TV channels and other TV content may differ from the so-called regular content. More detailed information can be found on the Website. There may also be other differences in the use of the Service due to technical limitations.
- The quality of Telia TV or a related additional service (e.g. catch-up) may be directly affected by circumstances beyond Telia's control for which Telia is not responsible.

Such circumstances may include, for example:

- Customer's or User's personal local area network interference or overload;
- simultaneous use of large-scale Internet services;
- overload in the regional communications network;
- The Customer's digital environment is not compatible with the technical requirements of the digital service due to circumstances beyond the control of Telia (also, if the Customer has failed to install the necessary updates).

The Customer must cooperate, as required, with Telia to determine whether the non-conformity of the service with the contractual terms was the result of the digital environment of the

Customer. In the event of failure to cooperate, the Customer must prove that the non-performance was due to reasons attributable to Telia.

Third-Party Apps

- The terms and conditions of Third-Party Apps are separate from those set out in this document 'Terms and conditions for using Telia TV'. The terms and conditions of Third-Party Apps can be found on Telia's website under the page 'Contracts and terms'.

Help

- For help and instructions related to Telia TV, please visit the Website of Telia at www.telia.ee/abi/.