



Product Terms and Conditions No ET.05.IN.79.G

Product name: Business Customer Internet

Business Customer Internet is a Product that gives the Customer broadband Internet connection up to the Connection Point.

1. Terms

Communication Network Endpoint	The point where access or an access opportunity to Communication network or networks has been created for the Customer;
Line	Set of technical equipment connecting Communication Network Endpoint with Connection Point;
Devices	All devices with their software, including the Customer's terminal devices that are connected to the Connection Point for using the Product;
Connection Point	The point where Devices needed for using the Product are connected to Communication network via the Line or by other method;
Malfunction	A disruption in the functioning of the Product or its part. Malfunction time is calculated from the time of receiving malfunction notification by Telia during Service Time. Calculation of the period of the malfunction is paused in cases described in the Terms;
Maximum consecutive disruption time	The period during which non-functioning of the Product or its part is acceptable and is not considered a violation of contract. Disruption time is measured with 5-minute accuracy;
Cumulative disruption time in a calendar month	The period during which non-functioning of the Product or its part is acceptable in one calendar month and is not considered a violation of contract. Disruption time is measured with 5-minute accuracy;
Service Time	Time set down in service level parameters, during which elimination of malfunctions is carried out, and within which Maximum consecutive as well as Cumulative disruption time in a calendar month are calculated.

2. Terms of Internet Service Use

The Customer can choose, within the scope described on Home Page and/or Price List and depending on their needs as well as the technical capabilities of the desired Connection Point, the speed of the Internet connection they wish to use. When other technical possibilities are not available, Telia will provide Internet service based on mobile technology (hereinafter Mobile Internet) according to terms set forth by present Product Terms and Price List.

Telia will grant the Customer 1 dynamic public IP address for using the Internet Service. If desired, the Customer can order a static IP address instead.

The Customer must take into account data limits set by fair use principle (available on the Home Page) when using mobile internet.

The Customer cannot unilaterally change the Connection Point fixed in the contract. Breach of this clause by the Customer is considered as a breach of an essential procedural requirement laid down by the Contract, and, in such case, Telia has the right to stop service provision until the breach has been revoked.



Quality requirements for Internet connections

Within the Product, and when it is technically possible, Telia creates a possibility for the Customer to use Internet Service with maximum download and upload speeds according to speed options listed on the Home Page and/or in the Price List.

Information about quality requirements of the Internet service, including variations from advertised speed (maximum speed) and methodology used for measuring connection speeds is set forth in the usage terms of Telia's internet connection services, which is available to the Customer through the Home Page.

The Product can be used if the Customer uses devices that comply with the applicable requirements. A list of devices that comply with the requirements and their technical parameters, as well as other conditions that the Customer has to follow for the Internet service to function properly, are described on the Home Page.

Information about additional services that can be provided to the Customer within the Product can be obtained from business customer service number 1551, at Telia stores and on the Home Page.

3. Price

Fees to be paid for using the Product are specified in the Price List. The amount of the monthly fee depends on the technical solution used for the Internet service and other parameters (e.g. connection speed). In addition to the monthly fee, the Customer is obliged to pay fees specified in the Price List for any additional services ordered by the Customer.

4. Maintenance Works

Telia has the right to perform the maintenance works required for the functioning of the product on every weekday for a maximum period of six (6) hours between 1 a.m. and 7 a.m. During maintenance works, disturbances may occur in the functioning of the Product that will not be considered Malfunctions. Information about maintenance works is available on Home Page.

5. Elimination of Malfunctions

Telia will eliminate Malfunctions that disturb the functioning of the Product as described in the General Terms and Conditions. When a connection speed is chosen that has a corresponding notification in the Price List, Telia shall offer the Customer, within the Product, a shorter period for the elimination of malfunctions of devices belonging to Telia and/or communication network than specified in the General Terms and Conditions, and in this case Telia will eliminate Malfunctions in the course of the shorter promised period, except in cases when the malfunctions have occurred in line parts or devices belonging to the Customer or to third persons.

Calculation of the period of the Malfunction starts from the moment when the Customer has notified Telia of the malfunction and Telia has received the malfunction notification by phone. Calculation of the period of the Malfunction ends when the functionality of the Product is restored. The specific times at which the Malfunction notification has been forwarded by the Customer are registered in the administration program of Telia's malfunction information system.

If the Malfunction has occurred in Telia's communications network or Devices and it is possible to eliminate the Malfunction without entering the territory of the Customer or of third persons, Telia shall eliminate the Malfunction.

If it is necessary to enter a territory in the possession of the Customer to eliminate the Malfunction, Telia will notify the Customer of the time when the Customer has to guarantee access to the territory in the possession of the Customer for a representative of Telia, in order to make it possible to eliminate the Malfunction. If the Customer announces that the time offered by Telia is not realistically available and offers a later time, calculation of the period of the Malfunction is paused from the time offered by Telia until the time when the Customer guarantees actual access to representatives of Telia to the territory in possession of the Customer, in order to eliminate the Malfunction.



Calculation of the period of malfunction is paused when:

- The malfunction is caused by a circumstance that has occurred as a result of the activity/inactivity of the Customer, also as a result of the Customer not fulfilling the obligations or preconditions arising from the Contract and/or not fulfilling them as required;
- The malfunction is caused by a malfunction of lines/Devices located on a territory in possession of the Customer or third persons, and Telia cannot access them as needed. In such cases, calculation of the period of the malfunction starts from the moment when Telia is granted the access.

Telia guarantees elimination of Malfunctions up to the Connection Point. If the Customer has connected a WiFi device to the Connection Point, Telia is not responsible for the functioning of the local area network created by the Customer, or for eliminating its malfunctions. These disturbances can be eliminated by Telia upon the request of the Customer for a fee specified in the Price List.

If the promised Maximum consecutive disruption time is exceeded, Telia will recalculate 5% of the monthly fee of the Product for every disruption occurrence, for not meeting the service level. If both Maximum consecutive disruption time and Cumulative disruption time in a calendar month are exceeded while eliminating Malfunctions within one calendar month, the rate of the recalculation is 50% of the monthly fee of the Product.

In the case of connection speeds where the elimination of Malfunctions is performed as specified in the General Terms and Conditions, Telia performs the recalculations as specified in the General Terms and Conditions.