

Service name:

MOBILE LIFE + NETFLIX

1. Service description



1.1. Mobile Life + Netflix is a mobile data plan offering **unlimited** or specified data volumes, which can be linked to the Netflix streaming service. With the Netflix streaming platform, you can watch content (films, TV shows, etc.) on-demand and download it for offline viewing when an internet connection is not available.

1.2. The Netflix service provided through Telia can be accessed on **smartphones or tablets** via the Netflix app, available from the App Store or Google Play. **On smart TVs**, the app can be downloaded through the TV app menu. **On standard TVs**, the app is only accessible via an Android TV set-top box. The Arris set-top box must be replaced to watch Netflix. Netflix can also be accessed via a **web browser** at <https://www.netflix.com/ee>.

1.3. The Mobile Life + Netflix plan includes either a Premium or Standard plan provided by Netflix, depending on the selected data volume.

1.4. The Netflix app interface is available **in English** only. Content on the Netflix streaming platform does not include Estonian subtitles or audio dubbing.

2. Service setup and use



2.1. After subscribing to the Mobile Life + Netflix plan, Telia will send a confirmation email with instructions on how to link your Netflix account to available Telia plan. To activate the service, the Customer must select an internet and/or voice plan for at least one device.

2.2. If the Customer already has a Netflix account, **they are responsible for continuing payments to Netflix for its service until their account is linked with Telia**. Linking is done via the link provided in the email, which redirects to the Netflix platform. The Customer must enter the email address associated with their Netflix account and follow the instructions. All previous viewing data and settings will be retained. **After linking**, the invoices for the Netflix service will be handled through Telia. The monthly fee of the plan, which coincides with the period paid for Netflix in advance, will not be refunded or offset by Telia.

2.3. If the Customer does not have a Netflix account, they can follow the link provided in the email to create one on the Netflix platform using their email address. The account must then be linked to the Telia plan by following the on-screen instructions.

2.4. Netflix is intended for use by people living in the same household.

2.5. The Netflix subscription type can be changed either via the Telia self-service or directly within the Netflix platform, based on the available options. Changes take effect immediately.

2.6. The Customer can manage their devices linked to Netflix by logging in with their email and using the 'Manage access and devices' option. They can also update their password, language preferences, and more.

3. Service fee



3.1. The monthly fee for the Mobile Life + Netflix plan includes the cost of the Netflix service. The Customer must pay for the plan in accordance with the Mobile Life Service Conditions.

3.2. If the Customer changes their Mobile Life + Netflix plan to another Mobile Life data or service plan during the invoicing period, a plan change fee will apply according to the Price List.

4. Service suspension or termination



4.1. If the Customer suspends their Telia plan, they will also lose access to the associated Netflix service. The link between the Customer's Netflix account and devices, along with their viewing history and user profiles, will be retained for 90 days from the date of suspension. After this period, the account will be unlinked from the Telia plan. If the Telia plan is reactivated, the Customer must re-link their Netflix account to continue using the service.

4.2. The Customer may terminate the Netflix service included in the Telia plan at any time (which also ends access to Netflix via Telia) by switching from the Mobile Life + Netflix plan to another Mobile Life data or service plan or by terminating their subscription contract with Telia. However, this **does not automatically cancel** any pre-existing Netflix subscription the Customer may have had. In such cases, Netflix will continue sending invoices to the Customer using the previously saved payment methods.

4.3. In the scenario described in section 4.2, the Customer can resume their original Netflix subscription in accordance with the Netflix terms and conditions. The status and details of the Netflix account can be reviewed in the 'Account' section on the Netflix website. If the Customer did not have a Netflix account prior to subscribing to the Mobile Life + Netflix plan, their account will remain in a pending state on the Netflix platform.

5. Other terms and conditions



5.1. The online content service Netflix is operated by Netflix International B.V. (registration code 62266519), and its usage is subject to Netflix's own terms of service, which are available at <https://help.netflix.com/legal/termsofuse>. The Customer agrees to comply with these terms and conditions. Netflix may change its service and/or the applicable terms of use at any time.

5.2. Additional information about compatible devices, required internet connection, and other technical requirements is available on the Netflix website under '[Netflix Supported Devices](#)'. If these prerequisites are not met, using the service may be impaired or impossible.

5.3. To simplify the linking of Netflix with the Telia plan, Telia shares the Customer's email address (provided to Telia as the contact details) with Netflix. More information on how personal data is processed is available in the [Telia Privacy Notice](#). The privacy notice of Netflix is available on its website.

5.4. The use of the Mobile Life + Netflix plan is governed not only by these terms but also by the Mobile Life Service Conditions (ET.05.IN.83), the Telia Price List, the Telia General Terms and Conditions, and any other applicable Telia standard terms. The terms of use by Netflix apply to the extent they do not conflict with these or other applicable Telia terms and conditions. In the event of a dispute, the provisions set out in the Telia Terms and Conditions will apply.

5.5. Telia is not responsible for any disruptions that may occur while using Netflix for reasons beyond its control or for the Customer's improper use of it.

5.6. Telia reserves the right to discontinue the Mobile Life + Netflix plan at any time by notifying the Customer in accordance with its General Terms and Conditions.