

Name of service:

PRIVATE CUSTOMER/BUSINESS CUSTOMER

UNLIMITED 5G+

1. Service description



1.1. Unlimited 5G+ is a service plan that consists of a voice and message plan with limited or unlimited volume and/or a mobile Internet plan with unlimited volume, in which 5G is enabled. In addition, this Internet plan includes an independent 5G network, also known as 5G *stand-alone* (5G SA, also referred to as 5G+), which allows a portion of the network resources to be allocated exclusively to users of this plan, providing them with a separate, prioritised 5G *slice*. This offers a more stable, ultra-fast 5G SA connection with enhanced security, which can be used on both smartphones and tablets, as well as via a mobile hotspot (*hotspot*).

1.2. The plan includes VoNR (Voice over New Radio) capability, which supports voice calls over a standalone 5G network, enabling even faster and higher quality voice connections.

1.3. The monthly fee for the service plan includes a 100% discount on the monthly fee for the additional service Telia Shield Mobile. This additional service must be ordered separately, if desired.

1.4. More detailed Service Plan conditions are also set out in the Price List.

2. Conditions for the use of Service



2.1. The prerequisite for using the Unlimited 5G+ plan is a Customer device that supports 5G SA technology and its software version, as well as a SIM card or eSIM with 5G SA support (using 5G+ requires replacing the SIM card or downloading a new eSIM).

2.2. 5G SA can only be used in Estonia within Telia's 5G coverage area. If the Customer's device does not support 5G SA, the Service can be used on the 5G network (*non standalone* or NSA). If the 5G network is not available, it is possible to use other available mobile network frequencies (primarily 4G), depending on which network and (e)SIM card the Customer's device supports.

2.3. When abroad, 5G SA and VoNR call technology are not available as part of the roaming service; to use roaming services, you can use solutions supported by the respective foreign operator's network (e.g. VoLTE (*Voice over LTE*) or others).

2.4. Telia expects the Customer to use the Service Plan reasonably and for its intended purpose, solely for normal consumption of mobile communication services, without interfering with other users of communication services or causing disruptions in the Communications Network.

2.4.1. The use of unlimited voice and message volumes in the Service Plan is reasonable and appropriate only for interpersonal voice communication for the purpose of interaction. All other uses (including but not limited to the following examples) are considered unreasonable use, such as using a voice plan in any way for the purpose of making money (including for telemarketing and network marketing) or using or connecting an (e)SIM card to devices that are not intended for making direct voice calls or that are used mechanically or automatically for sending SMS messages and/or making calls.

2.4.2. The unlimited Internet volume of the Service Plan is intended for use in mobile devices that can make calls and exchange messages (e.g. smartphone, tablet). The Service Plan is not intended for use in a router, modem or any other similar device that permanently shares Internet access with other devices, nor as a replacement for a fixed network-based Internet service. The Internet plan is not intended for uploading or downloading data using the P2P method (user to user, in *peer-to-peer*) or the M2M method (device to device, in *machine-to-machine*). Also for activities that involve large-scale and continuous data sessions. Telia reserves the right to implement data traffic management or Internet security measures as necessary, in accordance with the terms of use for Internet connection services.

2.4.3. Unreasonable use (including prohibited activities described in Telia's General Terms and

Conditions) will be deemed to be a material breach of the Contract, in which case Telia will have the right to restrict the provision of the Service until the breach is remedied. In accordance with the General Terms and Conditions, Telia also has the right to terminate the subscription agreement concluded for the use of the plan by notifying the Customer.

3. Service fee



3.1. The Customer must pay a monthly fee for the use of the Service Plan, as well as a fee for the use of the Services.

3.1.1. Monthly fees:

- ✓ The Customer pays the monthly fee for the voice and message plan and the monthly fee for the Internet plan as specified in the Price List. When ordering a paid additional service, the monthly fee for the ordered service will be added. If the Customer has ordered the additional service specified in clause 1.3 included in the monthly fee of the Service Plan and changes the Service Plan, the price list-based monthly fee for this additional service will apply from the date of the plan change.

3.1.2. Service fees:

- ✓ The Customer pays for any additionally ordered and/or used paid services when using the Service Plan (e.g. calls and messages exceeding the volume, calls from Estonia to abroad, exceeding the EU internet usage limit, etc.).
- ✓ The applicable fees are set out in the Price List, which is available on the Website.

3.2. Invoicing starts from the activation date of the Service, and the Service fee must be paid according to the invoice issued by Telia by the specified due date.