Service name:

MULTISIM

1. Service description

1.1. The service allows the customer to associate an additional device (e.g. a smartwatch) with one mobile number (i.e. the basic SIM number/main number) used with his/her mobile phone, so that after joining the service, the mobile number of the main SIM number is displayed to the receiver when calling out from both the base number and the additional device.

2. Terms of use of the service

2.1. In order to subscribe to the service, the main number (basic SIM) must be on a Telia calling plan. If the main number is connected to M2M or to an Internet-only package (e.g. Internet in a computer), it is not possible to connect to the service.

2.2. The service can be subscribed to either by the customer of the basic SIM (i.e. the person who has concluded a contract with Telia for the use of the main number), by the person authorised by him/her or by the user on the basic SIM in his/her possession, provided that the customer has authorised the user to subscribe to the service and has paid for the service subscribed to by the user. In the absence of the corresponding right, the user can order the service on his/her Private invoice, unless there is active debt to Telia in connection with the Private invoice. Information about the Private invoice service can be found on the Telia website.

2.3. To use the service, you must have VoLTE service on your mobile phone.

2.4. Within the framework of the service, incoming calls will be received by both the mobile phone using the main number and the associated additional device at the same time, i.e. the devices will signal incoming calls in parallel and calls can be answered from both devices.

2.5. For the service to work, the mobile phone with the main number and the associated additional device do not need to be in proximity (i.e. connected via Bluetooth). However, a Bluetooth connection is required when pairing the additional device for the first time with a mobile phone with the main number.

2.6. All of the services active on the main number (forwarding, tapping, various restrictions) will also apply to the additional device.

2.7. If a Mobile Life or Mobile Business customer/user associates an additional device to his/her main number that is in a Mobile Life or Business group, the additional device will not take up a place in the group.

2.8. The service also works while roaming (except for Apple Watch smartwatch, see special conditions), but when making calls out from certain networks, the actual number of the additional device will be shown to the recipient.

2.9. You will not be able to send messages or make calls from the mobile phone associated with the main number to the additional device, and vice versa.

2.10. The service is not available to Telia calling card and Diil contractual customers.

2.11. NB: Please note that you cannot use the Mobile-ID service with the additional device.

2.12. When the main number is changed (from one customer to another), the MultiSIM service is also automatically closed. A customer who has registered the main number in his/her own name will have to subscribe again.

3. Special conditions for using Apple Watch

3.1. The service works on **Apple Watch** smartwatches (**starting with the 3 Series**) and only with

iPhone mobile phones (**starting with the iPhone 6S**).

3.2. To use an Apple Watch, you must sign in to and manage the service from the menu on your iPhone and not in any other environment.

3.3. Apple Watch smartwatches connect to a mobile network while roaming abroad starting with Watch series 5, provided your Apple phone is running iOS 16.0 or later and your Apple Watch is running WatchOS 9.1 or later. Apple Watch only works abroad on mobile networks where VoLTE roaming is open.

3.4. Apple Watch smartwatches don't technically allow you to send or receive regular text messages. As an exception, when you call 112, the following SMS messages will be sent:

- ✓ an SMS informing the emergency contacts previously assigned by the user of the main number and containing the location of the device;
- ✓ an SMS with the location of the device to the Emergency Response Centre.

4. Service fee

4.1. The service fees are set out in Telia's price list, which is available on Telia's website.

4.2. MultiSIM is a monthly fee service with daily invoicing. The calculation of the monthly fee starts from the date of activation of the service, and the fee for the service must be paid according to the invoice submitted by Telia, by the due date indicated therein.

4.3. The additional device shares (or consumes) the call, message and data capacity of the main number.

4.4. Additional calls, messages and data consumption with the additional device will be charged and billed according to the terms and conditions of the package associated with the main number. It is not possible to distinguish between call/messages/mobile internet sessions whether the services have been consumed with a mobile phone or additional device associated with the main number.