Service name:

TEMPORARY SUSPENSION OF CONTRACT

1. Definitions

1.1. **Telia** — Telia Eesti AS;

1.2. **Temporary Suspension of Contract** — a service offered by Telia to a Customer (excluding calling card customers) that enables the Customer to suspend the Services the Customer wishes for a period of time the Customer wishes;

1.3. **Suspension of Service** — suspension of the provision of a Service without termination of the relevant Service Contract concluded with the Customer, such that the Customer cannot use the Services and does not have to pay the monthly fee for the suspended Service.

2. Terms and conditions of the Temporary Suspension of Contract

2.1. The Customer can subscribe to the Temporary Suspension of Contract service for an indefinite period of time and an unlimited number of times.

2.2. The Customer may terminate the Temporary Suspension of Contract service at any time, whereupon the temporarily suspended Services will be activated.

2.3. If the Customer subscribes to the Temporary Suspension of Contract service and the Customer is using Telia devices associated with the suspended Service(s) under a lease contract, the Customer does not have to return the leased devices and must continue to pay the lease fee for the devices in accordance with the terms of the device lease contract concluded with the Customer except where otherwise provided (for a specific period) in the campaign terms and conditions. The Customer has the right to cancel the device lease contract at any time by giving Telia at least 5 calendar days' notice in writing or in a format reproducible in writing and by returning the device.

2.4. If the Customer orders the Temporary Suspension of Contract service during the validity of a fixed-term obligation, the Customer must:

2.4.1. in the case of a Bundle, continue to pay for the device in instalments under the same conditions;

2.4.2. if a discount was received on the purchase of the device, pay Telia compensation for early termination of the fixed-term obligation, as specified in the Conditions, as the fixed-term obligation ends automatically upon activation of the Temporary Suspension of Contract service;

2.4.3. in the case of the Telia TV service, pay Telia compensation for early termination of the fixed-term obligation, as specified in the Conditions, as the fixed-term obligation ends automatically upon activation of the Temporary Suspension of Contract service.

2.5. The Customers can subscribe to the Temporary Suspension of Contract service at Telia shops and via the Customer service hotline, and in the case of home and business services, also in the e-Environment.

3. Fees for the Temporary Suspension of Contract

3.1. The Customer will have to pay a subscription fee and a monthly fee for the Temporary Suspension of Contract service in accordance with the Price List.

3.2. A one-off subscription fee is must be paid each time the Temporary Suspension of Contract service is activated, depending on the service channel (e-Environment, Telia shop, or telephone) through which the Customer subscribes.

3.3. The monthly fee for the Temporary Suspension of Contract service must be paid according to the duration of its use. The monthly fee will be calculated from the moment Telia activates the

Temporary Suspension of Contract service for the Customer, and calculation takes place on a per second basis.

3.4. Upon subscribing to the Temporary Suspension of Contract service for the first time, Telia applies a discount on the monthly fee for the Customer:

3.4.1. €0 for 90 days for the Mobile Communication and Home Internet services. In the case of re-subscription to the service, if less than 360 days have passed since the activation of the Temporary Suspension of Contract service with the previous discount, the discount on the monthly fee will not be applied. This is the case even if the period of the previous Temporary Suspension of Contract service subscribed to by the Customer was shorter than 90 days.

3.4.2. €0 for 30 days for the Telia TV service. In the case of re-subscription to the service, if less than 360 days have passed since the activation of the Temporary Suspension of Contract service with the previous discount, the discount on the monthly fee will not be applied. This is the case even if the period of the previous Temporary Suspension of Contract service subscribed to by the Customer was shorter than 30 days.