



Product Terms and Conditions No ET.05.IN.63.H

Product name: Business Customer DigiTV

1. Terms

Telia	Telia Eesti AS;
Base Connection	A connection that acts as the basis for using Business Customer DigiTV, including a broadband Internet connection;
Digital Tuner	A device needed for receiving and decrypting television programmes in digital format;
DigiTV	IP-based television service offered by Telia (<i>IPTV – Internet Protocol TV</i>);
DigiTV terminal device	A technical device belonging to the Customer (e.g. a TV set, a video capture device, a computer with the corresponding TV tuner, etc.), that is connected to the digital tuner with a SCART cable, in order to enable usage of Business Customer DigiTV;
Endpoint of Telia's communication network	The point where access or an access opportunity to Telia's communication network or networks has been created for the Customer;
Line	Set of technical equipment connecting an Endpoint of Telia's communication network with the Connection Point;
Network Devices	All devices with their software, including the Customer's terminal devices that are connected to the Connection Point for using the services, which are part of the Product;
Viewing Location	The possibility (opportunity) to watch Business Customer DigiTV in the Customer's business premises. These are the following types of Viewing Locations: 1) service location – in a store, theatre, bar or other public place; 2) accommodation location – in a hotel room or other room used for providing accommodation services; 3) office location – in an office, where public showing of the TV programmes does not occur;
Connection Point	The point where terminal devices needed for using the Product are connected to the Line.

2. Usage Conditions of Business Customer DigiTV

A technical precondition for using Business Customer DigiTV is the existence of a Base Connection in the Connection Point desired by the Customer, as well as the use of complying devices by the Customer.

A list of devices complying with the requirements and their technical parameters, as well as other conditions that the Customer has to follow for the Business Customer DigiTV service to function properly, are described on the Home Page.

The number of Terminal Devices that can be used by the Customer for viewing Business Customer DigiTV as part of the Product depends on the technical solution used. One Viewing Location can be connected to each DigiTV terminal device.



Telia is not responsible for the functioning of the Product if the Customer loses, for reasons not controlled by Telia, the opportunity to use the Base Connection in the Connection Point, which is a precondition for using the Product. In such a case, the Customer will also lose the opportunity to use DigiTV.

As part of the Product, Telia transmits to the Customer TV and radio programmes specified by Telia and listed with their technical parameters on Home Page.

The selection and amount of TV and radio programmes transmitted to the Customer depends on the type of the Viewing Location.

The Customer selects their Viewing Location type from the choices shown in Product Conditions, and is responsible in front of Telia that the selected Viewing Location type corresponds to reality. The Customer is obliged to compensate all damages caused to Telia (including claims by licensors of the transmitted programmes) that have been caused by the Customer in using the Product on the basis of a Viewing Location type that does not correspond with reality. Telia has the right to present an invoice for the compensation of such damages and the Customer is obliged to pay the invoice by the time indicated on the invoice.

After the required technical conditions have been created by Telia, the Customer may subscribe to more TV programmes and also view topic-based TV programme packages for an additional fee. The Customer can subscribe to additional paid TV programmes on the customer service phone number 1551, through e-service or at Telia's stores.

For the Internet service and Business Customer DigiTV to function simultaneously, the Customer must use a device that has a separate port for each service.

The Customer is not permitted to allow third persons to use the Product and the Customer is obliged to eliminate the possibility of the TV and radio programmes of the Product being transmitted to third persons or in the interest of third persons over the Customer's Line.

The Customer has the right to use the Product only within the scope agreed with Telia (in correspondence with the number of viewing locations in the Customer's use). The Customer is not permitted to interfere on their own accord with the functioning of the communications network, and to create an access to resources that has not been made available by Telia.

Telia has the right to request compensation for damages caused by violation of the abovementioned requirements.

Telia has the right to modify the selection of TV and radio programmes offered, by notifying the Customer thereof as specified in the General Terms and Conditions. Telia is thereby not responsible for the content of the transmitted TV and radio programmes, their correspondence to the programmes or to advertising published by the producers of the programmes. Telia is also not responsible if changes in the listings of TV or radio programmes or a disruption of transmission of a programme is caused by the action or inaction of third parties.

DigiTV Additional Services

In the framework of DigiTV, the Customer has the opportunity to subscribe to and use, for an additional fee, additional services like Video Rental, etc. Information about additional services that can be provided to the Customer within the framework of Business Customer DigiTV can be obtained from customer service number 1551, at Telia stores and on the Home Page.

Quality Requirements of DigiTV

Telia guarantees the TV service to the Customer from the device located in the Customer's premises and connected first to Telia's communications network and the Digital Tuner, to the first node of Telia's network, thereby guaranteeing a non-disrupted transmission of TV feed for 98% of each calendar month.



Telia guarantees this quality requirement on the precondition that the Customer's line or line part complies with the applicable requirements. The requirements applicable to the Customer's line or line part can be found on Telia's Home Page.

Additional Information on Device Parameters

Technical requirements to Customer's devices and DigiTV terminal devices, as well as the usage terms and conditions of the digital tuner and its user manuals are available on Telia's Home Page.

Services (including additional services) and their parameters are described and available on Telia's Home Page.

Information about more specific usage conditions, service quality requirements, technical parameters and technical requirements for Devices can be found on Telia's Home Page.

3. Price

The Product's fee is composed of Business Customer DigiTV monthly fee and the monthly fee of additional paid TV programmes (topic packages) of Business Customer DigiTV.

The amount charged for the Product depends on the type of the Viewing Location.

Fees to be paid for using the Product are specified in the Pricelist. In addition to the monthly fee, the Customer is obliged to pay a fee specified in the Pricelist for any additional services ordered by the Customer.

If the establishment of a line is required to start using the Service (e.g. when connecting) or to re-start using the Service (e.g. when relocating), the costs of establishing the line are covered by the Customer. Upon the Customer's request, Telia will establish the line, by asking the Customer to pay for it on the basis of an agreement that is designed by Telia and previously approved by the Customer.

4. Malfunctions

Telia will eliminate Malfunctions that disturb the functioning of the Product as described in the General Terms and Conditions.

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 01:00 and 07:00. Telia will perform maintenance works in a manner that will have minimum impact on using the Product. 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 Telia's Home Page.

Telia has the right to perform the maintenance works of servers used for application services on the second Monday of each month, between 22:00 and 04:00, and also when Telia notifies the Customer of planned maintenance works 24 hours in advance. Disturbances in the work of application services that occur during this time will not be considered malfunctions.