

Name of service:

COMPANY INTERNAL CALLER ID

1. Service description



1.1. As part of the service, for all calls made between the mobile phone numbers owned by the client (internal calls), the screen of the device shows the caller's name in addition to their phone number.

2. Conditions for the use of service



2.1. The service is available for business clients.

2.2. The caller's name is displayed if the client has, at the Telia self-service portal, specified the user of the mobile phone number.

2.3. In the framework of the service, the caller's name shall be forwarded to be displayed in the user's device in the format "# First name Surname".

2.4. The service can also be used between companies with whom the client forms a group of associated companies or establishments. This means that the users of mobile numbers of the client who ordered the service will also be able to, in the framework of the service, see the names of mobile phone users of a group of companies or establishments associated with the client.

2.5. Changes made to data of the client's mobile phone number users via Telia's self-service portal shall be enforced during the day after the introduction of such changes.

2.6. During service provision, the callers' names forwarded are converted to ASCII code, with which some symbols are replaced with similar ones in the ASCII table, i.e. ä→a, ö and ø→o, ü→u.

2.7. The caller's number or name is not displayed if the caller has, in their device, prohibited the displaying of their number.

3. Special conditions



3.1. The service can only be ordered to all of the client's mobile numbers at once. User-based activation or deactivation by individual mobile numbers cannot be conducted.

3.2. The technical prerequisite to using the Service is that the user's Device supports the use of the VoLTE (Voice over Long-Term Evolution) standard.

3.3. The Service does not function when making calls in the 4G network. The Service does not function in the 2G or 3G network (incl. roaming).

3.4. The actual usability of the Service depends on the user's device and the specifications of its software. As part of the Service, Telia does not provide to the client the necessary devices nor ensure that the software is functioning as required to use the Service.

3.5. Upon ordering the Service, the Client shall ensure that the users of their mobile phone numbers are aware that the caller's name is shown as part of the Service.

4. Service fee



4.1. The fees payable for the use of the Service are specified in the Price list.

