

Name of service:

HBO MAX ON TELIA TV

1. Service description



1.1. HBO Max on Telia TV is an additional Telia TV service (hereinafter also: Service or HBO Max) that allows you:

- ✓ to link the HBO Max online content service to the Telia TV service;
- ✓ to watch movies and series available in the HBO Max environment at a convenient time, download them, and watch them when there is no Internet connection;
- ✓ to receive an invoice for the HBO Max online content service with a Telia invoice.

1.2. Your HBO Max Standard or HBO Max Premium plan can be linked to the Telia TV service. In addition to the HBO Max selected plan, you can also subscribe to HBO Max Sports.

1.3. The HBO Max streaming service is available in English. The HBO Max content may have Estonian subtitles or audio dubbing options.

1.4. More detailed information about the Telia TV plans that include the Service and allow subscribing to the Service, the HBO Max plans and their content, and terms and conditions are provided on the Website (www.telia.ee/hbo-max) and in the Telia TV environment.

2. Technical requirements necessary for using the Service



2.1. The Service can be used on a smart device registered to use HBO Max with an Internet connection at <https://www.hbomax.com/ee/en> or by using the HBO Max application (app). The app can be downloaded to Apple devices from the Apple store (App Store) and to Android devices from the Google store (Google Play).

2.2. The HBO Max app has been pre-installed in the Telia Android set-top box. It is not possible to use the Service with other Telia set-top box models.

2.3. Further information on suitable equipment, the required Internet connection, and other technical conditions for using HBO Max can be found on the Third-Party page '[HBO Max Supported Devices](#)'. If these prerequisites are not met, it may be difficult or impossible to use the Service.

3. Service subscription



3.1. The Service can only be subscribed to by Telia private customers (consumers) if the Telia TV plan includes the possibility to subscribe to the Service. The Service may also be included in the Telia TV plan.

3.2. The option to use the Service is created immediately after subscribing to it or after subscribing to the Telia TV plan that includes the Service.

4. Service setup and use



4.1. After subscribing to the Service, Telia will send the Customer a confirmation letter by email with instructions for linking HBO Max to their Telia TV service:

- ✓ If the Customer has an HBO Max user account, they must link it to their Telia TV service in the HBO Max environment via the pairing link sent by Telia. To do this, it is necessary to enter the email address associated with your HBO Max account and follow the instructions in the environment. After HBO Max has been linked to the Telia TV service, the settlement related to this HBO Max user account will be made via Telia. The Service fee, which coincides with the period prepaid to HBO Max and the period of the Service,

will not be refunded or offset. If technically possible, the Customer retains all previous HBO Max viewing data and settings.

- ✓ If the Customer does not have an HBO Max account, they must log in to the HBO Max environment via the link sent by Telia and create an account there, using their email address. Following the instructions available in the HBO Max environment, the user account must be linked to their Telia TV service.

4.2. HBO Max is intended for use by people living in the same household.

5. Service fee and settlement



5.1. The Customer must pay a monthly fee for the Service according to the invoice submitted by Telia and by the due date indicated on it. The Service fee included in the Telia TV plan is included in the respective monthly fee for the Telia TV plan. All Service fees are visible in the Price List, on the Telia Website, and/or in the Telia TV environment.

5.2. The fee is calculated on a monthly basis. The Service is subject to settlement from the date of subscription.

5.3. Telia TV main plans and the HBO Max additional service will be subject to a fixed-term contract from the time of subscription until the end of the following month. Upon termination of the contract before the expiry of the term, Telia applies compensation for the unused days up to the end of the term. If the Customer has not informed Telia of their wish to terminate the fixed-term obligation of the Contract at least 1 week before the end of the validity period of the fixed-term obligation and continues to use the Services after the term has expired, the Service becomes indefinite and the Customer is subject to the Service prices according to the principles set out in the Price List.

6. Service modification



6.1. The HBO Max plan can be modified in the Telia e-Environment (self-service, TV screen) or within the options displayed.

6.2. When changing from the HBO Max Standard plan to the HBO Max Premium plan, the change takes effect immediately and daily settlement applies for the Service for the remainder of the current calendar month. When changing from the HBO Max Premium plan to the HBO Max Standard plan, the change takes effect at the beginning of the next month.

6.3. The HBO Max Sports additional service can only be subscribed to with the HBO Max Standard or Premium plan. HBO Max Sports is a fixed-term additional service from subscription until the end of the following month. After the expiry of the term, the Service continues as an open-ended service. If the HBO Max Sports additional service is terminated or ends due to a change in the Telia TV main plan before the expiry of the term, Telia applies compensation for unused days until the end of the term.

6.4. The Customer can manage HBO Max related devices (*Account > Manage Devices*), change the HBO Max password, set user profile preferences, etc., by logging into the HBO Max service environment with their email address.

7. Service termination



7.1. The Customer can terminate the Service subscribed to in addition to the Telia TV plan at any time in the Telia e-Environment (TV screen, Telia self-service) or by notifying Telia thereof. Upon termination of the Service before the expiry of the term, Telia applies compensation for the unused days up to the end of the term.

7.2. The Service included in the Telia TV plan cannot be terminated separately. The Service ends upon the termination of the Telia TV service or when changing to a Telia TV plan that does not include the Service.

7.3. When changing the Telia TV plan to one that does not include the Service, the change takes effect as follows: if the Contract is fixed-term, then at the end of the term, and for a

Contract not subject to a fixed term, at the turn of the month. The change may be cancelled before the turn of the month and before the new plan takes effect.

7.4. If the Customer suspends the Telia TV service, they will not be able to use the HBO Max service associated with it. The Customer's link to their HBO Max account and data will remain (if technically possible) until the Customer reactivates their Telia TV service.

8. Other terms and conditions



8.1. The content and operation of the online content service HBO Max are the liability of Discovery Communications Benelux B.V. (reg. code 33295591) (hereinafter also: Third Party) and these are subject to the HBO Max content service terms and conditions available on the website at <https://www.hbomax.com/terms-of-use/en-emea>. The Customer undertakes to agree and comply with them.

8.2. Telia is responsible for linking the HBO Max service with the Telia TV service, unlinking it from the Telia TV service, and settlement.

8.3. In addition to these service conditions, the Service is also subject to the Telia TV Service Conditions, the Price List of Telia Eesti AS, the General Terms and Conditions of Telia Eesti AS, and the Terms and Conditions for Using Telia TV (Terms of Use), which are available on the Telia website. The Terms of Use apply to the Service provided as part of Telia TV to the extent that they do not conflict with these service conditions and other Telia terms and conditions applicable to the Service. In the event of a dispute, the provisions set out in the Telia TV Service Conditions will apply.

8.4. Telia is not responsible for any disruptions that may occur while using HBO Max for reasons beyond its control or for the Customer's improper use of it.

8.5. If you have any questions, please contact the Telia customer service by calling 123 or sending an email to info@telia.ee.

8.6. Telia has the right to unilaterally change the terms and conditions of the Service (incl. the fee) in accordance with the General Terms and Conditions. Discovery Communications Benelux B.V. has the right to change the content of the Service and the Third-Party Terms of Use.

8.7. Telia has the right to terminate the provision of the Service at any time by notifying the Customer thereof at least 30 days in advance.