

Name of service:

# NETFLIX APP ON TELIA TV

## 1. Service description



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

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

1.2. Your Netflix Standard or Netflix Premium plan can be linked to the Telia TV service.

1.3. Netflix is available in English. Netflix content does not include Estonian subtitles and audio translation.

1.4. More detailed information about the Telia TV plans that include the Service and allow subscribing to the Service, the Netflix plans and their content, and terms and conditions are provided on the Website ([www.telia.ee/netflix](http://www.telia.ee/netflix)) 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 Netflix with an Internet connection at [www.netflix.com/ee](http://www.netflix.com/ee) or by using the Netflix 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 Netflix 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 Netflix can be found on the Third-Party page '[Netflix 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 Telia TV plan includes the possibility to order the Service.

3.2. Telia will share the email address registered in the Customer's Telia account with Netflix to facilitate activation of the Netflix service included in the Customer's Telia offer. For further information about how Telia handles the Customer's personal data, please visit the Privacy Notice available on [Privacy Notice](#). Netflix's Privacy Statement is available on the Netflix website.

3.3. 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 Netflix to their Telia TV service:

- ✓ If the Customer has a Netflix user account, they must link it to their Telia TV service in the Netflix environment via the pairing link sent by Telia. To do this, it is necessary to enter the email address associated with your Netflix account and follow the instructions in the environment. After Netflix has been linked to the Telia TV service, the settlement

related to this Netflix user account will be made via Telia. The Service fee, which coincides with the period prepaid to Netflix and the period of the Service, will not be refunded or offset. The Customer retains all previous Netflix viewing data and settings.

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

4.2. Netflix 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 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 Netflix plan can be modified in the Telia e-Environment (self-service, TV screen) or within the options displayed in the Netflix environment. The change comes into effect immediately and the Service will be subject to daily settlement until the end of the current calendar month.

6.2. The Customer can manage Netflix-related devices (*Manage Access and Devices*), change the Netflix password, set language preferences, etc., by logging into the Netflix 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. At the same time, after the termination of the Service, the Customer retains the opportunity to use Netflix until the end of the current calendar month.

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. If the Telia TV plan is changed to a Telia TV plan that does not include the Service, the Customer can use the Service until the end of the current calendar month. In the new calendar month, Netflix may restore the Customer's Netflix service as it was prior to being linked to Telia TV in accordance with the terms and conditions previously agreed with the Third Party. If the Customer did not have a Netflix account before subscribing to the Service, starting from the new calendar month, their Netflix account will remain in the 'pending' state.

7.4. If the Customer suspends the Telia TV service, they will not be able to use the Netflix service associated with it. The Customer retains engagement with their Netflix account, viewing history, user profiles, and device engagement for 90 days. Upon its expiration, the Netflix account will be disconnected from the Telia TV service, and the Customer will need to link the

account to the Telia TV service again.

## 8. Other terms and conditions



8.1. Netflix International B.V. (registry code 62266519) (hereinafter also: Third Party) is responsible for the content and operation of the Netflix online content service, subject to the terms and conditions of the Netflix content service, which is available on the Netflix website at <https://help.netflix.com/legal/termsofuse>. The Customer undertakes to agree and comply with them.

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

8.3. In addition to these terms and conditions, the Service is subject to the Terms and Conditions for using Telia TV, the Price List of Telia Eesti AS, the General Terms and Conditions of Telia Eesti AS, and the terms and conditions of Netflix tingimused (paketis või eraldi tellitav teenus) (Bundle Add-On Terms) and terms of use, which are available on the website at <https://help.netflix.com/legal/termsofuse>. The terms and conditions of Netflix tingimused (paketis või eraldi tellitav teenus) (Bundle Add-On Terms) and terms of use apply to the Service provided as part of Telia TV to the extent that they do not conflict with these terms and conditions and other Telia terms and conditions applicable to the Service. In the event of a dispute, the provisions set out in the Telia Terms and Conditions will apply.

8.4. Telia is not responsible for any disruptions that may occur while using Netflix 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](mailto: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. Netflix International 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.