Service name:

TELIA TV

The Terms of Service apply to Customers who have joined the "Telia TV" service before 20 November 2025.

1. Service description

1.1. As part of the Service, the Customer can:

- ✓ watch a wide range of TV channels, movies, TV series and other TV content;
- ✓ choose the package that suits them best to watch Telia TV, which includes not only TV channels but also viewing slots and additional services, including Third-Party apps;
- ✓ watch Telia TV with a set-top box on TV or by using the app or a web browser, on PC or a smart device;
- ✓ subscribe to and use additional Telia TV services;
- ✓ watch the programmes that have already aired with the catch-up service.

2. Terms of use of the Service

2.1. To use the Service in the app or on the web, authentication via Mobile-ID, Smart-ID, ID card, or bank link is required.

2.2. To watch Telia TV, Customer needs an Internet connection with the appropriate speed and the necessary devices (such as a router, set-top box, etc.). It is Customer's responsibility to ensure that the necessary devices and a proper Internet connection are available to watch Telia TV.

2.3. Using a Telia TV set-top box based on Android TV requires agreement to Google's Terms of Use and Privacy Policy.

2.4. Telia will make updates to the apps required to use the Service as necessary. It is the responsibility of the Customer to ensure that they have the necessary devices to use the Service, a proper Internet connection, and that they have downloaded the necessary updates. Telia will notify users about important Service updates via the app.

2.5. More information about the requirements for watching Telia TV can be found on the Telia website. If the pre-conditions are not met, it may be difficult or even impossible to watch Telia TV (e.g. due to poor picture quality).

2.6. The list of TV channels and other content is available at Telia's website and/or in the TV environment.

2.7. The selection of TV channels and other TV content may vary depending on the Internet connection or device being used. There may also be other differences due to technical limitations. More information about this on the Telia website.

2.8. As part of the Service, Telia may offer the possibility to use services provided by Third Parties in the respective online environment or a Third-Party app. In this case, the user must accept the Third Party's terms of service in order to use the Service. Specific requirements may apply to certain additional services. In this case, they will be referred to in the conditions of Service of the additional service.

2.9. Personal data is processed within the Service in accordance with the Telia Eesti AS Privacy Notice and the Telia TV Privacy Notice.

3. Catch-up terms and conditions

3.1. With catch-up service, can be watched all the programmes on all the channels that allow it. Content play back is available for 14 days from the date of broadcast, after which time the

content will be automatically deleted.

3.2. Catch-up programmes and other TV content may only be used in the Telia TV environment and for personal use.

3.3. Telia does not guarantee the preservation of programmes and other TV content. After 14 days, the content will be deleted. Telia has no technical ability or obligation to recover it and it is not considered a breach of Contract by Telia.

3.4. In exceptional cases, the broadcaster may restrict the availability of some programmes and such programmes will not be available for catch-up. This is not considered a breach of Contract by Telia.

4. Terms and conditions for modification and termination of the Service

4.1. The Customer may start using the Service and additional services as of the moment of subscription or activation.

4.2. Telia TV main plans and certain additional services 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.

4.3. Where the Service is changed to a higher priced package, the change will take effect immediately and pricing will be calculated proportionally based on the number of days the Services used. If the service is subject to a fixed term, the fixed term applies to the Service from the moment of change until the end of the next calendar month. After the term ends, the contract will continue as an open-ended contract. If the new package includes an additional service previously subscribed to, the subscription to the previous additional service will end when the new package comes into force.

4.4. When changing the Service to a lower-priced plan, 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. You can cancel the change before the turn of the month when the new package comes into force.

4.5. The terms and conditions for terminating and modifying Third-Party apps are described in separate documents.

5. Special conditions

5.1. Only private customers can subscribe to and use the Telia TV service. The use of or enabling the use of Telia TV in connection with economic or professional activities is not allowed.

5.2. The play slots of Telia TV or its additional services are only allowed to be shared with family members living at the same address and in accordance with the reasonable use principles established by Telia.

5.3. It is forbidden to abuse the sharing of play slots of Telia TV and its additional services (i.e. using them contrary to the previous clause), to save, share, download, and modify the data streams, and to use the streaming player outside the environments of Telia TV.

5.4. Failure to comply with these prohibitions constitutes a material breach of the contractual conditions, in which case Telia has the right to cancel the Telia TV contract by notifying Customers in accordance with the general terms and conditions.

5.5. Continued availability of TV and additional service content (including Third Party apps) and the possibility to catch-up is not guaranteed, and the choice and range of Service content changes and evolves on an ongoing basis. This is not considered a change to the Contract and Telia does not need to give prior notice, except for changes to the choice of TV channels, which

will be notified one month in advance, if possible.

5.6. Telia does not have to provide advance notification of changes to the TV environment.

5.7. Telia is not responsible for the unavailability of Telia TV due to reasons beyond Telia's control, including failure by the Customer to meet the prerequisites for Internet access or required equipment, or failure to upgrade the Service or equipment in a timely manner.

5.8. Telia TV is an online service and its use consumes Internet connection speed and/or data. Read more at: Terms for using Internet services of Telia Eesti AS.

5.9. Telia is not responsible for the conformity of TV programmes, Third-Party content and other TV content or programmes with the programme schedule or published advertisements, nor for any modification of content or interruption of transmission caused by a Third Party (e.g. a broadcaster, producer, etc.).

5.10. In certain cases, individual programmes may not be allowed by the content provider to be broadcast on Telia TV. In this case, Telia will restrict the transmission and viewing of these programmes and provide appropriate notifications on the TV screen.

5.11. More information about the codes of conduct followed by Telia can be found on the Telia website.

6. Service fee

6.1. The Customer is required to pay a monthly fee for the use of Telia TV.

6.2. The Customer is required to pay an additional monthly fee for additional paid Services (e.g. catch-up, Theme Packs, Third Party Apps, etc.).

6.3. For an additional fee, the Customer may subscribe to one-off additional services (e.g. video rental films, etc.), which will be added to the Customer's bill based on the orders placed.

6.4. All applicable Telia TV fees are available in the Price List, on the Telia website, and/or in the Telia TV environment.

6.5. The calculation of fees begins from the moment Telia TV or an additional service is activated. The Customer is required to pay for the Services in accordance with the invoice issued by Telia and by the due date indicated in the invoice. For Third-Party apps, billing begins from the moment of subscription and use of the service requires linking the account in accordance with the provided instructions.