

Service name:

TELIA SHIELD HOME

The Service Conditions apply to Customers who have joined the "Telia Shield Home" service before 14 January 2026.

1. Service description

-  1.1. Telia Shield Home (hereinafter the 'Service') helps protect devices connected to the Telia communications network from cyber threats on the Internet, such as malware, phishing emails, and dangerous links.
- 1.2. The cyber threat protection included in the Service applies to all devices using the relevant Telia Internet connection, including computers (tablets, laptops, PCs), smartphones, home appliances, etc. The Service also works on devices using Telia Internet via Wi-Fi.
- 1.3. To provide the Service, Telia operates a DNS filter in its communications network to analyse DNS queries, which helps identify and block cyber threats using continuously updated threat intelligence databases obtained from third parties. Telia manages and maintains the technical solution of the Service.
- 1.4. As part of the Service, the Customer can, in an agreed manner and period, receive a statistical overview of the Service's operation in the Telia communications network, including detected and blocked threats, blocked unsafe websites, and malware.

2. Conditions for Service use

-  2.1. Subscribing to the Service requires an existing cable-based Telia Home Internet connection.
- 2.2. Using the Service does not affect the speed or quality of the Customer's Internet connection.
- 2.3. Security reports on detected and blocked cyber threats, unsafe websites, and malware generated within the Service are retained and accessible to the Customer via the Telia self-service for up to 90 calendar days from their creation.
- 2.4. Telia does not handle the resolution of cyber threats detected or blocked by the DNS filter under the Service and is under no circumstances responsible for any cyber threats or other IT-related damages or consequences incurred by the Customer and/or user(s) of the Telia Internet connection.
- 2.5. The protection included in the Service does not apply if it is used simultaneously with VPN solutions, if third-party DNS server(s) are configured on the Customer's device(s) using the Telia Internet connection or if DNS traffic is otherwise not visible to Telia (e.g. due to VPN encryption or similar functionalities).
- 2.6. The Service does not cover the security issues of the Customer's own (smart) devices using the Telia Internet connection (e.g. if a device is already infected with malware) or vulnerabilities in third-party software used on those devices. The Customer is responsible for the security and updating of their (smart) device(s).
- 2.7. In providing the Service, Telia processes the communications-related data of the Customer and/or other users' devices connected to its communications network (i.e. Internet usage data, including IP addresses) under the [Privacy Notice](#) and according to the grounds and methods described in these conditions.
- 2.8. If the Home Internet service for which the Service was subscribed to is suspended or if the service agreement for its use ends, the provision of the Service is automatically suspended or terminated accordingly.

3. Service fee

-  3.1. A monthly fee is charged for using the Service.
- 3.2. The Service fee is specified in the Price List that is available on Telia's [website](#).
- 3.3. Invoicing starts from the activation date of the Service and the Service fee must be paid according to the invoice issued by Telia by the specified due date.