

# Terms of Use of the Super Travel eSIM of Telia Eesti AS (valid from 4 November 2025)

## 1. General provisions

- 1.1. In the context of these terms, the term **'Super Travel'** means the company Telia Eesti AS, established in accordance with the laws of the Republic of Estonia, with registry code 10234957, address Mustamäe tee 3, Tallinn, Harju County, 10615, Estonia, which provides communications services under the trademark 'Super'.
- 1.2. These terms constitute a binding legal agreement between you or the persons you lawfully represent (hereinafter 'you' or the 'User') and Super Travel.  
By subscribing to the Super Travel services, you confirm that you are at least eighteen (18) years of age and that you have full legal capacity to conclude the agreement referred to in these terms and that you undertake to comply with and fulfil these terms.
- 1.3. The eSIM purchased for the use of the Super Travel services (hereinafter the 'Service') is intended solely for personal use of mobile internet while roaming (abroad) and not in the country of residence. Mobile internet may be used in accordance with the terms specified for the particular Super Travel data plan (hereinafter the 'Plan') and only to the normal extent that does not interfere with other communications service users or cause disruptions in the communications network.

## 2. Purchase of eSIM / Plan subscription and Terms of Use of the Service

- 2.1. The purchased Super Travel eSIM (hereinafter the 'eSIM') can be downloaded to only one device. The eSIM is an electronic data set created by Super Travel, which is located on the eUICC chip in the device and allows the use of the Mobile Communication Services.
- 2.2. The purchased eSIM can be downloaded either automatically to the same eSIM-capable device used for the purchase or via QR code to another device.
- 2.3. Only one Plan can be purchased for a single eSIM at a time. The Plans contain mobile internet only. Voice and SMS services are not included in the Plans.
- 2.4. Multiple Plans for different regions/countries can be purchased for the same eSIM, but only one Plan for a region/country can be used at a time, corresponding to the network of the country in which you are currently located.
- 2.5. The purchased eSIM is valid for 90 days (2,160 hours), calculated from the purchase of the last Plan on it. Each subsequent Plan purchase for the same eSIM extends the validity of the eSIM by 90 days.
- 2.6. You have 30 days (720 hours) from the time of the Plan purchase to activate the purchased Plan (hereinafter the 'Activation Period'). The Plan is activated when you begin using data in the network of the relevant destination country or automatically upon the expiry of the Activation Period, and the Plan's intended usage period commences.
- 2.7. The purchased Plan can be used until the included mobile internet is exhausted or until 30 days (720 hours) (i.e. the intended usage period), counted from the date of activation of the Plan.
- 2.8. If you use the entire mobile internet of the Plan, the Service will be suspended. The Service remains suspended until you purchase a new Plan for the same region/country.
- 2.9. The usage period of the purchased Plan can be extended by 30 days (720 hours) by purchasing a new Plan for the same region/country. Upon purchasing a new Plan for the same region/country, the data volumes of these Plans (i.e. the remaining mobile internet of the former Plan and the mobile internet of the new Plan) are combined, and their validity period is extended by 30 days.
- 2.10. The validity period and mobile internet of the Plans for different regions/countries are maintained separately.
- 2.11. Upon leaving the country included in the Plan and returning during the Plan's validity, the Plan is reactivated when mobile internet begins, and the remaining unused mobile internet in the Plan can be used within 30 days (720 hours) from the moment of reactivation.
- 2.12. Note that unused mobile internet in the Plan cannot be refunded or reimbursed. Additionally, purchased Plans and their mobile internet cannot be transferred to another Super Travel eSIM.
- 2.13. In the event of loss, damage or theft of the device containing the Super Travel eSIM or any other means (e.g. a device with the Super app related to the Service), you will lose the purchased eSIM number and the Plan(s) purchased for it, and they will not be compensated or converted into money.

- 2.14. Mobile internet is calculated and settled in 32 kB increments. When using mobile internet, both uploaded and downloaded data are counted.
- 2.15. The actual speed of mobile internet depends on your location, your device's specifications, and network coverage. Mobile network coverage depends on the technical and operational capabilities of the network and roaming partners. Super Travel will make all reasonable efforts to ensure high availability of the Service. However, Super Travel cannot guarantee continuous and faultless operation of the Service or specific data transfer speeds or volumes. Super Travel also does not provide guarantees concerning the availability, quality, operation or support of communications services via third-party networks or lines.

Note that the Service interruptions may still occur in regions/areas indicated as covered, for example, inside buildings, remote areas or other challenging environments.

Lists of roaming partners are available on the Super Travel website. Super Travel reserves the right to update this information as necessary.

### **3. Prices and payment**

- 3.1. The prices and volumes of the Services/Plans are provided on the Super Travel website and in the app.
- 3.2. All prices of the Services/Plans are indicated in euros (EUR). Prices include the applicable VAT.
- 3.3. Payment for the Service must be made in advance.
- 3.4. Supported payment methods include credit/debit card, Google Pay, Apple Pay, and bank link.

### **4. Reasonable use**

- 4.1. The Service must be used for its intended purpose (see Clause 1.3) and reasonably, solely for consuming the communications services offered with the Service in such a normal volume that does not interfere with other communications service users or cause disruptions in the communications network. It is not permitted to use (communication) services for performing or promoting activities that do not comply with the terms, legal acts or good practices, or are otherwise inappropriate.
- 4.2. Among other things, it is prohibited to:
- 4.2.1. sell or mediate the Service (including partially) to third parties without authorisation;
  - 4.2.2. use the Service, terminal devices or the eSIM in a manner or for purposes that are unlawful or criminal, and inconsistent with good practice or international requirements. This includes, for example, (e)SIM fraud, phishing, Interconnect Abuse (GSM Gateways), etc.;
  - 4.2.3. gain access to information systems or resources to which access is not authorised, including using network node resources or analysing security systems (for example, checking the status of ports independent of network protocols (TCP/UDP) (port scan);
  - 4.2.4. use data, materials, trade secrets, software, trademarks or other intellectual property in the networks or connected devices of Super Travel or other service providers (including computers) in a manner not permitted (including removing technical protection measures that prevent infringement);
  - 4.2.5. disrupt or endanger the operation of the Services, Super Travel or other service providers' networks or connected devices through the use, distribution or creation of threats by computer viruses, programs or other software (for example, spyware and malware);
  - 4.2.6. commit any activities or attacks which result in changes to, deletion or violation of the data of Super Travel or third persons or generate a corresponding risk;
  - 4.2.7. send unwanted messages through the networks of Super Travel or other service providers (including mass mailings) or enable such actions (open relay). Unwanted mass mailing includes, among other things, the simultaneous electronic sending of messages with anonymous or falsified sender details, parodied or threatening messages, advertising materials, unauthorised announcements, and similar to recipients who have not consented to receive such messages;
  - 4.2.8. transmit data or perform other activities that create a sudden load on the networks of Super Travel or other service providers or parts thereof compared to the usual load (for example, denial-of-service attacks);

- 4.2.9. distribute or contribute to the distribution of information (including email messages) that is inconsistent with applicable legal acts or is offensive, indecent, defamatory, threatening, intrusive of others' privacy, racially, ethnically or otherwise offensive, malicious, inciting physical or psychological violence, promoting illegal activities, or otherwise inappropriate.
- 4.3. Use of the Service in the manners described in this Chapter constitutes a material breach of these terms, which gives Super Travel the right to change the conditions of the Service provision to you (including imposing additional fees), limit the provision of the Services and/or deactivate the eSIM in accordance with the law.

## **5. Security**

- 5.1. Super Travel may apply technical checks to outgoing emails to enhance security and, among other measures, mark or not forward emails considered spam or viruses without notifying you.
- 5.2. To increase the level of security, the internet connection ports are closed by default.
- 5.3. When using the Service, you must independently take the necessary measures to ensure that the device used for consuming the Service is secure and protected against information technology attacks. For this purpose, you must use antivirus and firewall software and other tools, updating them regularly in accordance with the software manufacturer's recommendations.
- 5.4. When using the Service, you must ensure that accounts associated with you are protected with a secure password. For security purposes, it is advisable to log out of applications and online environments after use.
- 5.5. For security purposes, you must keep confidential from others your device, eSIM, Service, application or online environment PIN(s), usernames, and passwords or other information or data carriers used to identify yourself.
- 5.6. To use the Service, you must correctly store and use the eSIM to prevent unauthorised use and access by third parties.
- 5.7. You are responsible for all consequences arising from failure to implement the necessary security measures.

## **6. Changing the Terms of Use of the Service**

- 6.1. Super Travel has the right to unilaterally change the terms of the Service/Plans (these terms, the Super app, online environment or other usage conditions, and other standard terms of the Service) and the prices / pricing conditions of the Service/Plans in the following cases:
  - 6.1.1. the prices, pricing schemes, and other conditions fixed in the Super Travel price list, if circumstances related to any condition, payment rate or business environment underlying the establishment of such conditions have changed compared to the time of establishment (including, for example, consumer price index, labour or other input costs, service scope, parameters or content, general market situation, etc.) or if a roaming partner changes the prices of corresponding services or if more than two years have passed since the establishment of the payment rate or if other significant circumstances emerge;
  - 6.1.2. the terms of the Service/Plan, if dictated by technical or substantive developments in a certain field or (communications) service(s), including discontinuation, modification or upgrading of a specific technical solution, creation of additional or better opportunities for customers to use (communications) services, the need to clarify circumstances related to the provision or use of (communications) services, changes in business environment or input costs of the Service or if other significant circumstances emerge; and
  - 6.1.3. if the change is caused by amendments to legal acts or case law, decisions of state institutions, directives or enforceable court decisions.
- 6.2. Super Travel has the right to unilaterally change the (communications) service, plan, price, your phone number or dialling method used by you or replace the Service/Plan you use with a new Service/Plan if Super Travel has started offering the same or a similar replacement Service/Plan under new terms and conditions.
- 6.3. In addition to the foregoing, Super Travel has the right to modify the Service terms in cases prescribed by legal acts.
- 6.4. Super Travel will notify you in advance at least 1 month of any changes to the Service terms that directly alter the conditions of your existing Service/Plan.

- 6.5. Super Travel will notify you of changes to the Service terms via SMS to your eSIM number and with a notice on the Super website. A notice sent via SMS is considered received by you on the same day.
- 6.6. If Super Travel has notified you of a change in the Service terms and you do not agree with the change, you have the option to terminate the contractual relationship with Super Travel within 1 month from the receipt of the notice referred to in Clause 5.3. If you do not do so, it is considered that you have silently expressed your consent to the changes, and the modified Service terms will apply in full to the contract concluded with you. Super Travel will note the fact in the corresponding notification about changes to the terms that inaction from your side will be considered an act of will with legal consequences.

## **7. Limitation of the Service**

- 7.1. Super Travel has the right to unilaterally limit the provision of the Service(s) to you in cases prescribed by legal acts, including, for example, if you have violated the Service terms.
- 7.2. To ensure the security of mobile internet (including to prevent disruptions or attacks on the networks of Super Travel or other service providers or for other security reasons), Super Travel may limit or suspend the use of the Service or unilaterally change the Service's functionalities or usage conditions (including limiting or suspending the use of the Service).
- 7.3. Super Travel will inform you of the limitation of the Service in a reasonable manner, also specifying the time and reason for the limitation.

## **8. Termination of the contract**

- 8.1. As a consumer, you may withdraw from the Service contract concluded via means of communications within 14 days from the date of its conclusion. To do so, you must submit a clear withdrawal statement to [info@telia.ee](mailto:info@telia.ee) or contact Telia Customer Service by calling 123 (from abroad, please call +372 639 7130).
- 8.2. Super Travel will issue a refund only if the Plan purchased for the eSIM has not been activated at the time of submitting the withdrawal statement or has not become active.
- 8.3. You may terminate the contract (use of the Service) at any time for other reasons as well, for example, in the event of a deterioration in the quality of the Service or due to a contractual breach by Super Travel.
- 8.4. Super Travel has the right to terminate the contract concluded for the use of the Service (i.e. deactivate the eSIM), notifying you at least 1 month in advance, if Super Travel discontinues a certain type of service or a certain Plan, pricing plan or Service offering entirely for customers or if the provision of the Services or compliance with other Service terms becomes significantly impeded or impossible due to technical reasons beyond Super Travel's control or for any other reason.

## **9. Liability and filing complaints**

- 9.1. You have the right to submit a complaint, including a claim for compensation for damages, to Super Travel at the earliest opportunity, but no later than 1 year from the moment you became aware or should have become aware of the circumstances giving rise to the complaint or demand for compensation. If Super Travel has culpably breached the Service terms, you have the right to claim compensation for direct material damage caused by such breach. Super Travel is not liable for other damages that may occur to you and, among other things, is not obliged to compensate for lost revenue or other similar damages.
- 9.2. Breaches of obligations by either Super Travel or you under circumstances caused by force majeure are considered excusable and do not entail liability.

## **10. Jurisdiction and settling of disputes**

- 10.1. Disagreements between the Parties will be attempted to be resolved through negotiation. Disputes that cannot be resolved in this manner will be subject to resolution in the court of jurisdiction corresponding to Super Travel's location in Estonia, i.e. Harju District Court, unless otherwise imperatively provided by law. As a consumer, you may also submit a complaint to the Estonian Consumer Disputes Committee.

## 11. Data processing and protection

- 11.1. Personal data and/or communications-related data related to you that you provide to Super Travel or that becomes known to Super Travel during the provision of communications services or use of the online environment (website, self-service, mobile app, etc.) related to a specific service (hereinafter the 'Data'), will be processed by Super Travel in the manner, for the purposes, and on the legal grounds set out in the [Privacy Notice](#), in accordance with contracts, legal acts (including the Electronic Communications Act and Personal Data Protection Act in force in the Republic of Estonia, the European General Data Protection Regulation, etc.), and good business practices.
- 11.2. The Privacy Notice is a document providing information on the processing of the Data by Super Travel (including which Data and how it needs to be processed for providing services, online environment, etc.). The Privacy Notice is an informational document and does not form part of the Service contract concluded between Super Travel and you.
- 11.3. The composition of personal data collected by Super Travel depends on which communications services or online environments you use, and which data are necessary for providing them, as well as which data have been provided to us (including whether you have identified yourself if Super Travel provides that option) and which consents you have given for data processing.
- 11.4. Collected personal data are divided into the following categories: basic personal data, location data, and communications-related data. The legal basis for processing personal data may be contract performance, legal obligation, legitimate interest or your consent.

Where options exist in the Super Travel environment, you may freely choose whether you consent to:

- 11.4.1. the processing of communications-related data (including profiling) for marketing purposes to receive more personalised service, offers, and services. By giving consent through the corresponding statement, you grant Super Travel consent to use your communications-related data for marketing purposes under the conditions set out in the statement;
- 11.4.2. the receipt of marketing offers via email and/or SMS.

The above consents may be withdrawn at any time using the designated online environment tool (e.g. Super Travel website) or by submitting a new written statement to us. An anonymous Super Travel customer may do so via SMS (using their number). Withdrawal of consent has no retroactive effect.

Communications-related data are retained by Super Travel as long as necessary to achieve the purpose of use or until the retention period specified in legal acts. More detailed information on the Data retention periods is provided in the [Privacy Notice](#).

## 12. Other provisions

- 12.1. The contract concluded for the provision of the Service is governed by the law of the Republic of Estonia.
- 12.2. In matters not provided for in these terms, the Parties will act in accordance with the laws of the Republic of Estonia and the principles of good faith and reasonableness.
- 12.3. In the event of a conflict, the Estonian-language version of this document will always take precedence when determining priority.