

# MY TELIA

The Terms of Use apply to Customers who have joined the "My Telia" service before 20 April 2022.

1. My Telia is a smart device application ("My Telia" or "application") offered by Telia Eesti AS (registry code 10234957, „Telia“), which can, pursuant to these terms of use ("Terms of Use") be used by a Telia client or user ("Client") who uses communications services and other services ("Services") provided by Telia, and has installed the application to their smart device.
2. In order to use My Telia, the Client shall authenticate themselves by using mobile-ID, Smart-ID or a bank link.
3. Mobile internet or Wi-Fi connection is required for using the application.
4. The Client can use My Telia to:
  - 4.1. view information about the Services they have ordered and the usage data and settlement of those Services;
  - 4.2. conduct operations concerning the Services;
  - 4.3. use other application functionalities linked to the Services;
  - 4.4. use mobile telephone number positioning.
    - 4.4.1. In the application, the client can use mobile telephone number positioning ("Positioning") based on the Telia mobile network; positioning indicates the approximate location, in relation to the servicing base station, of the mobile phone connected to the mobile number.
    - 4.4.2. The Client can position, in the application, a mobile number, the user of which has provided authorization to the Client for positioning via the application or SMS. The positioning authorization granted through the application is valid for an indefinite period until the user of the positioned number has withdrawn this authorization. The positioning authorization issued by SMS is either valid for 24 hours or indefinitely from the time of the authorization, depending on the user's choice. The user of the mobile number can withdraw the authorization given for positioning of their mobile phone number at any time via the My Telia mobile app or via SMS.
    - 4.4.3. A mobile number can be positioned if the respective mobile phone is currently switched on and in the Telia mobile network coverage area in Estonia. At the time of the inquiry, positioning takes into account the direction and distance from the base station currently servicing the mobile phone, and the positioning accuracy depends, in particular, on the distance of the mobile phone from the base station – accuracy increases the closer it is. The result of positioning a mobile phone in the same location may vary in time depending on the base station used or the mobile communications technology / frequency range. Positioning may be somewhat imprecise due to the specifics of the environment and the effects of radio broadcasting, telephone model, network load and other factors.
    - 4.4.4. Telia saves and stores the data (logs) for the Client's positioning operations (who positioned and which number) for six (6) months from the time of positioning.
5. Telia offers the application in its present form, i.e. "as is", and is not obliged to ensure My Telia's 24-hour and flawless operation. Telia will not be held liable for any damages that may be incurred due to the fact that the application is not working or cannot be used in the desired manner.
6. The Client is held solely liable for any harmful consequences resulting from the use of the application on their smart device and from enabling access to the application to third parties (incl. to the Client's Data and Services through the application). Therefore, the Client is obligated to ensure the security of the smart device and to use a screen lock with a PIN code or password, smart device encryption, protection of the application with a PIN code/password and/or other similar device security measures to protect their data and property. If the Client has information or the suspicion that an unauthorized person has gained access to or may access the application, the Client shall promptly change the PIN code and/or password and/or terminate the use of the application or apply other protective measures in line with the situation.
7. Telia uses the Client's personal data (name, personal identification code, mobile number) and the

data concerning the Client's use of Services ("Client Data") to provide the application and to enable its use (to ensure performance of the contract) to the Client as long as it is necessary for the provision of the application. Telia processes Client Data in compliance with the Privacy Notice of Telia, which can be accessed on the Telia Website [www.telia.ee](http://www.telia.ee).

8. In addition to these Terms and Conditions, the provisions of the Contract signed with the Client, the General Terms and Conditions, the Privacy Notice, and the Price List shall apply to the use of the application. Those terms and conditions shall be available for the Client on the Website. By agreeing to the Terms of Use, the Client also confirms that they have read through the aforementioned documents and undertake to adhere thereto.
9. The Client has the right to stop using My Telia and to delete the application from their smart device at any time.
10. Telia has the right to unilaterally change the functionalities or Terms of Use of My Telia, as well as update the software of the application, at any time by notifying the Client of this via the application. Telia also has the right to unilaterally terminate the provision of My Telia for use by the Client at any time by notifying the Client of this at least one (1) month in advance. The Client is deemed to have been notified of the change from the moment that Telia has posted a notice of the change to a visible place in the application. Telia is not obliged to notify the Client of any changes that consist of adding functionalities or modifying existing functionalities in such a way that does not decrease the previous options of using the application. If the User does not agree with the change, they shall stop using My Telia. Continued use of My Telia is deemed as confirmation that the Client has accepted the changes.
11. The Client can contact Telia in connection with the Terms of Use, Privacy Notice, or questions regarding the functionality of My Telia, in particular through the application, and if necessary, through other service channels displayed on the Telia Website at [www.telia.ee](http://www.telia.ee). The Telia Eesti AS Privacy Notice is available on the following webpage: <https://andmed.telia.ee/en/privatsusteade>.

