

Service name:

# TELIA PLAY

## 1. Description of the service



1.1. As part of the service, the client can:

- ✓ watch a wide range of movies and series, as well as other digital media content (hereinafter 'content') in the Telia Play environment, using an app or web browser on their PC, smartphone or other device;
- ✓ use the service simultaneously on several devices according to the number of play slots.

## 2. Conditions for the service use



2.1. To use the service in the app or on the web, you are required to authenticate yourself using Mobile-ID, Smart-ID, ID card, or bank link.

2.2. In order to watch Telia Play, you need an Internet connection with the right speed and the right devices. More information about them is available [on the website of Telia Play](#).

2.3. It is the responsibility of the client to ensure that they have the necessary devices to use the service, a proper Internet connection, and that they have downloaded essential updates. Telia will notify you of important service updates via the app.

2.4. If the pre-conditions for using the service are not met, it may be difficult or even impossible to watch Telia Play (e.g. due to poor picture quality).

2.5. For the list of the service content, please see the website of Telia and/or the environment of Telia Play.

2.6. As part of the service, Telia may offer the client the possibility to use services provided by third parties in the respective online environment or third party app. In this case, the client must accept the third party's terms of service in order to use the service.

## 3. Special conditions



3.1. Only private clients can subscribe to and use the Telia Play service. The service use or the provision of its use in connection with commercial or professional activities is not allowed.

3.2. The play slots of the service are only allowed to be shared with family members living at the same address as the client and in accordance with the reasonable use principles established by Telia.

3.3. It is forbidden to abuse the sharing of play slots of Telia Play (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 Play.

3.4. Failure to comply with the above prohibitions constitutes a material breach of the contractual conditions, in which case Telia has the right to cancel the Telia Play contract by notifying the client in accordance with the general terms and conditions.

3.5. The selection and volume of content on Telia Play is constantly being changed and updated. This is not considered a change to the contract and Telia does not need to notify the client in advance.

3.6. Telia is also not obligated to notify the client in advance of any changes to the Telia Play use environments and app.

3.7. Telia is not responsible for the non-functioning of Telia Play for reasons beyond Telia's control, including if the client does not meet the prerequisites of the Internet connection and devices required to watch Telia Play.

3.8. Telia Play is an online service and during its use, the client also consumes the Internet



connection speed and/or data.

3.9. For more information about the codes of conduct followed by Telia, please view [the website of Telia](#).

## 4. Service fee



4.1. The client is obligated to pay a monthly fee for the use of Telia Play.

4.2. All fees concerning Telia Play are visible in the price list on the website of Telia and/or in the environment of Telia Play.

4.3. The calculating of fees starts from the moment Telia Play is activated. The client is obligated to pay for the services in accordance with the invoice submitted by Telia and by the due date indicated in the invoice.

## 5. Play slots



5.1. Play slots refer to all devices, which are used to watch the content of Telia Play at the same time (mobile phone, tablet, computer, etc.).

5.2. The service of Telia Play has 2 play slots, which means that it is possible to simultaneously watch the content on 2 devices.

## 6. Temporary use outside Estonia



6.1. If the client is temporarily staying in a Member State of the European Union, they can use Telia Play as a portable network content service in the same manner and under the same conditions as in Estonia. To this end, in accordance with legislation, Telia has to establish that the client's actual and permanent place of residence is in Estonia. Telia verifies the client's place of residence based on the information received in connection with the provision of services (e.g. the details of the client's identity document, the address of the communications service contract or other method specified in legislation) for the use of Telia Play upon entering into the contract and later during the contract in case of justified doubts.

## 7. Circumstances that may affect the content and quality of the service



7.1. The picture reproduction quality of the content of the service may be directly affected by circumstances beyond Telia's control for which Telia is not responsible. Such circumstances may include, for example:

- ✓ client's or user's personal local area network interference or overload;
- ✓ simultaneous use of large-scale Internet services;
- ✓ overload in the regional communications network;
- ✓ client's or user's low Internet connection speed and/or long connection lines (in particular, the ADSL involving former technology);
- ✓ The client's digital environment is not compatible with the technical requirements of the digital service due to circumstances beyond the control of Telia (also, if the client has failed to install the necessary updates).

7.2. The client must cooperate, as required, with Telia to determine whether the non-conformity of the service with the contractual terms was the result of the digital environment of the client. In the event of failure to cooperate, the client must prove that the non-performance was due to reasons attributable to Telia.

## 8. Help



8.1. For help and instructions related to Telia Play, please visit the website of Telia at [www.telia.ee/abi/](http://www.telia.ee/abi/).

