

(applying as from January 1, 2016)

1 General

1.1 These Additional Terms and Conditions apply when Telia provides a service (the "Service") to a consumer (the "Customer"). The Service is specified in the agreement between the Customer and Telia (the "Agreement"). The terms are stated under the main headings for the respective Services below and complement Telia's General Terms and Conditions for services to consumers. On any conflict between the provisions of the General Terms and Conditions and these Additional Terms and Conditions, the Additional Terms and Conditions will take precedence.

1.2 On any conflict between the provisions of the Swedish version of the Additional Terms and Conditions in Swedish and this English version of the Additional Terms and Conditions, the Swedish version will take precedence. This English version is provided for informative purposes only

2 Fixed-line telephony

2.1 If several subscriptions are debited on the same invoice, the monetary limit in accordance with section 5.9 of the General Terms and Conditions will apply to all subscriptions on the invoice.

3 Mobile telephony

3.1 The content of sections 3.2 - 3.6 below applies to agreements concerning prepaid mobile subscriptions.

3.2 The Agreement is considered to have been entered into when the Customer has activated the Service by adding value to a SIM card adapted for the Service.

3.3 The Customer may register with Telia by submitting its Customer Data to Telia. If the Customer wishes to move its telephone number to another operator, the Customer Data must be registered by Telia. If Telia is required to register Customer Data in accordance with a public authority's decision or regulation, on request the Customer must provide such data to Telia.

3.4 The Agreement will expire with immediate effect without prior notice of termination if the Customer has not provided the data required in accordance with section 3.3 within the specified time, or if the Customer has not used the Service during the past 12 months by making a call at the ordinary rate or adding value to the SIM card. Alternative minimum consumption rules may apply as the basis for the expiry of the Service, which in such case will be stated in the price list.

3.5 If the Agreement expires in accordance with section 3.4 or after termination by Telia in accordance with Telia's General Terms and Conditions, a registered Customer will be entitled to recover the outstanding value on request. If the Customer has terminated the Service, outstanding value will only be repaid, however, if the Customer has terminated the Service due to Telia's amendment of these Additional Terms and Conditions or Telia's General Terms and Conditions in a way that has not been approved by the Customer. For such right to repayment to exist, termination must take place by no later than the date of the entry into force of the amendment of the terms. This repayment entitlement does not, however, apply to outstanding value paid in by the Customer after notification of the amendment of the terms. Value that has been credited to the SIM card on registration or in conjunction with campaign offers or similar is not repaid, however. Telia is entitled to charge a fee, according to the price list, for handling the repayment. The fee is settled by deduction from the Customer's outstanding value.

3.6 A registered Customer may block its SIM card by notification to Telia, whereby the Service will be closed for outgoing calls, with the exception of calls to the emergency number, 112. The Customer can unlock blocked SIM cards and receive a new SIM card for an additional fee. Telia is entitled to settle the fee for the new SIM card by deduction from the Customer's outstanding value. If the fee exceeds the outstanding value, the Customer must add additional value, so that the value is at least equivalent to the fee due, before the Customer can receive a new SIM card.

3.7 The Customer may choose a different supplier to Telia for certain calls, text messages and data consumed by the Customer in other EU member states. For further information see www.telia.se/privat/om/villkor/arp.

4 Broadband

(Sections 4.1 and 4.3 - 4.5 below also apply to the Mobile Broadband Service)

4.1 The Customer may connect its own server to the Service, provided that this is solely for its own use. However, the Customer may not connect a server to Telia's Network or to city networks [Swe: stadsnät] in order to offer or provide goods, services or information to another party, free of charge or against payment.

4.2 For fibre-based Telia Broadband, the property to which the Service is to be delivered is required to be subject to a special agreement between Telia and the property owners or economic associations concerning fibre connection (the "Connection Agreement") and the Customer must be connected to fibre. If the Connection Agreement expires, Telia will be entitled to terminate the Agreement in writing with one (1) month's notice, irrespective of whether a fixed term has been agreed.

The provisions in the first paragraph will also apply if a Connection Agreement has been entered into between Telia and the owner of a city network or a representative of such owner (communications operator).

4.3 For Services that include e-mail accounts the storage capacity is limited. The Customer is responsible for adhering to any limitations to the Service at any time. If the Customer exceeds the assigned storage capacity, Telia cannot guarantee the functioning of the Service. Telia is entitled to delete e-mail that exceeds the current storage capacity, as well as e-mail older than three months.

4.4 If the Service includes e-mail accounts Telia may send information or other messages by e-mail to the e-mail address included in the Customer's broadband subscription, or to another e-mail address provided by the Customer.

4.5 If the Customer has not begun to use its e-mail account at the latest six (6) months after Telia has begun to provide the Service to the Customer, or if the Customer has activated an e-mail account and then not used it for a consecutive period of at least six (6) months, Telia will be entitled to close the e-mail account.

4.6 Depending on the distance from the Customer's installation address to the nearest telestation, the transmission speed for the Service may sometimes be lower than for ordinary subscriptions. For the same reason, the Customer's Service may also be subject to limitations on upgrading to a higher bandwidth. The same applies if a certain bandwidth is shared with other customers, depending on how many customers use the Service at the same time. Telia does not warrant the transmission speed at wireless connection to broadband equipment.

4.7 The Telia Smart service entails that Telia provides supplementary functionality to the basic Telia Broadband Service, which means that the Customer may choose to have access to a wireless home network, etc. Use of the Telia Smart service is subject to the condition that the Customer has an agreement for Telia Broadband with a minimum speed specified in the Agreement.

4.8 If the Customer's Telia Broadband agreement expires, or the agreed speed of the Customer's broadband subscription changes so that it falls below the minimum speed stated in the Agreement, Telia Smart will expire by the latest at the same time, without separate termination.

4.9 Upon the Customer ordering Telia Smart, Telia will provide the equipment that may be required at any time in order to use Telia Smart. The equipment is owned by Telia. The equipment is subject to the special terms stated under section 6 below.

5 TV from Telia

5.1 The Service includes access to the TV channels and interactive services (such as play services, the movie store and pay-per-view) offered by Telia separately or in packages at any time. The TV channels and interactive services included in the Service are provided by the respective broadcasting companies. Telia is not responsible for the content of the channels and services offered.

5.2 Access to the Service requires that the Customer has broadband via copper lines from Telia, or that the Customer's home is connected to Telia's fibre network.

5.3 Simultaneous use of the Service and Broadband service may limit the speed of the Broadband service.

5.4 For the Customer's use of the interactive service, Telia is entitled to charge a fee in addition to the subscription fee. Pricing is provided when the interactive service is ordered.

5.5 Telia may provide information or other notifications to the Customer via the Service. In such case, Telia must make the Customer aware, in an appropriate way, that such information or notifications are available.

5.6 Notwithstanding section 15.2 in the General Terms and Conditions, Telia is entitled to change the selection of TV channels and interactive services within the Service. The corresponding also apply where the Customer has an Agreement on a fixed term for the Service. Telia currently provides information on current TV packages on its website, see www.telia.se. Any such change will be notified to the Customer at least one month in advance. If there are changes due to circumstances outside Telia's control, a shorter notice period may apply or the notification may be given at a later time. Telia may during the current fixed term change the selection of TV channels if this is due to an agreement with a supplier of TV channels and interactive services, or due to circumstances beyond Telia's control.

5.7 Telia is entitled, for copyright reasons or at the request of a broadcasting company or another rights holder, to limit the technical opportunities for the Customer to use the Service as regards copying or otherwise handling distributed material.

5.8 A condition for the Customer's possibility to transfer the Service is that the Telia Broadband subscription to which the Service is connected is transferred at the same time.

6 Equipment owned by Telia

6.1 For certain Services, or certain functionality, Telia provides equipment to the Customer that is owned or at Telia's disposal and that is required from time to time in order to use the Service (the "Equipment").

6.2 An Agreement concerning the Service does not entail any transfer of the right of ownership of the Equipment to the Customer, nor may the Customer sell, pledge, lease, lend or otherwise dispose of the Equipment. The Customer may not, without Telia's written consent, repair, service, build onto, change or remove any parts or marking concerning ownership from the Equipment.

6.3 The Customer may solely use the Equipment for the Service. The Customer holds the risk of damage to or loss of the Equipment as from the time that the Equipment is delivered to the Customer.

6.4 The Customer must follow the instructions given by Telia at any time concerning the maintenance and use of the Equipment.

The Customer is also responsible for preventing access by unauthorised persons to the Equipment, and the Customer must notify Telia immediately, should this occur. On the expiry of the Service, the Customer must return the Equipment to Telia in accordance with Telia's instructions at any time. If the Customer fails to do so, or if the Equipment is unusable or has been exposed to abnormal wear, Telia will be entitled to compensation for the Equipment.

7 Entry into force

17.1 These Additional Terms and Conditions apply as from 1 January 2016 and replace all previous Additional Terms and Conditions for services to consumers.