

MTV Katsomo streaming service description



This service description explains what your service contains. The service description is part of the agreement you made regarding a content product used in the MTV Katsomo streaming service.

The MTV Katsomo streaming service, invoiced by Telia, is a Telia Finland Oyj (“Telia”) and MTV Oy (“MTV”) service targeted at consumer customers living in Finland. It compiles entertainment and sports content into separately ordered content products. Telia is responsible for the subscription process and invoicing of the MTV Katsomo streaming service and MTV for the content of the MTV Katsomo streaming service.

In the event that MTV’s terms of use for the MTV Katsomo streaming service conflict with this service description, this service description, other applicable special terms, and Telia’s general terms for consumer customers apply to the subscription to the service, its invoicing and the agreement concerning the MTV Katsomo streaming service. In addition, services provided by third parties are subject to the terms of agreement of the respective third parties.

Ordering

You can order the content product you want through Telia’s sales channels, online service or customer care. The subscription and service invoicing are subject to Telia’s general delivery terms for consumer customers, which you can find at www.telia.fi/toimitusehdot-ja-palvelukuvaukset.

You can order one or more content products in the offering that emphasises various sports and entertainment content. The terms of use of the MTV Katsomo service apply to the content service. They are available at www.mtvyritys.fi/kayttoehdot.

An agreement on the MTV Katsomo streaming service is entered into when Telia has accepted the order. You will receive a separate order confirmation for each content product you order.

Set-up and use

To use each MTV Katsomo content product you subscribe to, you need a user ID and a password for the MTV Katsomo streaming service.

After the processing of the order, you will receive a set-up message for the content product you ordered, including a link for creating a new user ID and password or confirming existing credentials. The service can be set up through this link. If you misplace the set-up message, you can also find the link after logging into the Minun Telia service at www.telia.fi/kirjaudu.

If you forget the password, you can order a new password on the MTV Katsomo streaming service’s login page at www.mtv.fi.

The MTV Katsomo streaming service can be used with a computer at www.mtv.fi or with the MTV Katsomo application downloaded to a telephone, tablet or smart TV.

Using the MTV Katsomo streaming service requires a sufficiently fast Internet or data connection. Data fees arising from the use of the MTV Katsomo streaming service will be invoiced according to the agreement and price list of your internet subscription.

To ensure the best user experience, see more detailed instructions, hardware requirements and recommendations for the internet connection, applications and browsers at www.mtv.fi.

MTV Katsomo streaming service description



Changes to subscriptions

After logging into the Minun Telia service at www.telia.fi/kirjaudu, you can manage your personal data and the content product subscriptions in the MTV Katsomo streaming service.

You can order more content products, terminate them, or exchange those you have subscribed to for another content product in the MTV Katsomo streaming service, subject to the then-applicable availability and restrictions. The 14-day period of notice for termination specified below applies to both terminating products and when replacing them with lower-priced ones.

If you have the viewing access to the MTV Katsomo streaming service as part of a channel package you subscribe to from Telia, the content product you are using and any changes to it will be determined in accordance with your channel package subscription as well as the terms and restrictions applicable to it.

Limitations

The MTV Katsomo streaming service is intended for consumer customers only. The right to use the MTV Katsomo streaming service is personal and does not authorise the use of the content for commercial purposes or public display.

The MTV Katsomo streaming application can be downloaded to an unlimited number of devices but one user ID can only be used for viewing the content with a certain number of devices simultaneously. Current restrictions on simultaneous viewing on more than one device can be found at www.mtv.fi.

Invoicing

Content products ordered in the MTV Katsomo streaming service will be invoiced according to the applicable list prices. The invoicing period is one (1) month, and the monthly charges are invoiced in arrears. The invoicing begins on the day following the conclusion of the agreement and ends as the period of notice ends.

Right of cancellation and termination

You can cancel the order at www.telia.fi/peruutus. An order can be cancelled within 14 days of the conclusion of the agreement if the service has been ordered via a remote communications device, for example, by phone or online. In such cases, Telia has the right to charge reasonable compensation for the service used.

The agreement is valid until terminated. The customer's period of notice is 14 days. Notice of termination can be submitted to the Telia customer care or online at www.telia.fi/kirjaudu.

If you have the viewing access to the MTV Katsomo streaming service as part of a channel package you subscribe to from Telia, terminating the channel package will also terminate the viewing access to the content product you were using with the channel package in the MTV Katsomo streaming service. Termination of a channel package is governed by the terms applicable to your channel package subscription.

Processing of personal data

Telia is the controller of personal data and processes personal data in relation to the Service order process and invoicing, as well as for other purposes as described in Telia's privacy notice at www.telia.fi/tietosuoja-ja-tietoturva.

MTV is the controller of personal data and processes your personal data in order to deliver the content of the Service and for other purposes as described in the MTV Katsomo privacy policy at www.mtvyritys.fi/tietosuoja#tietosuojakaytantomme.

Telia and MTV may disclose personal data between the companies if necessary for the purpose of providing the Service, invoicing or administration.