

## CALLING CARDS

Terms and conditions for the refund of any prepayment on the client's main account in the event of a change of service provider (number portability):

1. An anonymous calling card client who wishes to submit a number portability request must first identify themselves either through the self-service of the specific calling card using strong authentication, or come to a Telia shop, showing the SIM of the mobile phone number of the calling card they are using.
2. The client of the personalised calling card then signs a written subscription contract with Telia for the mobile number that they are using.
3. Telia will refund the prepayment on the calling card client's main account only if the calling card client has identified themselves accordingly. Prepayment will not be refunded for clients of a non-personalised calling card.
4. Telia will refund the prepayment of the main calling card account only to the personal current account of the identified client; Telia will not refund the prepayment in cash.
5. Since the client of the calling card must enter into a written subscription contract with Telia, the prepayment on the main account of the calling card can be transferred to the prepayment for the service of a contractual Telia Client, and/or for the purchase of equipment.
6. It is not possible to refund any prepayments on the calling card bonus account.