

INTERNET

Service Provider:

SIA "TELIA LATVIJA"
8a Lielvārdes Street, Riga LV-1006, Latvia

Customer Support

cc@telia.lv
+371 67082222
+371 80000333 (free of charge)

Contract summary (25.03.2022.)

This contract summary provides the main elements of this service offer in accordance with the requirements of the EU law. It helps to compare the service offers. Full details of the service are provided in other documents.

The service and the equipment

- Unlimited internet connections regarding the amount of information to be transmitted and equal speed for Latvian and international internet data traffic.
- Telia Latvija provides the necessary end equipment to start using the service. The model of the end device depends on the technical solution of the specific connection.

Internet speed and legal remedies

- The maximum (advertised) connection speed can reach up to 10 Gbit/s. The speed of each specific connection depends on the technical capabilities of Telia Latvija to provide the service at the specific address and the requirements of the specific customer.
- Usually the available connection speed is 80% of the maximum. The minimum guaranteed connection speed is no less than 20% of the maximum connection speed.
- If, due to the fault of Telia Latvija, it is not possible to use the electronic communications service in the area of responsibility of Telia Latvija entirely or in the specified quality for longer than the hours stipulated in the specific contract, the customer shall have the right to request compensation in accordance with the terms of the specific contract. Telia Latvija shall not be liable for losses (both direct and indirect) incurred as a result of using the service or interruption of the provision of the service.

Price

- A fixed service installation price and a fixed monthly subscription price shall be applied to the service. Specific fees shall be determined on a case-by-case basis by agreeing with the customer.

Term, extension and termination of the contract

- Contract of unlimited period is usually concluded with the minimum contract term, which shall be determined by agreeing with the customer. At the end of the minimum period, the contract may be terminated by giving notice one month before termination in accordance with the procedure laid down in the Contract.

Options provided for people with disabilities

- None.