Instructions/Terms of Use for the free and open broadband connection offered by TOAS

The Telia broadband connection offered by TOAS to its tenants is a fixed broadband connection from the apartment to the Telia network, which is mainly intended for internet use.
The connection allows you to use the internet in Finland and the connection always includes an internet connection at the agreed speed.

Overview

The connection includes connecting the apartment's fixed connection via the property's internal network to Telia's backbone network and a connection to the internet network. The connection speed is determined by the selected speed class of the fixed connection. In TOAS apartments, the speed class of the broadband connection is 200 Mbit/s, which is the maximum speed of incoming traffic from the network to the apartment (downstream) for the apartment-specific connection.
The connection does not include email addresses or email boxes.
The usability of the connection is affected by, among other things, the exceptional number of simultaneous users of the networks. Due to network congestion, the internet connection may be significantly slowed down or interrupted. As a result of a broken or interrupted internet connection, files or parts thereof may be lost, not arrive or arrive incomplete or incorrect. These circumstances are part of the nature of online services and do not entitle you to compensation or damages.

Broadband connection in the apartment

All TOAS properties are connected to Telia's fiber optic network. Depending on the internal network cabling, the customer connects to the network directly with an Ethernet cable or a cable router. There is one active data box in the apartment or shared apartment’s room.

As a rule, in TOAS apartments, broadband connection can be activated from the apartment's data box with an Ethernet cable, which is connected to the tenant's computer. The connection is ready to use immediately. By purchasing an Ethernet router (Wlan), the tenant can establish a wireless Wi-Fi connection in their apartment.

In some TOAS apartments (locations/addresses below), broadband connection is established from the apartment's antenna socket with a cable router. In these locations, the apartment has a cable router to which the connection has already been opened. Connection to the computer is achieved with an Ethernet cable. For wireless connection, the cable router identifier and password can be seen on the sticker on the back of the cable router. If the apartment does not have a cable router, the terminal device can be picked up or ordered from the local Telia Store (Telia Store, Ratina Shopping Center, Vuolteenkatu 1, 33100 Tampere).

The cable router locations are: Ankkari Ankkarinraitti 8, Kaisanpirtit Ruskonte 6, Lukonlysti Pyykkiojankatu 2, Veikkolat 1 and 2 Insinöörinkatu 84 and 88, Leenanlinna Havumetsänkatu 27 and Lukonkruuti Finninmäenkatu 4. In addition, in the Vanha Domus location Väinämöisenkatu 11, the BCDE blocks have been implemented with a cable router (A-block is Ethernet).

Broadband connection speed and range

In TOAS apartments, the speed of the broadband connection is 200 Mbit/s. The stated speed of the connection is at most the maximum speed of the connection.

In connections implemented using Ethernet technology, the range of incoming and outgoing traffic is 100-200 Mbit/s. In connections implemented using a cable router, the range of incoming traffic is 80-200 Mbit/s and the range of outgoing traffic is 70-100 Mbit/s.

The connection speeds and other service quality levels may vary within the stated range due to reasons arising from the characteristics of the network. Connection speed may also be affected by factors outside of Telia's sphere of influence, such as congestion on the Internet network and its services, the condition of the property's internal network, the capacity of the customer's router and computer, use of the wireless LAN connection, the load on antivirus and firewall services, and other possible software in use.

Traffic management and information security

Traffic management is performed in the network due to the strong and often unpredictable fluctuations in the volume of network traffic, which can occasionally cause momentary congestion situations in different parts of the network. Traffic management mechanisms are used to ensure that critical services and applications operate reliably even in these situations.

The impacts on users are generally minor (e.g. momentary slowdowns or increased latency) and are timed to congestion peaks. These impacts are usually the result of network failures or are caused by external interference factors, such as denial-of-service attacks.

Traffic management methods can include, for example, traffic queuing, prioritization, throttling, and congestion signaling to customer applications. These methods are utilized automatically and their dynamic impacts cannot be assessed accurately and application-specifically. Network performance is constantly monitored and traffic flows are optimized, and network capacity is increased so that the impact of traffic management on customers is as minimal as possible, regardless of the service and application.

Telia uses traffic management methods in its network that may target the service user's applications, services or content or that may be caused by the recipient, sender or terminal device if this is necessary to ensure an exceptional information security threat or the normal operation of the network. This includes, for example, filtering traffic used in denial-of-service attacks or temporarily closing the subscription, for example in situations where the customer's device causes significant harm or disruption, or the service is used to transmit spam or malware. In addition, Telia may temporarily restrict the use of the service due to service availability, filtering of harmful traffic or other information security reasons, either by disabling certain communication methods (protocols) or communication ports or by temporarily disabling the ability to use the online service from the subscription completely. Automatic systems may be used to limit traffic or temporarily remove online services from subscriptions.

Traffic management methods used include, for example, court-ordered network restrictions to prevent access

to online services used for the unauthorized distribution of copyrighted content.
Such blocking may be implemented in such a way that the service user's access to network addresses is blocked or that some network server addresses are not forwarded to the service user from Telia's name service.

Traffic management methods also include port blocking, which prevents the exploitation of vulnerabilities in the service user's terminal devices.

Connecting a terminal device to the open Internet and installing programs and/or applications involves threats (e.g. viruses and other malicious programs) that may impair communication capabilities or jeopardize the availability and/or confidentiality of information on the terminal device. The customer is responsible for the protection and data security of the devices (e.g. computer or router), systems and internet connection used by the customer, as well as for their operation in all cases. Data security can be improved by using data security services.

Telia will notify you of any information security-related issues and changing usage rules on Telia's website at telia.fi/tietosuoja. New information security threats are constantly emerging and an up-to-date list of traffic management methods and methods used to ensure information security is published at telia.fi/tietoturvainfo.

User responsibilities

Users must consider other network users. In order to ensure good working conditions, users must be aware of their responsibility in using the network. Users must take care of matters related to shared information security.

User rights

The user has the right to use the telecommunications network in the way he or she sees fit, as long as the usage restrictions, legislation and other network users are taken into account.

Usage restrictions

The distribution of material and information that is considered to be illegal is prohibited via the network.
The further provision of network services to third parties is prohibited. This includes, for example, commercial websites or shell services.
Disturbing the operation of the telecommunications network is prohibited. Indirect interference, such as interference caused by excessive capacity use, is also prohibited. Any kind of monitoring of network traffic is prohibited. Searching for and exploiting information security vulnerabilities is prohibited.

Abuse and its consequences

Abuse of telecommunications systems means all activities that are contrary to laws and regulations.
In minor abuse situations, use can be prevented/slowed down.
If the abuse is serious or the act constitutes a crime, the matter can be referred to the police for investigation.

Validity of broadband use

The right to use broadband is tied to the TOAS lease agreement. An always-open broadband connection can be put into use immediately upon moving into the apartment without separate registration. The right to use broadband does not need to be separately terminated; it ends at the same time as the lease agreement ends.

Broadband problems

In the event of possible problems with the broadband connection, the tenant/user should contact Telia customer service on 0200 11611 or 020 690 400 (mcc/lnc).