

Service description of the Sonera Family service

1. General description of the service

With the Sonera Family service, the customer can make calls and send SMS or MMS messages between Sonera mobile phone subscriptions in his/her name at the price of a monthly charge. By means of the Sonera Family service the customer can make calls and send text messages between Sonera mobile phone subscriptions in his/her name at the price of a monthly charge. When the customer connects the service, all the customer's subscriptions will be automatically connected to the service.

In addition, one or two Sonera mobile phone subscriptions that are in the name of a company (for example the work phones of mother and father) can be connected to the service. Calls and SMS/MMS messages from the family's subscriptions to this business subscription are included in the monthly charge. When calls are made or SMS/MMS messages sent from the business subscription to other subscriptions under the Sonera Family service, charges will be collected according to the price list valid at any given time.

Sonera reserves the right to start applying the normal rates of the subscription type if the call traffic within the Family service exceeds 1,000 min per subscription, SMS traffic exceeds 500 messages per subscription, and MMS traffic exceeds 500 messages per subscription during a single billing period. The customer will be informed of the introduction of the limits one month in advance in writing to the customer's address, invoicing address or to the customer's mobile phone subscription.

2. Limitations of the service

Only a consumer customer can connect the service.

A maximum of seven subscriptions can be connected to the service. If the customer has more than seven subscriptions, only a maximum of seven of these subscriptions can be connected to the service. The business subscriptions connected to the service are also included in the number of subscriptions. If the customer has seven subscriptions, business subscriptions cannot be connected to the service. When the customer opens a new subscription, it is connected to the service automatically. If the customer has seven subscriptions in the service, the new subscription opened by the customer is not included in the Sonera Family service. The subscription will not be automatically connected to the Sonera Family service even though there would be room in the customer's service later on.

The customer of the Sonera Family service shall have all the time at least two subscriptions in his/her name, otherwise the agreement concerning the Sonera Family service will expire automatically without any separate notice.

3. Invoicing

The charges will be collected for the service according to the price list valid at any given time.

The service charges are collected on the invoice of the mobile phone subscription by which the customer has ordered the service. When the service agreement concerning the invoicable subscription terminates, the agreement concerning the Sonera Family service expires also automatically. If the service agreement concerning the business subscription that has been connected to the service is terminated or the subscription is transferred to another customer, the subscription will be automatically removed from the Sonera Family service and calls and SMS/MMS messages to this subscription will be charged according to the price list valid at any given time. This will not be communicated separately to the other subscriptions belonging to the same Sonera Family service.

When calls are made or SMS/MMS messages sent from abroad to another Sonera Family subscription, charges will be collected according to the price list valid at any given time. A reception charge will be invoiced of the Sonera Family calls received abroad on a mobile phone according to the price list.

Calls and SMS/MMS messages not included in the monthly charge of the service are subject to charges determined by the price list valid at any given time.

4. Other supplementary services

A call made with the short numbers of the Home Call service costs the same as the Home Call even though the subscriptions belonged to the same Sonera Family service.

Calls made to the voice mail are not included in the monthly charge of the Sonera Family service.

If the Sonera Family call terminates elsewhere than to another subscription of the same Sonera Family service (for example because of call forwarding), the call is not included in the monthly charge of the Sonera Family service.

- If call forwarding has been done from the customer's subscription belonging to the Sonera Family service to a fixed-line subscription of a domestic operator or to another Sonera mobile phone subscription than another Sonera Family subscription, the person who has made the call forwarding pays for the forwarded call according to his/her own subscription type if the forwarded call comes from another subscription belonging to the same Sonera Family service.
- If the above-mentioned call forwarding has been done from a business subscription connected to the Sonera Family service and the transferred call comes from another subscription belonging to the same Sonera Family subscription, the caller is charged for the transferred call according to the price list valid at any given time.

5. Other terms and conditions

Sonera can change this service description. The customer will be informed of the change in the service description at least one (1) month prior to the entry into force of the change. If the service description has been substantially changed to the detriment of the customer, the customer has the right to terminate the agreement within one (1) month of the notice.

Sonera's General Delivery Terms for Consumer Customers concerning Services will be applied to the service.