

Sonera Friend service

1. General description of the service

The Sonera Friend service allows the customer to make calls and send text messages, without limitation, to Sonera and Tele Finland subscriptions of his or her choice and to one domestic subscription outside Sonera's network for a fixed monthly charge. The subscription outside Sonera's network may be another operator's mobile subscription or any domestic operator's fixed-line subscription. Altogether 1 to 6 numbers can be connected to the service.

The service enables unlimited text-message and voice communication from the subscriber customer's number to the numbers connected to the service for a fixed monthly charge. Calls made and text messages sent from the numbers connected to the service to the subscriber customer's number are charged for according to the valid price list.

2. Service restrictions

The service is connectable only for consumer customers. A maximum of six subscriptions can be connected to the service. The subscription outside Sonera's network connected to the service is included in this number.

3. Invoicing

The service is subject to the charges indicated in the price list valid at any given time.

The service charges are charged to the invoice of the mobile subscription from which the customer has ordered the service.

When the service agreement on the invoiced subscription is terminated, the agreement on the Sonera Friend service is also automatically terminated.

If the service agreement on a subscription connected to the service is terminated or if the subscription is transferred to another operator, the subscription is automatically removed from the Sonera Friend service, and calls made and text messages sent to the subscription will from then on be subject to the charges indicated in the price list valid at any given time. The subscriber customer will be informed by text message if subscriptions connected to the service are removed from the service.

Calls and text messages not included in the monthly charge of the service are subject to the charges indicated in the price list valid at any given time. Calls made and text messages sent from abroad to a subscription connected to the Sonera Friend service are subject to the charges indicated in the price list valid at any given time. Sonera Friend calls received on a mobile phone abroad are subject to a reception charge according to the price list.

4. Other supplementary services

When the balance limit of the Balance Agreement is exceeded, calls and text messages covered by the Sonera Friend service can still be made or sent from the subscription concerned. A subscription with the Sonera Friend service cannot have the Sonera Home Call service activated at the same time.

If the subscriber customer has a Multi-SIM card, all calls made from the parallel subscription are also included in the monthly charge of the service.

Calls made to Voice Mail are not included in the monthly charge of the Sonera Friend service.

5. Other terms and conditions

Sonera has the right to change this service description. The customer will be notified of any changes at least one (1) month before they are to become effective. If the service description is changed to the customer's disadvantage, the customer is entitled to terminate the agreement within one (1) month from being notified.

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