

Sonera Etu customer loyalty programme rewards Sonera consumer customers for long patronage and concentrating their communications services with Sonera.

### 1. How to join Sonera Etu programme

Customers with a Sonera mobile subscription are welcome to join the programme. Customers may add 1 to 7 Sonera Mobile Subscriptions that are in their name in the Sonera Etu programme.

Company subscriptions, Easy subscriptions, or subscriptions that already belong to another group agreement (such as Sonera Agreement for Small Companies or Sonera Corporate Agreement) cannot be included in the programme.

### 2. Contents and determination of the levels of Sonera Etu programme

By belonging to the Sonera Etu programme, customers gain access to the common benefits on offer at any given time. In addition, there are two levels in the Etu programme: The Silver Level and the Gold Level. The appropriate level is determined on the basis of the duration of the customer's patronage and the average bill total of subscriptions included in the programme.

Requirements for entering the next level:

- To be a Silver-level customer, a customer must have an average Sonera mobile bill total of more than 30 €/month over a 6-month period.
- To reach the Gold level, a customer must have an average Sonera mobile bill total of more than 50 €/month over a 6-month period and non-stop patronage for three years at the minimum.

The prevailing grounds for level determination can be viewed at the programme website at [www.sonera.fi/etu](http://www.sonera.fi/etu).

Customer levels are determined twice a year, in March and in September. In the March level determination, we look at billing from August-January, and in the September determination, billing from February-July. In the March level determination, all subscriptions included in the Etu programme by 31 January will be taken into account and subscriptions included by 31 July in the September determination.

A new customer who joins the programme after the above dates may enter the billing-based level in the next level determination. The duration of a customer's patronage is calculated from the date of activation of the customer's first Sonera Mobile Subscription to the moment of level determination, i.e. January 31st in the spring and July 31st in the autumn. The customer relationship must be uninterrupted. The average monthly bill total is calculated so that the total of bills from the previous level determination period is divided by six. The bill total of new customers who have joined the programme is divided by the number of the full months the customer has been part of the programme. If the customer gets another discount or refund of the bill, the reduced price is considered.

### 3. Benefits from Sonera Etu

Depending on the level, an Etu customer has a variety of benefits to choose from during the offer period of 6 months (from March to the end of August and from September to the end of February). If a customer has not made use of any benefits during a 6-month period, the customer is not entitled to use them in another period. The benefits cannot be returned or exchanged for money. Sonera has the right to change the benefits. The prevailing benefits and offers, ways to choose a benefit and other terms can be found at the website of the programme. The benefits, offers and services of the programme are customer-specific.

If the ownership of a subscription changes, the benefits are not transferred to the new customer. Benefits cannot be transferred to the subscription of another customer. If a subscription agreement included in the Sonera Etu programme or the agreement on Sonera Etu expires, accrued and unused benefits will not be refunded to the customer.

### 4. Other terms and conditions

This agreement enters into force when Sonera approves the customer's application. Sonera notifies the customer of the approval of the agreement within two weeks of the order at the latest by an SMS to the customer's Sonera Mobile Subscription, or by e-mail, mail or, in case of Internet orders, in connection with the order. Sonera has the right to change these terms or terminate the Etu programme. The customer is notified of changed terms at the latest two (2) weeks and of the termination of the programme at least two (2) months prior to the entry into force of the change or the termination by a letter to the his/her billing address, e-mail address or by an SMS/MMS to his/her mobile phone. Moreover, Sonera has the right to change the terms to the benefit of the customer without the above-mentioned duty to notify. In addition, Sonera's General Delivery Terms for Consumer Customers concerning Services and any special terms and/or service descriptions of individual services are applied, where applicable, to the Sonera Etu programme and Sonera services. These terms enter into force on June 1st 2008. These terms are also applied to any agreements concluded before these terms enter into force.