

My Sonera subscription

1. General

The My Sonera subscription (hereinafter "the Subscription") is a mobile subscription provided by TeliaSonera Finland Oyj (hereafter "Sonera") for its consumer customers.

2. Features of the Subscription

The following services are automatically included in the Subscription:

- Domestic calls
- Call forwarding services: unconditional call forwarding, call forwarding on no reply, call forwarding on busy
- Calling line identification (caller ID)
- Call waiting
- Consultation call
- Conference call
- Automatic settings

The Subscription is subject to a monthly charge as specified in the agreement, and the use of the services is subject to the charges indicated on the price list valid at any given time. The call package possibly chosen for the Subscription includes the number of call minutes specified in the agreement. The calls in the call packages include standard-priced domestic calls, Home Calls, and calls to Voice Mail, but not video calls, data transfer, or calls to company or service numbers. Further information on the services is available in the user manual for Sonera's Mobile Phone Services or at www.sonera.fi

3. Number porting

The customer is entitled to have his/her telephone number transferred to another telecommunications company in compliance with the Communications Market Act.

Porting a number to Sonera takes a minimum of five (5) business days, calculated from the day on which the porting request was forwarded for further processing. Number porting is performed only on business days (Mon to Fri) between 8 a.m. and 5 p.m. If the porting date requested by the customer in the agreement is not a business day, the number can be ported on the next business day at the earliest.

The porting may be delayed for technical reasons. At the moment of porting, service interruptions may occur.

The customer authorizes Sonera or a Sonera representative to terminate, on behalf of the customer and at the time of porting, the subscription agreement between the customer and their previous telecommunications company concerning the number to be ported.

When the customer exercises his/her right to number portability and transfers the number to another operator during the Agreement Period, the fixed-term agreement between the customer and Sonera will continue in spite of transferring the number, and the customer is liable for the contractual payments until the end of the Agreement Period. In that case, Sonera will, by request, provide the customer with a new number until the end of the Agreement Period.

4. Validity of the Subscription Agreement

The subscription agreement is valid for a fixed period specified in the agreement (hereinafter: "Agreement Period"), after which the agreement is automatically continued until further notice, unless the customer terminates the agreement at least two weeks or Sonera at least one month before the expiry of the Agreement Period. If the customer or Sonera terminates the agreement, the agreement expires at the end of the Agreement Period.

The customers can replace their call package with a bigger or smaller call package in the middle of the Agreement Period at a charge indicated on the price list, in which case the new call package is subject to the monthly charge valid at the time of the conclusion of the agreement.

Consumer customers are also entitled to terminate a fixed-term bundling agreement with effect in two weeks' time, if he/she pays to Sonera the charges for the remaining Agreement Period and a termination charge determined by the price list. The charges for the remaining Agreement Period are calculated by deducting all device instalments made by the customer to Sonera during the Agreement Period from the recommended price for the device at the conclusion of the agreement.

5. Supplementary services and their validity

The customer is entitled to order supplementary services provided by Sonera when concluding the subscription agreement or by calling Sonera Customer Service, by means of SMS, online (at Omat Sivut) or WAP services, or from a Sonera Dealer. For more information on available supplementary services and their prices, see www.sonera.fi/omatsivut.

Unless otherwise stated on a particular supplementary service in the service-specific terms included in the agreement and/or the service description, agreements on supplementary services are valid until further notice.

6. Barring

The customer may restrict the use of the subscription through barring.

An entertainment call bar prevents calls to entertainment and adult entertainment services (for example, 0700-prefixed numbers). A telecommunications company can only bar calls charged to a mobile phone bill.

An entertainment message bar blocks SMS messages sent to entertainment service numbers and adult entertainment numbers (for example, 17-prefixed numbers).

A transaction services bar prevents calls to entertainment and adult entertainment services (for example, 0700-prefixed numbers) and to transaction services (for example, 0600-prefixed numbers). Includes WAP barring in data calls but does not prevent the use of WAP over a GPRS connection.

A transaction services message bar blocks SMS messages sent to transaction service numbers, entertainment service numbers and adult entertainment numbers (for example, 15400 as well as 17- and 16-prefixed numbers)

Further information on barring and on services for controlling the Subscription's costs is available at www.sonera.fi/omatsivut.

7. SIM locking

The mobile phone that the customer purchases by concluding the subscription agreement is SIM-locked. The SIM locking of a mobile phone means that the mobile phone can only be used with the My Sonera Subscription that has been purchased bundled with the 3G mobile phone. The Subscription may, however, be used on other phones as well. Getting started with the Subscription may require that the SIM card is changed, depending on the type of the SIM card used by the customer.

The customer is not entitled to unlock the mobile phone's SIM without a SIM unlocking code which is provided by Sonera. If, contrary to the above, the customer unlocks or attempts to unlock the SIM, he/she is liable for any resulting damage and Sonera has the right to prevent the use of the phone.

At the customer's request, Sonera may provide the customer with the SIM unlocking code at the earliest when the fixed-term Agreement Period of the subscription agreement expires.

When unlocking the SIM, the Subscription must be active in the mobile network and the subscription agreement must still be valid. If this is not the case, the SIM can only be unlocked at a Sonera Kauppa store or in some other place as specified by Sonera. The customer is obliged to take or send the mobile phone to this place at his/her own expense.

After the SIM card has been unlocked, the mobile phone purchased bundled together with the subscription may also be used with other mobile subscriptions.

8. Information security

Accessing the open Internet with a terminal device involves threats (such as viruses and malware) that may impair communications or jeopardize the usability and/or confidentiality of the data on the terminal device. The customer must attend to the protection and information security of his/her mobile phone or other terminal device. For more information on data security and threats to data security, please see www.sonera.fi/tietoturva.

9. Other terms

No talk time or subscriber gift offers transfer to the Subscription if the customer changes his/her Sonera mobile subscription to this Subscription.

The Sonera One Euro Sunday and Sonera One Euro Sunday Extra offers are not available for the bundled Subscription. If the customer has a Sonera mobile subscription with a valid Sonera One Euro Sunday or Sonera One Euro Sunday Extra agreement, the customer is allowed to conclude the subscription agreement in the middle of the Sonera agreement period. In that case, the period of validity of the Sonera One Euro Sunday or Sonera One Euro Sunday Extra agreement and the related benefits expire. The customer may connect the Subscription to the Sonera Etu programme.

With regard to the matters that are not mentioned in this service description, the prevailing Sonera's General Delivery Terms for Consumer or Corporate Customers concerning Services are applied.