

Sonera Wireless Surf subscription

1. General

The Sonera Wireless Surf subscription (hereafter “the subscription” or “subscriptions”) is a mobile subscription provided by TeliaSonera Finland Oyj (hereafter “Sonera”) for its consumer customers. This service description applies to subscriptions purchased by the customer bundled together with a device and with a fixed-term agreement. The devices sold in connection with the subscription are typically Internet sticks or computers, or other devices designed for telecommunications usage (hereafter, “devices”).

2. Features of the subscription

Data transfer and SMS services and services that support these can be activated for the subscription. Voice services cannot be activated for the subscription.

The subscription has no monthly charge, but the use of the services activated for the subscription is subject to the charges indicated in the price list valid at any given time. A data transfer service must be selected for the subscription among the specifically provided options.

For more information on the services, visit 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 only performed 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, the subscription agreement between the customer and the other telecommunications company concerning the number to be ported. The termination is to take effect at the time of porting.

If the customer exercises its right to port its number to another operator in the middle of the Agreement period, the fixed-term agreement between the customer and Sonera will continue normally despite the porting, and the customer is responsible for the charges according to the agreement until the end of the Agreement period. In such a case, Sonera will, at the request of the customer, 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 (hereafter: “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 whereby the agreement expires at the end of the agreement period.

The customer may replace their data transfer package for a larger or smaller package in the middle of the agreement period for the price listed in the applicable price list, in which case the price for the larger data transfer package is charged for the month in which the agreement is made.

The consumer customer is also entitled to terminate any fixed-term bundling agreement with effect in two weeks’ time, if he/she pays to Sonera the charges applicable for the remaining period of agreement and a termination charge as determined in the price list. The charges for the remaining period of agreement are calculated by deducting the device-related payments the customer has paid to Sonera during the period of agreement from the device’s recommended price at the time when the agreement was concluded.

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 from a Sonera Dealer. For further information on currently available supplementary services and on their prices, please log on to 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 message bar blocks SMS messages sent to entertainment service numbers and adult entertainment numbers (for example, 17-prefixed numbers).

An information message bar prevents SMS messages to entertainment and consulting and ordering service numbers and to adult entertainment numbers (for example, 15400 and 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. Device and software

With the service package, an Internet stick is delivered, which at the time the deal is concluded becomes the customer’s property. When the Internet stick is first connected to the computer, the software needed for the connection will automatically be installed. The software is intended to be used with Sonera’s SIM-card, only. Sonera is not responsible for the operation of other pieces of software with the Internet stick delivered.

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 see to that their device is protected and data secured. For further information on information security and on threats to information security, please go to www.sonera.fi/tietoturva

9. Other terms

The customer may connect the subscription to the Sonera Etu programme. Etu minutes cannot be used with the subscription, but its invoicing will be taken into account when the customer’s Etu level is being determined.

In the matters not discussed in this service description, Sonera’s General Delivery Terms for Consumer / Business Customers concerning Services, valid at any given time, are applied.