

## **Sonera Carefree**

### **1 General description of the service**

Sonera Carefree is a supplementary service that can be activated for My Sonera subscriptions. With Sonera Carefree, the My Sonera call packages are automatically updated subscription-specifically, in real time and according to use. The call package prices are subject to the My Sonera price-list valid at any given time. If, during an invoicing period, no voice services are used with the subscription for which Sonera Carefree has been activated, Sonera will bill the normal monthly charge for the subscription but not the call packages. In addition, Sonera will bill the Sonera Carefree monthly charge and the monthly charges for any other supplementary services.

### **2 Service limitations**

The customer must have a valid agreement on Sonera mobile subscriptions. Sonera Carefree can only be activated for My Sonera subscriptions. The service cannot be activated for a Multi-SIM parallel subscription, but, on the other hand, the Carefree service of the main subscription also monitors the voice traffic of the parallel subscription. A My Sonera subscription cannot have both the Carefree service and a call package at the same time.

### **3 Billing**

If a subscription has a valid call package, the Carefree service will enter into force at the beginning of the billing period following the activation, whereby any existing call package of the subscription is deactivated and the subscription becomes a My Sonera subscription without a call package. If the subscription does not have a valid call package, the service can be activated and used right away. In this case, however, the service will not take into account any voice traffic that has taken place before the service activation.

Sonera Carefree will update the call packages of the subscription as voice minutes accrue. Call packages change step by step, according to the price-list for the My Sonera call packages. A call package is always exchanged for the next bigger one once the voice minutes of the previous call package have been used up and the limit has been exceeded. At the end of the billing period, Sonera will bill the monthly charge for only one package the charge of which is determined according to the latest call package used.

### **4 Other supplementary services**

The Balance Agreement service is not compatible with the Sonera Carefree service. If Sonera Carefree is activated for a Multi-SIM main subscription, it will monitor the traffic of both the main subscription and the parallel subscription and update, in real time, the call packages of the main subscription according to the usage of both subscriptions.

### **5 Other terms and conditions**

Sonera may change this service description. The customer will be notified of any changes at least one (1) month prior to the entry into force of the change. If the service description is changed to the detriment of the customer, the customer has the right to terminate the agreement within one (1) month from the notification.

The service is also subject to either Sonera's General Delivery Terms for Consumer Customers Concerning Services.