

Sonera Data Transmission Services

1. General description of the services

TeliaSonera Finland Oyj (hereafter Sonera) provides Sonera's mobile subscription customers with various alternative packet-switched data transmission services (hereafter service). The service allows customers, for example, to use email, the Internet and Sonera Surfport services and to send and receive multimedia messages. Depending on the service, the pricing is based either on the data transmission volume or on the duration of the data transmission connection.

Depending on network load, the service provides the highest data transmission speed available at any given time, but no certain fixed speed can be guaranteed to an individual customer. The data transmission speed depends, for example, on the data transmission service used, the data transmission technology and the customer's terminal device. The customer can exploit the higher-speed 3G and 4G data transmission technologies, for example, if he or she has a terminal device supporting these and if the terminal is within the coverage area of the network concerned.

In the 3G network, the maximum speed available is 16 Mbit/s, the range of variation being from 0.3 to 4 Mbit/s. In the 4G network, the maximum speed available is 100 Mbit/s, the range of variation being from 10 to 80 Mbit/s. The data transmission speed also depends, for example, on the features of the terminal device and on the network load.

The availability of the service is affected, for example, by the number of simultaneous network users. Due to network load, the data transmission speed may essentially slow down, keep breaking or be interrupted. If a data transmission connection is disconnected or interrupted, files or parts of them may be lost, remain undelivered or arrive in defective or erroneous form. The above incidents are characteristic of data transmission services and do not entitle the customer to compensations or damages.

2. Services charged for based on volume

The invoicing basis of services charged for based on volume is how much data is transmitted. The duration of the data transmission connection is not relevant to the invoicing. The volume-charged services and their prices are indicated in the price list valid at any given time.

In some volume-charged services an SMS notification is sent to the customer when about 80% of the data transmission volume included in the monthly charge of the service has been used. In some other services the customer is also sent an SMS notification when the data transmission volume included in the monthly charge of the service has been used up in full and the transmission speed has therefore been restricted.

As the balance is not monitored on a real time basis, the notification is sent with a delay. The delay may be several hours, for SMS notifications are not sent during the night. Also, although an SMS notification has been sent it may not arrive due to a reason attributable to the customer's terminal device or network technology. The customer is liable for any costs generated by the use of the service even if an SMS notification arrives with a delay or does not arrive at all.

3. Services charged for based on time

The invoicing basis of services charged for based on time is the duration of the data transmission connection. The customer is charged for the use of the service whenever the data transmission connection is open, irrespective of whether data is transmitted or not.

With the help of the terminal device's manual the customer should make sure the data transmission connection does not remain open after use, as passive connections on which no data is transmitted are also charged for according to the price list.

Several terminal device models have a data transmission connection open on the background even though there is no indication of it on the screen. Further, supplementary services or applications may include a feature that automatically updates data without any action from the user. Also, charging is not interrupted if a call is made or received when the data transmission connection is open.

Time-based charging is applied only in Sonera's network in Finland. Abroad, charging is based on the data transmission volume or some other invoicing basis defined by the operator used.

4. Requirements for the introduction

A precondition for the use of the data transmission services is that the customer has a Sonera mobile subscription and a terminal device with the technical features required and, if necessary, that the customer saves the data transmission settings in the terminal device in the appropriate manner. Insofar as possible, Sonera sends the appropriate settings to the customer's terminal device automatically by SMS whenever the customer inserts the SIM card of the subscription into a new terminal device. The customer can also order the settings through self-service channels or from the customer service.

The data transmission connection is established through an APN address.

5. Information security and rules of use

Connecting a terminal device to the public Internet and installing applications involve threats (for example, viruses and other malware) that may impair communication opportunities or jeopardize the availability 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. The customer can enhance the information security by means of information security services.

Sonera strives to communicate any issues related to information security and changes in the rules of use on Sonera's website at www.sonera.fi/tietosuoja.

For reasons of information security, Sonera can interfere with exceptional use of the customer's subscription (including, without limitation, any disturbance caused to the network or other users) in compliance with the general delivery terms by closing the customer's connection and/or service.

Sonera has the right to prioritize other traffic in the network over the use of the service. Data transmission connections of the mobile network must not be used for peer-to-peer network traffic or other such file-sharing. Sonera has the right to limit the volume of VoIP (Voice over IP) traffic.

Instead of public addresses routed on the Internet, Sonera also has the right to offer private IP addresses, which are not routed on the Internet.

6. Use of data transmission services abroad

Abroad, the data transmission services operate in the networks of those operators with which Sonera has a valid agreement. The quality and features of these services may be essentially different from those of Sonera's services in Finland. The invoicing bases described in this service description apply only to the use of the service in Finland. The prices and invoicing bases of the data transmission services abroad are indicated in the price-list valid at any given time.

7. Period of validity

The agreement on the service is valid until further notice, unless otherwise agreed.

If the customer terminates the service agreement on the subscription to which the service has been connected, the agreement on the service is also terminated, as the service cannot be used without the subscription.

These terms do not limit the consumer customer's legal right to give notice on the basis of a social bar to performance. The customer is obliged to prove the existence of such a social bar to performance and to provide Sonera with a written account of the reasons for termination.

8. Invoicing

The use of the service is subject to the charges indicated in the price list valid at any given time. The charges are charged to the customer's mobile phone invoice. A monthly charge is collected for the service's connection period if the service has been used. However, the monthly charge is always charged for the period of termination, regardless of whether the service has been used or not. Data transmission volume that has not been used in the period of termination will not be credited to the customer.

9. Other terms

Subscriptions can have only one service at a time.

Customers can monitor the data transmission costs in self-service channels specified by Sonera at any given time.

In all matters not mentioned in this service description, the service is subject to Sonera's General Delivery Terms for Consumer Customers / Business Customers (depending on the customer relationship) concerning Services valid at any given time.