

Mobile phone services

30.4.2012

Subscriptions

Mobile subscription

Pricing of calls made in Finland: subscription-specific price per minute or part thereof plus set-up charge €0.049/call if you are not subscribing to any call package. In call packages, domestic calls are deducted from the selected total number of minutes on a per-second basis. Messages exceeding the package 0.099 €/message. For more information on My Sonera subscriptions, log on to www.sonera.fi/minusonera.

Connection charge and change of subscription type	3.93 €
Connection charge and change of subscription type self-service	1.92 €
Monthly charge of the subscription without a phone and call package	1.99 €/month
Call price without call package	0.0796 €/min ¹⁾
SMS price without SMS package	0.0796 €/each
MMS price without MMS package	0.39 €/each ⁷⁾
Video call price without video call package to another Sonera mobile subscription	0.19 €/min
Video call price without video call package to other mobile subscriptions	0.25 €/min

Call packages ²⁾

Call 50	5.95 €/month
Call 100	9.95 €/month
Call 250	15.90 €/month
Call 350	19.99 €/month
Call 600	28.10 €/month
Call 900	37.20 €/month
Call 1300	45.25 €/month
Call 2500	76.50 €/month
Call 3500	96.50 €/month
Calls exceeding the package	0.0998 €/min
Enlargement of the package	0.00 €
Reduction of the package through Omat Sivut	0.00 €
Reduction of the package through Customer Service	9.98 €

SMS packages

SMS 50	1.90 €/month ⁷⁾
SMS 150	4.50 €/month ⁷⁾
SMS 500	9.95 €/month ⁷⁾
SMS 1000	11.99 €/month ⁷⁾
SMS 2500	19.99 €/month
Messages exceeding the package	0.0998 €/message

Mms packages

Mms 10	1.90 €/month
Mms 50	6.95 €/month

Video call package

Video calls exceeding the package are subject to a minute-based call charge for each minute or part of minute, plus a call set-up charge of €0.049/call.

Connection charge	3.93 €
Connection charge as self-service	0.00 €
Monthly charge	4.90 €/month

One-time charges

Subscription change service	3.99 €
Change of ownership	3.99 €
A change of ownership of a subscription (e.g. changing from a user status to an owner status) is only subject to a connection charge. The supplementary services included in the subscription will be transferred to the new owner free of charge (does not apply to supplementary services included in a Corporate Agreement).	
Number reservation	49.99 €
Data traffic connection charge	29.99 €

Change of card

Change of card	0.00 €/subscription
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Activation of SIM card

Through Customer Service	7.99 €
Self-service	0.00 €

Reconnecting a disconnected subscription

Connection charge	7.99 €
Connection charge as self-service	3.99 €
Instant reconnection	29.99 €
Instant reconnection as self-service	15.99 €

Home phone

Subscription charge	98.40 €
Does not include the construction of an internal communications network or terminal devices to be connected to the subscription. The construction charge is determined by the actual costs based on a quotation submitted by Sonera and approved by the customer.	
Monthly charges 8,24 € - 25,90 €	
Determined based on four different payment zones.	
Call charges	
www.sonera.fi/Puhelin+ja+liittym%E4/Kotipuhelin/Hinnasto	
Voice Package Fixed	6.05 €/month
With Voice Package Fixed all calls placed from a fixed Sonera telephone subscription to another fixed Sonera telephone subscription within a single telecommunications area cost you €6/month; per-call or per-minute charging is not applied. Other call charges are charged according to the prices of the Voice Agreement. The fixed price does not cover calls to dial-up service numbers, 010 and 020-prefixed universal access numbers or 0-prefixed service numbers and other operators' numbers. Voice Package Fixed is subscription-specific in fixed telephone subscriptions and channel-specific in ISDN subscriptions (one ISDN subscription requires two Voice Package Fixed packages). In addition, the subscription is always subject to a basic charge for a fixed telephone subscription.	
Call transfer	
There is no connection or monthly charge for the Unconditional call forwarding, Delayed call forwarding, Call forwarding on busy and Override call forwarding service. The normal call charge is collected for the forwarded call. Please take this into account when forwarding calls for instance abroad or to a mobile phone.	
Call holding	
There is no connection charge or monthly charge for the Call holding service.	
Transfer during call	
There is no connection or monthly charge for the Transfer during call and Call holding service. The normal call charge is collected from the caller for the call that is put on hold during your consultation call. You pay the normal call charge for your consultation call.	
Three-party call	
There is no connection or monthly charge for the Three-party call. The normal call charge is collected from the caller for the call that is on hold.	
Kuuma linja (Hotline)	
There is no connection or monthly charge for the Kuuma linja service. The normal call charge is collected for the forwarded call. Please take this into account when forwarding calls for instance abroad or to a mobile phone.	
Stoppi services	
There is no connection charge or monthly charge for the Stoppi services.	

Voice agreement

The Voice Agreement does not concern calls to Home Call numbers (020100-prefixed numbers), service numbers (for example, 0600 and 0700-prefixed numbers) and universal access numbers (for example, 020-prefixed numbers). All prices are inclusive of VAT 22%.	
Local calls (calls within the same telecommunications area)	2.41 cent/min + 9,9 cent/call
Local network charge	2.41 cent/min + 9,9 cent/call
Long-distance calls (calls to another telecommunications area)	6.65 cent/min + local network charge
International calls to fixed-network in Sweden	6.65 cent/min
Others: check the price-list	
Calls to mobile phones	15.10 cent/min + local network charge

Home Voice Mail subject to a usage charge

The Home Voice Mail subject to a usage charge has no monthly charge. Reservations, greetings, changes, message recipients, checkup calls, listening of messages via the home telephone number and remote listening cost €0.0821/call + local network charge. The person leaving a message is charged the normal call charge.

Home VoiceMail subject to a monthly charge

In Home Voice Mail subject to a monthly charge, reservations, greetings, changes, message recipients, checkup calls and listening of messages via the home telephone number are covered by the monthly charge. The person leaving a message is charged the normal call charge. The charge for remote listening is €0.0821/call + local network charge.

Monthly charge	1.70 €/month
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Kuka soitti? (Who called?)

Connection charge	0.00 €
Monthly charge	1.70 €/month

Machine subscriptions

Control ³⁾

Connection charge	1.23 €
Monthly charge	0.861 €/month
Text messages to all mobile subscriptions	0.101 €/message

Control Plus ³⁾

Connection charge	8.2921 €
Monthly charge	6.7872 €/month
Data (9,6 kbit/s)	0.101 €/min
Voice	0.4141 €/min
Text messages to all mobile subscriptions	0.0808 €/message

Subscriptions no longer sold

One

Calls	0.09 €/min
Text messages	0.09 €/message
Monthly charge	4.02 €/month
Opening charge	0.049 €

Friends

Calls to Sonera mobile subscriptions Mon-Fri 7-17	0.12 €/starting min
Calls to Sonera mobile subscriptions at other times	0.04 €/starting minute
Calls to other subscriptions	0.12 €/starting min
Text messages to Sonera mobile subscriptions Mon-Fri 7-17	0.12 €/message
Text messages to Sonera mobile subscriptions at other times	0.04 €/message
Text messages to other subscriptions	0.12 €/message
Monthly charge	4.02 €/month
Opening charge	0.049 €

Classic Duo

Calls to Sonera mobile subscriptions	0.10 €/starting minute
Calls to other subscriptions	0.15 €/starting min
Text messages	0.13 €/message
Monthly charge	3.53 €/month
Opening charge	0.049 €

Privat Duo

Calls on weekdays Mon-Fri 7-17	0.15 €/starting min
Calls at other times	0.10 €/starting min
Text messages	0.13 €/message
Monthly charge	3.69 €/month
Opening charge	0.049 €

Mini

Calls on weekdays Mon-Fri 7-17	0.17 €/starting min
Calls on other times	0.12 €/starting min
Text messages to all subscriptions	0.13 €/message
Monthly charge	2.01 €/month
Opening charge	0.049 €

Netto

Calls	0.0796 €/starting min
Text messages	0.0796 €/message
Monthly charge	2.01 €/month
Connection and change charge	3.93 €
Connection and change charge as self service	1.92 €
Opening charge	0.049 €

Data Perus

Connection charge	0.00 €
Monthly charge	0.00 €/month
Data transfer	6.0499 €/MB

International calls

International calls

For outgoing international calls, the call charge is priced according to the type of subscription and consists of a mobile charge and an international charge by the operator chosen by the customer. The mobile charge is the same as that charged for a phone call placed to a fixed line in Finland. Outgoing international Video Calls are subject to an international call charge based on the selected network operator plus a video call charge of € 0.25 per minute. The prices of Sonera 990 and 990 Express abroad are found at the Internet address www.sonera.fi/990.

Mobile call rates abroad

Mobile call rates abroad

Supplementary services and calls placed and received abroad are divided into six price categories, each one of which has its own standard rate that does not vary with the day, time or even - in most cases - the operator. The charge for text messages is the same all around the world.

More information on price categories, foreign network operators, coverage, supplementary services, and prices can be found at www.sonera.fi/en or wap.surfport.fi (Omat Sivut > Matkapuhelin ulkomailla).

Voice services

Kestoetu

By concluding a fixed-term Sonera Kestoetu agreement, you get your Sunday calls for 1 €/Sunday for the entire year. This means that you can make as many calls as you like on Sundays and only pay one euro/Sunday. The benefit applies to normal-priced domestic calls. More info at the address www.sonera.fi/kestoetu.

Call waiting

There are no connection charge or monthly charge for the Call waiting service.

Kuka soitti? (Who called?)

Connection charge	3.93 €
Connection charge as self-service	0.00 €

Multi-SIM

Connection charge	3.93 €
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Connection charge as self-service	0.00 €
Monthly charge	3.90 €/month

For more information on the Multi-SIM service, log on to www.sonera.fi/multisim.

Conference call ¹⁰⁾

Conference call service is free of charge.

Family Service

Connection charge	3.93 €/service
Connection charge as self-service	0.00 €/service
Monthly charge, 2-7 subscriptions	6.95 €/service

Company subscription charges

Company subscriptions can be included in the Family service with no additional charge besides the connection charge for the service, if this is done when the service is connected. A connection charge applies to Company Subscriptions that are included in the service after the purchase.

Connection and modification charge	3.93 €/subscription
Connection and modification charge on the Internet	1.92 €/subscription

Call forwarding ¹¹⁾

Call forwarding service is free of charge.

Call directing

Connection charge	7.96 €
Connection charge as self-service	0.00 €
Monthly charge	2.07 €/month
Used through SMS: sending a control message	0.17 €/message

Call forwarding

Forwarding calls from your own phone if the feature is self-activated	0.00 €
Activated through Sonera Call forwarding	7.96 €/time

Call charges

Call charges

- Call forwarding to a Sonera Mobile Subscription ⁹⁾ or fixedline subscription in Finland: free of charge.
- Call forwarding to other operators' mobile subscriptions: the person forwarding a call pays a call charge from his or her subscription to the receiving subscription for each call. The charge depends on the type of subscription.
- Call forwarding from Finland to abroad to a Sonera subscription: the forwarding is free of charge for the person who activates it. The recipient pays the reception charge.
- Call forwarding from Finland to an international number. The same price is invoiced to the person who activates call forwarding for a forwarded call as when an international call of Sonera's 990 price list is placed to the country concerned.
- Call forwarding from abroad to Finland: forwarding calls unconditionally to other Sonera mobile subscriptions/your personal Voice Mail is free of charge for the person activating the feature. Conditional forwarding is subject to a reception charge plus a fee for calling to Finland charged by the appropriate network operator.
- Call forwarding from abroad to abroad: the price of a Sonera 990 call to the country to which call forwarding has been activated is invoiced to the person who has activated the direct call forwarding. Indirect call forwarding costs the reception charge and the call charge of the operator concerned.

Call holding

There are no connection charge or monthly charge for the Call holding service.

Message services

Fax

Connection charge	1.9156 €
Connection charge as self-service	0.00 €

A mobile call charge depending on the type of subscription is collected for an outgoing fax call.

Fax mail Service

Connection charge	7.96 €
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Connection charge as self-service	0.00 €
Monthly charge	2.30 €/month
Printing and sending faxes	0.17 €/min
When printing abroad the selected operator's international call charge is added.	

Directory services

Sonera 0200 1000 Number service

Call set-up charge	1.00 €
Service charge + mobile call charge / local network charge	1.50 €/min
Connection	0.00 €
Directory information by SMS	0.00 €

Sonera 15400 Number search

Successful search	0.70 €
Failed search	0.14 €
Ordering additional search results	0.11 €/additional page

Contacts

Adding contacts by SMS	0.17 €/contact
Searching contacts and groups by SMS	0.17 €/search

Multimedia message

Sending an MMS in Finland from a mobile phone or from the Message Centre	0.39 €/message
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Number reservation

Number reservation charge	49.99 €
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Text message

Text messages without an SMS package	0.0796 €/SMS
Sending an SMS in Finland from the Message Centre ⁵⁾ ⁶⁾	0.09 €/message
sending an SMS from a mobile phone in Finland with search words TEKSTI, TEKSTIY, RT and RTY	0.09 €/message/recipient
Sending an SMS to international numbers	0.29 €/message
Sending an e-mail by SMS from a mobile phone in Finland with search words SPOSTI and SPOSTIY	0.09 €/message

Voice Mail

Connection charge (does not apply when opening a new subscription)	3.93 €
Connection charge as self-service	0.00 €
Call charge to Voice Mail number from all Sonera Mobile Subscriptions ²⁾	0.17 €/min
Call charge to Voice Mail number from fixed network weekdays Mon-Fri 7-17	0.24 €/min
Call charge to Voice Mail number from fixed network at other times	0.16 €/min
Changing the direct retrieval numbers	0.00 €

Voice Mail calls are charged per minute or part thereof according to the type of call plus a set-up charge of €0.049 per call.

Video calls

To Sonera mobile subscriptions or to TeleFinland subscriptions ⁹⁾	0.19 €/min
To other subscriptions	0.25 €/min

Video calls are charged per minute or part of thereof according to the type of calls plus a set-up charge of €0.049 per call.

Data transfer services ³⁾

Per hour

Data transfer	0.91 €/per hour or part thereof
No connection charge or monthly charge.	

Mini Surf

Monthly charge	3.93 €/month
Includes 40 MB of data transmission in Finland per billing period.	

Pocket Surf

Monthly charge	6.96 €/month
Includes 300 MB of data transmission in Finland per billing period.	

Surf

Monthly charge	9.98 €/month
Includes 1 GB of data transmission in Finland per billing period.	

Budget Surf

Monthly charge	11.90 €/month
Includes 3 GB of data transmission in Finland per billing period.	

Total Surf

Monthly charge	17.90 €/month
Includes 20 GB of data transmission in Finland per billing period.	

No longer sold

Basic Data

Outgoing data call (9.6 kbps)	mobile charge + 0.1111 €/call
Wap call	0.1111 €/call + 0,17 €/min

Data Month

Includes the Copany Data services and an unlimited volume of packet-switched domestic GPRS, EDGE and UMTS traffic on the principle of reasonable use ¹⁰⁾.

Connection charge	
Monthly charge	

Additional speed

Multi Data

Connection charge	3.939 €
Connection charge as self-service	1.919 €
Monthly charge	4.141 €/month
Data- and fax call charge at any time, 1 channel (max. 14.4 kbps)	0.2222 €/min
Data- and fax call charge at any time, 2-4 channels (max. 57.6 kbps)	0.3232 €/min
Outgoing data call	0.1111 €/call ³⁾
Received data call at any time, 1 channel (max. 14.4 kbps)	0.00 €/min
Received data call at any time, 2-4 channels (max. 57.6 kbps)	0.1111 €/min
WAP call	0.1111 €/call + 0.17 €/min

Data Step

Connection charge	3.93 €
Connection charge as self-service	1.92 €
Monthly charge	3.93 €/month
Includes 20 MB of data transmission in Finland per billing period. For the part exceeding the 20 MB of data transmission included in the monthly charge, the customer is charged an extra charge of €3.90 per new 20 MB or part thereof.	

Usage limit**1.01 €/month**

No opening/connection charge. With the Usage limit service, you can make sure that the amount of data transfer of your subscription does not exceed the first 20 MB.

Content services

Navigator

Navigator charge for 1 week of usage	1.99 €
Navigator charge for 1 month of usage	5.99 €

Domestic data transfer charges for the Navigator traffic are included in the prices.

Restrictions and bars

Connection charge

Connection charge	0.00 €
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Modification charge

Modification charge	7.96 €
Modification charge as self-service	0.00 €

Security services

PC Information Security

Full security	7.96 €/month
Antivirus and firewall	6.96 €/month

Further information www.sonera.fi/liikkuva/tietoturva

Balance and payment services

Call itemization ¹⁴⁾

Complete call itemization for the user	9.00 €
Location data itemization on the subscription	9.00 €/order
Invoicing charge for itemizations sent to a different address	7.99 €/itemization
Invoicing charge on a separate invoice, full call itemizations for the user or itemizations of the location data of the subscription are subject to an additional invoicing charge	10.35 €

Call itemization, one-time

Pre-ordered	9.00 €/subscription
Ordered subsequently	9.00 €/subscription

Call itemization, continuous

Connection charge	9.00 €
Connection charge as self-service	0.00 €
Monthly charge	2.0705 €/month

Invoice information by SMS

Connection charge	3.939 €
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If the customer's mobile phone invoice is only delivered electronically, administration of Payment reminder by SMS is free of charge.

Connection charge as self-service	1.919 €
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Recharging Card

Downloading cards on the Internet 10 €, 20 €, 30 €, 40 €, 50 € (no activation charge).	
Electronic recharging card from R-kiosk 10 €, 15 €, 20 €, 30 €, 50 € (Activation charge 1 €. Does not apply to the Easy subscription.)	
Printed Recharging Card Activation charge 1 € (does not apply to the Easy subscription).	20.00 €

Payer's itemizations

Connection charge	7.96 €
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Longer term of payment

Accept message by SMS	0.17 €
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Payment reminder

Administration of Payment reminder, when used through SMS If the customer's mobile phone invoice is only delivered electronically, administration of Payment reminder by SMS is free of charge.	0.17 €/message
Administration of Payment reminder, when used on the Internet	0.00 €

Call charge transfer

Connection charge	7.979 €
Monthly charge	0.8484 €/month

Balance Enquiry

Used through SMS	0.17 €/message
From Sonera Balance Service	0.91 €/call
Use on the Internet and with WAP ⁶⁾	0.00 €

Balance Reminder

Connection and modification charge	3.93 €
Connection and modification charge as self-service	0.00 €
Monthly charge	0.85 €/month

Balance Agreement

Connection and modification charge	3.93 €
Connection and modification charge as self-service	0.00 €
Monthly charge	1.69 €/month

Electronic Invoice

Use on the Internet and with WAP ⁶⁾	0.00 €
Invoice information by SMS at number 15400 If the customer's mobile phone invoice is only delivered electronically, Invoice information by SMS is free of charge.	0.17 €/inquiry

Weekly Balance

Connection and modification charge	3.93 €
Connection and modification charge as self-service	0.00 €
Monthly charge	0.85 €/month

Billing services

The billing surcharge for bills sent abroad

The billing surcharge for bills sent abroad	16.03 €/bill
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A copy of a sent bill

A copy of a sent bill	9.00 €/bill
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Payment reminders (excl. taxes)

In addition, any possible extra payment collection expenses will be billed.

Payment reminders (excl. taxes)	5.00 €/each
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Payment agreements made through Customer Care

Payment agreements made through Customer Care	9.00 €/bill
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Change of invoicing period

Change of invoicing period	15.00 €
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Other call charges

Public Emergency Number 112

Free of charge

Service provider's service numbers

Service charge in accordance with the service provider's price list.

Numbers that begin with 0800

Numbers that begin with 0800	0.00 €
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Calls to a Sonera Cid number (numbers with prefixes 0201, 0203, 0204, 0205 and 0207)

Call charge	0.0828 €/call
Calls from fixed network	0.07 €/min
Calls from mobile phone	

Universal access corporate numbers

Service charge in accordance with the service provider's price-list.

More detailed information on the numbers is available at the web address www.ficora.fi.

Other corporate numbers

See the service provider's price-list.

More detailed information on the numbers is available at the web address www.ficora.fi.

Numbers that begin with 0424

Mobile charge

Numbers that begin with 071 (permanent Number)

Mobile charge

Service provider's content services

See the service provider's price-list.

www.sonera.fi/omatsivut - retrieval of password

The service is free of charge.

Search word for Sonera's service SMS

List	0.1313 €/retrieval
Information message	0.1313 €/message

Call from fixed network to a Sonera Mobile Subscription ⁹⁾

Weekdays Mon-Fri 8-17	0.2424 €/min
Other times	0.1616 €/min

Call with prefix 90101

Call with prefix 90101 + Inc (0.10 €/call + 0.01 €/min)	0.17 €
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Change of directory enquiries information

Change of directory enquiries information	1.919 €/subscription
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Termination charge for the agreement on My Sonera with Terminal

Termination charge for the agreement on My Sonera with Terminal	100.00 €
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References

- 1) The call price does not include calls to premium-rate service or company numbers, or international calls or calls made abroad.
- 2) Call packages can be used for the following call types: regular-priced domestic calls (not to service or company numbers), Home Calls and Voice Mail calls.
- 3) Data connections are always charged for when the network capacity is reserved for a data connection. Sonera is not responsible for the service provider's system or that the service provider's system is available at a specific point in time. Sonera is not responsible for message not being sent or not arriving due to the user's terminal device or its features or that they cannot be used in some other way. Sonera is not responsible for any files or parts thereof that were lost, did not arrive or arrived faulty as a result of a broken data connection.
- 4) A data call set-up charge .11/call is collected for calls from Control subscriptions that have lasted for 30 sec.
- 5) The maximum length of one text message is 160 characters. It is possible to write and send text messages of more than 160 characters with some terminal devices and from the SMS centre. In such cases the message passes in the mobile network in sections of 160 characters. For each starting section an SMS sending charge is collected according to the price-list
- 6) When the service is used with WAP, a data transmission charge depending on the data transmission service connected to the subscription is collected.
- 7) The SMSs included in the SMS package monthly charge apply to the following SMSs: regular-priced domestic SMSs from one mobile to another and messages sent from Omat Sivut (My Pages) (including SMSs sent to groups using the search words TEKSTI, TEKSTIY, RT, RTY).
- 8) The monthly charge includes an amount of domestic data transfer in accordance with the principle of reasonable use (max 3 GB/month) during the invoicing period. If the customer exceeds this limit, Sonera has the right to limit the use of the service.
- 9) In addition to the subscriptions listed in this price-list, Sonera Mobile Subscriptions include Sonera Easy-, Sonera Company Subscriptions and Sonera Mobile Subscriptions that are no longer for sale.
- 10) Billed separately.
- 11) The caller pays for the whole call time. In addition, the person who transfers the call pays for the connection until the end.
- 12) The customer is invoiced for calls and text messages according to the lowest price available to the customer.
- 13) When a call is placed from the fixed network, the local network charge accordance with the service provider is added to the price. If the customer has Sonera Voice Agreement or Sonera Company Voice agreement, the calls placed to mobile phone subscriptions are charged for in accordance with the Voice Agreement or Company Voice agreement price list. The price list is available on the Internet at www.sonera.fi. Calls with prefix 90101, see page 17 in this price list. Other service providers, see the service provider's price list.
- 14) Billing information that is older than 4 months old is billed according to handling costs.