

28.9.2011**General description of the service**

The Sonera Broadband ADSL subscription offers a non-switched, always-on broadband connection from an apartment to Sonera's information network and the Internet. Sonera provides the customer with the subscription and the supplementary services according to the transmission rate class for the use of broadband and Internet services. The subscription includes the connection of the apartment to Sonera's information network over an asymmetric connection and a further connection to the domestic and international Internet. The broadband services according to the transmission rate class of the subscription, information and entertainment services of the Internet, e-mail and home page space services and other supplementary services are in the customer's use. Some of these supplementary services are subject to an extra charge.

Service entity and compatibility with other products and services

The subscription includes the following services and features according to the transmission rate class selected by the customer:

Transmission rate class of the subscription (the rates indicated are the maximum rates of the subscription)	256 kbit/s /	1 Mbit/s /	2 Mbit/s /	8, 24 Mbit/s/
	256 kbit/s	512 kbit/s	512 kbit/s	1 Mbit/s ¹⁾
-User ID's: administrator + users	1 + 4	1 + 4	1 + 4	1 + 4
-E-mail addresses (e-mail boxes à 500 MB)	5	5	5	5
-Home page space (URL addresses, disk space à 25 MB)	5	5	5	5

The transmission rate is at most the maximum speed mentioned, but at least one third of that speed.

1) The 24 Mbit/s speed requires an ADSL 2+ compatible modem

Instructions for use

With the subscription, the customer is provided with installation and operating instructions. The telecommunications connection offered by the subscription is unencrypted, and thus a third party can find out the information transmitted through the subscription. The customer is always responsible for the information security and operation of the computers and other customer equipment (e.g. router), systems and telecommunications he uses. The customer can protect against threats to information security by using the available information security services.

As the server for outgoing e-mail, only the mail.inet.fi server may be used. Port 25 of the subscription is closed for outgoing traffic. However, if the user wishes to use port 25 to send e-mail, he must route the traffic to go through the mail.inet.fi server.

Sonera is entitled to filter e-mail messages and carry out other necessary measures, for example restrict the number of outgoing e-mail messages within the scope required by the information security of the service at any one time. Sonera will not examine or store the messages removed by the service or their content.

Filtering of spam and computer viruses is not able to identify spam and/or viruses comprehensively, and it does not offer a full protection against viruses, virus attacks or the effects caused by them. The filters are meant to function so that they identify and filter out computer viruses and/or e-mail messages containing spam, only. In association

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with the filtering of spam and computer viruses, other messages may be filtered out. Sonera is not liable for the damage caused by the removal of messages by the computer virus and/or spam filters.

The number of e-mails sent through the subscription is restricted so that only a specific number of e-mails can be sent from it per each e-mail and IP address within a specific time period. In addition, the size and number of recipients of a single e-mail message are restricted.

The customer device connected to the subscription is provided with, for a limited time, a public IP address from the IP space administered by Sonera. The duration of the limited time varies according to the utilization factor of the network. At most, five addresses are issued for a subscription.

The resident is only allowed to use the user ID in one subscription at a time. No more than five (5) computers may be connected to the subscription. The user ID and password of the subscription must be stored securely. The capacity of the subscription cannot be shared with a third party. It is permitted to connect the server for the purposes of normal home use.

For information security reasons, Sonera is entitled to intervene in the exceptional use of the customer's subscription (including, without restrictions, the causing of interference in the network or for other users) according to the general terms of delivery by closing the customer's connection and/or service. The customer's service will, in such a case, remain closed until the customer remedies the information security issue based on which the subscription was closed and notifies Sonera's customer service of it.

The resident is responsible for the subscription's legal use.

Sonera aims to inform of matters related to information security and of changing usage restrictions on its Internet pages www.sonera.fi/tietosuoja.

Installation and user instructions for the subscription are found in Sonera Internet Assistant (Sonera Internet Avustaja) at the address www.sonera.fi/avustaja

Introduction requirements and use

The customer and Sonera agree on the introduction of the subscription in writing with a service agreement. The delivery and use of the subscription require the availability of a network that is suitable for the purpose and equipped with sufficient features. The availability of the subscription will be initially checked at the moment when the agreement is concluded, but the final availability will be ensured in connection with the delivery.

If the delivery of the subscription requires the building of a network, Sonera is entitled to collect from the customer, in addition to the connection charge defined in the price list, a separate building charge defined case by case. The customer is in this case optionally entitled to cancel the order and/or the agreement. The availability is checked separately in each case. The data communications connection is switched to the house MDF, from where the connection is continued via the property's internal telephone network to the flat. The customer is connected to Sonera's information network via the ADSL modem that is switched to the telephone plug of the flat.

The availability of the subscription can be restricted by the features of the property's internal telephone network or the location of the property, the lack of connections between the MDF premises in different buildings or power

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supply for the devices, or other corresponding matters. Sonera is not responsible for the condition of the property's internal telephone network or for bringing it to the level required by the use of the subscription or for the necessary equipment without a separate compensation.

The transmission rate classes given for the access are theoretical maximum rates, and the actual rates of the access may be lower. The access rates and the level of service in other respects may vary within the indicated range of variation for reasons related to the features of the telephone network. The access rate can also be affected by factors beyond Sonera's control, such as congestion on the Internet and in Internet services, the condition of the internal communications network, the capacity of the customer's modem and computer, the use of a WLAN connection, and load in antivirus and firewall services and in any other software used.

The delivery of the subscription does not require the ordering of a telephone subscription.

For the introduction and use of the subscription, the customer needs a computer, possibly an Ethernet network adapter, depending on the ADSL modem interface, a bridged ADSL modem and a trunk, whose acquisition and operability are the customer's responsibility. The customer shall in advance see to it that the computer has a free interface required by the network adapter and that an installation CD of the operating system or the like is available. The devices and systems must be in working order and, if there is a virus in the system, the customer shall remove it before installation.

Simultaneous use of the telephone and the data communications connection can disturb the telephone traffic. Therefore Sonera recommends the use of an interference filter.

At the customer's request, the subscription can be transferred to another site, if it is technically possible. Sonera shall be informed of the transfer in writing, after which Sonera will check the availability for the wanted site. If the subscription is not available at the new site, the agreement can be cancelled in accordance with the delivery terms. In that case, no paid charges will be refunded.

Term of agreement

An agreement can be concluded to be valid for a fixed term or until further notice. A fixed-term agreement is valid for a fixed term agreed on between the parties. The term of a fixed-term agreement is considered to begin when Sonera delivers the service according to the agreement to the customer. Sonera confirms the delivery time to the customer in advance by email or SMS or in some other way separately agreed on. After the agreement period, a fixed-term agreement continues automatically as an agreement valid until further notice, unless it is terminated by the customer at the latest two weeks or by Sonera at the latest one month before the expiry of the agreement period, in which case the agreement expires at the end of the original agreement period. An agreement valid until further notice can be terminated in line with Sonera's General Delivery Terms concerning Services. A fixed-term agreement cannot be terminated in the middle of the agreement period. This term does not limit the consumer customer's legal right to give notice of termination on the basis of a social bar to performance.

Customer bulletins

Sonera sends latest news on Internet subscriptions to the e-mail address the customer receives after acquiring a Sonera Internet Subscription. Sonera e-mails its Internet customers customer bulletins on changes in subscriptions as well as marketing e-mails concerning new Sonera services and offers. Customers who do not wish to receive the marketing e-mails can contact Sonera at the contact information given in each of the marketing e-mails.

Invoicing

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Invoicing period is one (1) month. Invoicing begins on the day following the delivery of the subscription. The usage fees of any fee-based services are invoiced in arrears.

The broadband invoice is delivered in electronic format. It is possible to have the invoice also as a paper invoice subject to a charge. The price of the paper invoice is determined according to Sonera's price list valid at any given time.

Right to cancel in distance selling

If the customer has ordered a subscription via a means of distance communications, such as by phone or over the Internet, he or she has the right to cancel the agreement by contacting Sonera's customer service within 14 days from reception of the order confirmation. If the subscription has been delivered and made available to the customer before the exercise of the cancellation right, Sonera has the right to collect from the customer a reasonable charge corresponding to that period.

Other terms and conditions

Sonera's General Delivery Terms for Consumer Customers Concerning Services or Sonera's General Delivery Terms for Business Customers Concerning Services, depending on the customer relationship indicated in the agreement, and valid from time to time, shall be applied to matters not set forth in this service descriptions. For customer service, Sonera is entitled to collect the charges according to the valid price list

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