

General description of the service

The subscription includes the connection from the apartment to Sonera's core network through the in-house network of the building and the connection from Sonera's core network to the Internet. The speed of the latter depends on the transmission rate class chosen by the customer. The customer has access to broadband services, information and entertainment services on the Internet and supplementary services such as email and web hosting; some of these services are fee-based.

The core connection is shared between the subscriptions delivered to the building so that the maximum speed of each subscription through the local network to the data network is determined by the transmission rate class. The rate classes of Sonera Broadband Fibre depend on the in-house network of the building.

Type of subscription	ADSL	VDSL2 ²⁾	ETHERNET/FIBRE
In-house cabling			
Transmission rate classes	CAT3	CAT3	CAT5/CAT6/fibre
1/1 Mbit/s	X ¹⁾	X ¹⁾	X ¹⁾
2/2 Mbit/s	X ¹⁾	X ¹⁾	X ¹⁾
10/2 Mbit/s	X		
10/10 Mbit/s		X	X
24/2 Mbit/s	X		
24/10 Mbit/s		X ¹⁾	X ¹⁾
100/10 Mbit/s		X	X
100/100 Mbit/s			X ¹⁾

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

1) Available only in defined frame agreement targets and areas.

2) A VDSL2 modem is required

Service entity

All transmission rate classes of Broadband Fibre include the following services:

- User IDs: master user + users 1+4
- E-mail addresses (e-mail boxes á 500 MB) 5
- Homepage space (URL addresses, disk space á 25 MB) 5

Usage rules

The data connection provided by the subscription is unprotected, which means that a third party may access the information transmitted through the subscription. The customer is responsible for the data security and functionality of the customer equipment (computer and, if applicable, a router), systems and data communications in all cases. However, the customer can improve his/her data security by using data security services.

Contact information

Sonera Customer Service
P.O. Box 0400, 65101 VAASA
www.sonera.fi

Company information

TeliaSonera Finland Oyj
Teollisuuskatu 15, FIN-00510 Helsinki
Registered office: Finland
Tel. +358 (0)20401
Business ID: 1475607-9,
VAT NO. FI14756079

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The mail.inet.fi server only can be used as the server of outgoing e-mail. Port 25 of the access is closed to outgoing traffic. If the user wants, however, to use port 25 for sending e-mail, he has to direct the traffic to go via the mail.inet.fi server.

Sonera is entitled to filter e-mail messages and to take other necessary measures, such as to restrict the number of outgoing e-mail messages in the extent required by the data security at any given time. Sonera does not study or store any messages or contents filtered by the service.

The filtering of junk e-mail and computer viruses cannot fully recognize the junk e-mail and/or viruses nor does it provide a complete protection against viruses, virus attacks, or their effects. The filters are aimed to operate in a way that they only recognize and filter e-mail messages that contain computer viruses and/or junk e-mail. In connection with the filtering of junk e-mail and computer viruses, it is possible that other messages, too, are filtered. Sonera is not liable to compensate for any damage caused by messages deleted by the computer virus and/or junk e-mail filter.

The number of e-mail messages to be sent through the access is restricted in a way that only a specified number of e-mails can be sent per each e-mail and IP address during a specified time period. The size and the number of recipients of an individual e-mail message are also restricted.

The Customer is not allowed to use the user ID in more than one access at a time. It is allowed to connect a maximum of five (5) computers to one access. The user IDs of the access must be carefully stored. It is not allowed to share the capacity of the access with a third party. It is permitted to connect the server for the purposes of normal home use.

For reasons of data security, Sonera can interfere in the exceptional use of the Customer's access (including, without limitation, the causing of a disturbance to the network or other users) in accordance with the general delivery terms by closing the Customer's connection and/or service. Then the Customer's service is closed until the Customer corrects the data security reason that was the basis for the closing of the access and notifies it to Sonera's Customer Service. 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. A list of the equipment required by the subscription, the service description, the supplementary services available at any given time, and the valid price lists are available at www.sonera.fi/laajakaista.

Requirements for the introduction and use

The customer and the supplier enter into a written service agreement concerning the introduction of the subscription. The service agreement can also be made through the self-service channel, in which case bank codes are used for identifying the customer and signing the service agreement. The subscription can only be delivered and used if either Sonera Multi-Dwelling Fibre Access or a bidirectional Sonera Cable TV subscription has been delivered to the customer's property company or to a residential area built up with single-family homes. Depending on the cabling of the in-house network, the customer is connected to the data network either through an ADSL modem, a cable modem, with fibre converter or directly with an Ethernet cable.

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For the introduction and use of the subscription, a customer with the ADSL option needs a computer, a bridged ADSL modem and, depending on the ADSL modem, possibly an Ethernet network adapter, as well as a patch cord. A customer with a cable modem subscription needs a computer, a cable modem, a coaxial cable, possibly an Ethernet network adapter and a patch cord. For the fibre option, the customer needs a computer, a fibre converter, possibly an Ethernet network adapter and a patch cord. A customer with an Ethernet subscription needs a computer, an Ethernet network adapter and a patch cord. The customer is responsible for the acquisition, installation and functioning of these. The customer must make sure, in advance, that the computer has a free port for the network adapter and that an operating system installation CD or corresponding tool is available. The equipment and systems must be in working order and cleared of viruses before installation.

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.

When using an ADSL subscription, simultaneous use of a desktop phone and the data connection may disturb the phone line, and consequently we recommend that a noise filter is used.

At the customer's request, the subscription can be transferred to another place provided that it is technically possible. The transfer must be notified to the supplier, after which the supplier checks whether the subscription is available at the preferred place of use. If the subscription is not available at the preferred place of use, the agreement can be terminated in accordance with the terms of delivery. In this is done, paid charges will not 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 information

Sonera sends the current news on the access to the e-mail address that the Customer has had the use of when acquiring the access. Customer bulletins on access changes and marketing messages on Sonera's new services and offers are sent to the e-mail. Every marketing e-mail message has the contact information, so that the Customer can notify if it does not want to receive Sonera's marketing messages.

Invoicing

The invoicing period is one (1) month. Invoicing begins from the day following the delivery of the access. The usage fees for any services subject to a charge are invoiced in arrears.

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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

Matters not mentioned in this service description are subject to the valid 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. For customer service, Sonera is entitled to collect the charges according to the valid price list.

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