

Sonera Wireless Surf subscription

1. General

Sonera Wireless Surf (hereafter "the subscription") is a subscription for data transmission needs provided by TeliaSonera Finland Oyj (hereafter "Sonera") for its consumer customers. The data transmission service enables, for example, email services and Internet access. The subscription includes Internet access at the selected data transmission rate and volume.

2. Subscription and service features

For each subscription, a choice of Surf Package must be made from the available options. The Surf Packages include data transmission in Finland and abroad in the Telia Company networks* in Sweden, Denmark, Norway, Estonia, Latvia and Lithuania at the speed of the package until the data volume included in the package has been used up. The data volume may be unlimited or limited, depending on the surf package.

Sonera Wireless Surf can also be used for sending SMSs but call services are not available. For more information on surf packages and supplementary services, please see below or go to www.sonera.fi/liikkuvanetti. Unless otherwise stated regarding a particular supplementary service in the agreement, in the service-specific terms and/or in the service description, the agreements on supplementary services are valid until further notice.

2.1 Services with unlimited data

Unlimited surfing, which may be included in the monthly charge of the subscription, is available only in Finland. Unlimited surfing is not available in the Nordic and Baltic countries; in them, the data transmission volume included in the monthly charge can be used until the package maximum is reached. When the package maximum has been reached, the customer can continue to surf at a lower speed or buy an additional package and continue to use the Internet at the speed of the original Surf Package in the Nordic and Baltic countries.

Services with unlimited data are subject to a fixed monthly charge and no additional fees. The monthly charge includes unlimited surfing in Finland and abroad in the Telia Company networks* in Sweden, Denmark, Norway, Estonia, Latvia and Lithuania at the maximum rate of the service.

* Telia Company networks: Estonia: Telia (EMT), Sweden: Telia and Sweden 3G, Norway: Telia N (Netcom), Denmark: Telia Denmark, Latvia: LMT, Lithuania: Omnitel.

2.2 Services with limited data

When the data volume included in the service is up, the customer can continue to access in the Internet at a lower transmission rate until the end of the invoicing period, after which the original transmission rate will be restored. The customer can also choose to purchase an extra package which is subject to the applicable price list and thereby continue to use access the Internet at the original transmission rate. The extra package is valid until the end of the ongoing invoicing period.

When 80% of the data included in the monthly charge for the service is up, the customer will be sent an SMS notification. The user will also be sent an SMS when the data volume has been used in full and the data transmission speed has therefore been reduced. The user will be directed to a web page where an extra package can be ordered. Extra packages are also available on Omat Sivut: www.sonera.fi/omatsivut

3. General description of the data transmission services

Sonera offers a number of different Surf Package options. The packages are subject to a monthly charge. There may be restrictions on the volume of available data.

Depending on network load, the Surf Packages provide the highest data transmission rate available at any given time, but no certain fixed rate can be guaranteed to an individual customer. The data transmission rate depends, for example, on the network load, the data transmission service used, the data transmission technology and the customer's terminal device. Speed tests are available online for indicative estimates of data transmission rates. Sonera recommends Nettimittari at www.sonera.fi/nopeustesti.

The availability of the service can be affected, for example, by an exceptional number of simultaneous network users. Due to network load, the data transmission rate may essentially slow down for a while or the connection may keep breaking or be interrupted. If the connection is disconnected or interrupted, files or parts of files may be lost, remain undelivered or arrive in defective or erroneous form. This is characteristic of data transmission services and does not entitle the customer to compensation or damages.

3.1 Surf Package maximum transmission rates and ranges by network technology

Package S: data transmission rates in different network technologies

Network technology	Max. rate of incoming traffic	Range of variation, incoming	Max. rate of outgoing traffic	Range of variation, outgoing
2G	236 kbit/s	20-120 kbit/s	118 kbit/s	10-50 kbit/s
3G	21 Mbit/s	0,4-10 Mbit/s	5,8 Mbit/s	0,1-4 Mbit/s
3G Dual Carrier	21 Mbit/s	0,4-20 Mbit/s	5,8 Mbit/s	0,1-4 Mbit/s
4G LTE 800	21 Mbit/s	5-21 Mbit/s	21 Mbit/s	2-20 Mbit/s
4G LTE	21 Mbit/s	5-21 Mbit/s	21 Mbit/s	3-21 Mbit/s

Data transmission rates of M, L, XL, ETU and ETU Plus packages with different network technologies

Network technology	Max. rate of incoming traffic	Range of variation, incoming	Max. rate of outgoing traffic	Range of variation, outgoing
2G	236 kbit/s	20-120 kbit/s	118 kbit/s	10-50 kbit/s
3G	21 Mbit/s	0,4-10 Mbit/s	5,8 Mbit/s	0,1-4 Mbit/s
3G Dual Carrier	42 Mbit/s	0,4-20 Mbit/s	5,8 Mbit/s	0,1-4 Mbit/s
4G LTE 800	75 Mbit/s*	5-40 Mbit/s	25 Mbit/s	2-20 Mbit/s
4G LTE	300 Mbit/s*	10-200 Mbit/s*	50 Mbit/s	3-40 Mbit/s

* The maximum capacity for incoming traffic in package M is 50 Mbit/s in 4G networks (range of variation 10–50 Mbit/s in 4G LTE network and 5–40 Mbit/s in 4G LTE 800 network).

* The maximum capacity for incoming traffic in package L is 150 Mbit/s in 4G LTE network (range of variation 10–100 Mbit/s).

4. Information security and rules of use

Accessing the open Internet with a terminal device involves threats (such as viruses and malware) that may impair communications or jeopardize the usability and/or confidentiality of the data on the terminal device. The customer should attend to the protection and information security of the device. For more information on data security and threats to data security, please see www.sonera.fi/tietosuoja

The customer must not resell the services provided by the telecommunications company, carry the traffic of a third party through the service or distribute the service to third parties. The service must also not be used primarily for routing telephone calls between different networks.

The customer is responsible for ensuring that the use of the service does not cause any disturbance to the network, including loading the network with unusual volume of mobile communications.

The service must also not be used by deploying automatic mailing systems irrespective of whether it would be for direct marketing or other purposes.

Sonera may modify the traffic of an Internet access service in order to ensure the information security and protect the network by necessary actions. Sonera may limit or prevent the transmission of traffic to and from the Internet, for instance in situations where the customer's device is causing significant inconvenience or disturbance, or the service is used for transmission of spam or malware. In addition, Sonera may filter malicious traffic in order to prevent DDoS attacks (Distributed Denial of Service).

In addition, the traffic of the Internet access service may be modified or limited in order to ensure the access service's level of quality promised to the customer. The effect is confined to the indicated range of variation of the service transfer rate. Traffic may also be modified or limited for reasons based on law or following authority regulations or court rulings. The effect of automatic traffic optimization is of short duration and may slow down the service or prolong the response time. This activity is independent of the application, terminal device or Internet service used.

In order to safeguard that business critical services (such as telephone services and authority services) operating in the same network will function in situations of exceptional congestion (for example Distributed Denial of Service, DDoS) or temporary congestion (for example due to a network fault), the network can automatically optimize the network traffic so that services operating in the network can be ensured as a whole. Automatic optimization ensures that the duration of the effect of the action always is kept as short as possible from the end-user's point of view.

If needed, Sonera has the right to offer private IP addresses not routable on the Internet, instead of public addresses routable on the Internet.

5. Using a Surf Package abroad

The Surf Packages include data transmission in the Nordic and Baltic countries in the Telia Company networks* in Sweden, Denmark, Norway, Estonia, Latvia and Lithuania until the data volume included in the package has been used up. In addition, the Surf Packages can be used abroad in the networks of operators that have a valid agreement with Sonera. The quality and features of the services may be essentially different from those of Sonera services in Finland. Else-

where in the world, the prices and invoicing basis of data transmission services comply with the roaming price-list valid at any given time. Moreover, a major part of the subscription use must take place in Finland. Sonera is entitled to restrict the use of the subscription and the data transmission rate abroad, if the subscription can be considered to be used mainly outside Finland.

* Telia Company networks: Estonia: Telia (EMT), Sweden: Telia and Sweden 3G, Norway: Telia N (Netcom), Denmark: Telia Denmark, Latvia: LMT, Lithuania: Omnitel.

6. Invoicing

The subscription is subject to a monthly charge as listed in the Surf Package price list. Any supplementary services activated for the subscription are subject to the charges listed in the current price list.

Customers have the right to change their chosen Surf Package once every invoicing period. In subscription type changes into Sonera Wireless Surf, the change enters into force immediately and the Wireless Surf pricing plan and selected Surf Package selected become immediately available to the customer. For the service switchover period, only the monthly package change applied at the end of the invoicing period will be charged to the customer. The monthly charge for the Surf Package will be charged also for the month in which it was activated if data in the package has been used. The monthly subscription charge is charged in periods of about one month in accordance with the customer's invoicing group. The subscription can be terminated with two (2) weeks' notice. The final invoice will be charged on a day-to-day basis until the date of expiry unless the subscription is terminated to expire at the end of an invoicing period. Fixed-term agreements cannot be cancelled in the middle of the agreement period. A fixed-term Device Agreement can be terminated by paying the listed early termination charge and the remaining instalments for the invoicing period in a single payment.

If the customer selects electronic invoicing (Email Invoice, Electronic Invoice or e-Invoice) for the subscription, the invoices are free of charge. If the customer opts for a printed invoice, it is subject to a charge as listed in the current price list.

7. Other terms and conditions

Due to the technical manner in which the processing of the data is implemented, some of the information may be located in the systems of subcontractors to Sonera or otherwise processed with the aid of a technical interface. The data will not be transferred outside the EU or EEA areas, unless it is necessary for the provision of the service.

With regard to the matters that are not mentioned in this service description, the prevailing Sonera's General Delivery Terms for Consumer Customers concerning Services are applied.