

Sonera Equipment Agreement

1. General

Sonera Equipment Agreement is a fixed-term agreement containing a package-priced Sonera Exact mobile subscription and a terminal device suited for the use of mobile network services. The agreement concerns only subscriptions and services of the mobile network.

2. Validity of the Sonera Equipment Agreement

A Fixed-term Equipment Agreement with an Exact subscription is valid for a period specified in the agreement (hereafter "agreement period"), after which the agreement continues to be valid until further notice, unless the customer gives notice on the agreement at least two weeks prior to the expiry of the agreement period or Sonera gives notice at least one month prior to the expiry of the agreement, in which case the agreement terminates when the agreement period expires.

The customer can change the package entity included in the Sonera Exact subscription or upgrade an individual Call, Message or Surf package by one step once in an invoicing period at a charge indicated in the price list. The new package will be subject to the monthly charge valid on the date of agreement.

The consumer customer is also entitled to terminate the Equipment Agreement with effect in two weeks' time, provided that he/she pays Sonera the charges for the remaining period of agreement and a termination charge according to the price list. The charges for the remaining period of agreement consist of the remaining monthly charges of the device bought under a fixed-term agreement.

3. Number porting

The customer is entitled to have his/her telephone number ported to another telecommunications company in compliance with the Communications Market Act.

Porting the number to Sonera takes a minimum of five (5) business days from the date on which the number-porting request has been submitted. Numbers are ported only on business days (Mon to Fri) between 8 am and 5 pm. If the porting date requested by the customer in the agreement is not a business day, the number can be ported on the next business day at the earliest.

The porting may be delayed for technical reasons. When the porting is in process, service interruptions may occur.

The customer authorizes Sonera or Sonera's representative to terminate, on behalf of the customer, the customer's subscription agreement with another telecommunications company on the number to be ported. The subscription agreement will be terminated when the number is ported.

If the customer uses his/her right to have a number ported to another operator before the agreement period on the Equipment

Agreement has expired, the fixed-term agreement between the customer and Sonera remains valid despite the porting and the customer is liable for the charges according to the agreement until the end of the agreement period. In such a case, Sonera provided the customer, at the customer's request, with a new number until the end of the agreement period.

4. Monthly charges

The monthly charge for the Sonera Equipment Agreement always covers the monthly charges of the terminal device (unless the device has been paid for in full when it has been purchased) and the fixed monthly charge of the Sonera Exact subscription included in the Equipment Agreement. This fixed monthly charge, in turn, includes the packages specified in the price list of the Exact subscription, based on the volume of use. Elements included in the monthly charge may include, for example, standard-rate domestic calls, video calls, domestic data transfer, text messages and multimedia messages.

Traffic and other charges not included in the monthly charge of the Sonera Exact subscription are charged based on use in accordance with the price list of the Exact subscription or Sonera's general mobile phone price list.

When the agreement expires, the then ongoing invoicing period is charged for in full. The monthly charges are charged even if the subscription or the device has not been used.

A fixed-term agreement may include supplementary services valid until further notice, and the agreements and invoicing related to them continue normally, unless the customer terminates the agreements on the supplementary services.

5. Termination of agreement

If a social bar as defined in the Consumer Protection Act arises after the conclusion of the agreement and the customer cannot therefore meet the obligations under the agreement, the termination of the agreement may be agreed on case by case.

Sonera is entitled to request that the terminal device included in the Fixed-term Equipment Agreement should be returned, if the customer terminates the subscription on the above terms.

If the customer terminating the agreement wants to keep the terminal device, a potential one-time charge the customer has paid for the device, the monthly charges paid by the customer, the remaining agreement period, the credit costs and the device's current value are taken into account.

A customer wanting to terminate the agreement on account of a social bar to performance must submit a written request to Sonera and to provide evidence for the existence of the social bar.

6. Supplementary services and their validity

The customer can order Sonera's supplementary services in connection with making the subscription agreement by phoning Sonera's customer service number, by SMS, by using the My Sonera application on the Internet (at the Omat Sivut site) or through a Sonera Dealer. More information on currently available supplementary services and their prices is available at www.sonera.fi/omatsivut

Unless otherwise stated on a particular supplementary service in the service-specific terms included in the agreement and/or in the service description, the agreements on supplementary services are valid until further notice.

7. Barring

The customer may restrict the use of the subscription through barring.

An entertainment call bar blocks calls to entertainment and adult entertainment services (for example, 0700-prefixed numbers). Telecommunications companies can only bar calls charged to a mobile phone invoice. An entertainment message bar blocks SMS messages sent to entertainment service numbers and adult entertainment numbers (for example, 17-prefixed numbers).

A consulting and ordering call bar blocks calls made to consulting and ordering, entertainment and adult entertainment services (for example, 0700-prefixed numbers) and to consulting and ordering services (for example, 0600-prefixed numbers). A consulting and ordering message bar blocks SMS messages sent to consulting and ordering, entertainment and adult entertainment numbers (for example, 15400 and 17 and 16-prefixed numbers).

More information on barring services and on services for controlling the subscription's costs is available at www.sonera.fi/omatsivut

8. SIM locking

The terminal device that the customer purchases when concluding the subscription agreement may be SIM-locked. This means that the device can only be used together with a Sonera or Tele Finland subscription covered by a Fixed-term Equipment Agreement including a 3G device. The subscription, however, may also be used on other phones. Depending on the type of the customer's SIM card, the card may have to be changed when the customer starts using the subscription. The customer is not entitled to unlock the SIM-locking without the operator's consent. If, contrary to the above, the customer unlocks or attempts to unlock the SIM, he/she is liable for any resultant damage and Sonera has the right to prevent the use of the device.

Sonera gives the device-holder the unlocking information at the earliest when the fixed-term agreement period of the Equipment Agreement expires.

When the SIM-locking has been unlocked, the device purchased under the Equipment Agreement also works with other mobile subscriptions.

9. Information security

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 his/her mobile phone or other terminal device. For more information on data security and threats to data security, please see www.sonera.fi/tietoturva

10. Other terms

If the customer exchanges his/her Sonera mobile subscription for a Fixed-term Equipment Agreement, potential talk-time or subscriber -gift offers are not transferred to the Equipment Agreement.

No Sonera one Euro Sunday or Sonera one Euro Sunday Extra agreements are available for the Fixed-term Equipment Agreement. If the customer has a Sonera mobile subscription with a valid Sonera one Euro Sunday or Sonera one Euro Sunday Extra agreement, the customer can conclude an Equipment Agreement in the middle of the Sonera one Euro Sunday or one Euro Sunday Extra agreement period. In such a case, the Sonera one Euro Sunday or Sonera one Euro Sunday Extra agreement and the related benefits are terminated.

With regard to matters not referred to in this service description, Sonera's General Delivery Terms for Consumer / Business Customers concerning Services, valid at any given time, are applied.