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SÄÄSTÖÄ JOKA MINUUTTI.

## Saunalahti Group Plc's mobile communications network services' service-specific delivery terms for consumer and corporate customers

1 March 2011

### **1. Application of the delivery terms**

These delivery terms shall apply to mobile communications services supplied to the customer by Saunalahti Group Plc or a company belonging in the same Group (hereafter: Saunalahti Group) with it. These terms shall apply, unless otherwise agreed between the customer and Saunalahti Group. Besides these terms, Saunalahti Group's general terms of delivery shall apply. The subscription contract and related special terms apply first in the contract relationship between the customer and Saunalahti Group, the mobile network's service-specific special terms apply second, and the general delivery terms apply third (where applicable).

### **2. Mobile network coverage zone**

For providing the mobile communications services, Saunalahti Group uses the mobile communications networks of selected network operators, and Saunalahti Group has the right to change the networks. The network operators have the right to decide on the regional scope of their mobile communications networks. Due to radio technology, Saunalahti Group shall not guarantee that the service functions everywhere in the service coverage zone. Saunalahti Group shall not be liable for any service restrictions abroad. If the mobile communications services do not function in the consumer customer's residential area, the consumer customer is entitled to terminate the subscription contract according to the general delivery terms.

### **3. SIM card**

The SIM card of the GSM subscription is owned by Saunalahti Group. For repairing, renewing and replacing the SIM card, Saunalahti Group shall charge the customer according to the valid price list.

### **4. Use of the service**

4.1. The customer shall ensure the use of the service subscribed by the customer does not cause any disruptions to the network, including loading the network with an unconventional amount of mobile communications, including text messages, and does not violate any copyrights or other rights, good practices (including mass deliveries of spam), or laws or authority regulations. The customer shall not

use the service by utilising automated systems, regardless of whether the purpose is direct marketing or other purpose. All mobile communications, including text messages, must be produced by utilising a work contribution by a human. The service shall not be used for primarily routing calls between different networks. If Saunalahti Group, an authority or a third party shows that the customer's service has been used in violation of these terms, Saunalahti has the right to prevent the use of the service or discontinue the customer's service and demand compensation from the customer due to damage caused by the use in violation of the service terms, including remaining service fees from the customer.

4.2. If the customer has a Saunalahti Group GSM subscription (Tekstari or similar) for, according to the product description, sending a freely selectable number of text messages to a pre-specified group of recipients, the communications also in this case must be conventional in amount as stated above in Section 4.1. In that case, sending over 1,000 text messages a month is regarded as an unconventional number of text messages. Text messages exceeding the conventional number are subject to a text message fee as per the price list. The fee corresponds with the subscription type's text message pricing to subscriptions not included in the pre-specified group of recipients.

#### **5. Porting of number to another telecommunications operator during the contractual term**

If the Customer has the right port his number to another telecommunications operator during the contractual term and he uses this right, the remaining monthly subscription fees are invoiced in accordance with the agreement. Supplementary services valid until further notice can be connected to a fixed term contract, if so, the agreement and invoicing continues normally until the Customer terminates the supplementary service agreements.

#### **6. Termination of a fixed-term agreement**

In accordance with the Communications Market Act the Customer may terminate a fixed-period agreement with a notice period of two weeks by at one time paying the remaining monthly subscription fees in accordance with the contract.

#### **7. Saunalahti Group's rights**

Saunalahti is entitled to process identification and location data related to communications in order to implement and use services as well as for invoicing, technical and marketing purposes under the valid legislation. Data processed can include, for example, the equipment identity or type of a mobile phone and other information related to a terminal device, the location data of a subscription, and other identification data related to communications and the service use, such as subscription numbers and the times and durations of calls. Identification and location data is processed to the extent necessary for the activities mentioned above.

#### **8. Credit limit service**

At their discretion, Saunalahti Group and the customer are entitled to agree on a credit limit service for customer contracts. In that case, Saunalahti Group has the right to, at its discretion, discontinue the service until further notice without an advance notification if the customer exceeds the agreed credit limit. The credit limit monitoring also takes into account any unpaid bills from previous billing periods.

The monitoring applies to all services that the customer obtains from Saunalahti Group or its group companies.

However, the credit limit service is not a balance limit service, in which case the service would be automatically discontinued after the agreed limit has been exceeded. This means that the customer shall be liable for also paying the bill for the share by which the credit limit has been exceeded.

### **9. Validity of the service-specific delivery terms**

These terms shall be applied from March, the 1<sup>st</sup>, 2011. The terms shall be valid until further notice.