

## Terms of the Sonera Balance Agreement Service

1. Under the Balance Agreement, balance monitoring starts the moment the service is connected. Any costs that may have arisen earlier during the same invoicing period are not included in the monitoring. The length of the first period to be monitored varies according to the invoicing group that the customer belongs to. The period can be up to eight weeks long. After that, the monitoring periods are about one month each.
2. The monthly and connection charges of the subscription and the supplementary services of the subscription are not included in the balance monitoring, and the balance monitoring functions with a delay defined more closely in paragraph 3 below, so the balance limit set is not the same as the invoice total. Under these terms, when the balance limit is reached, outgoing traffic is barred from the subscription, but the subscription can still be used to receive calls and text messages.
3. The Balance Agreement service is not a real-time service, and the balance limit set may thus be exceeded. Calls (domestic calls, calls from Finland to abroad, and data and fax calls), text messages (from mobile to mobile) and data transmission are updated to the balance monitoring system with a delay of one (1) hour. Service calls and content services – used with text messages or via internet or WAP – are updated to the balance monitoring system with a delay of one (1) day.

The Balance Agreement can be supplemented with an Information Message Bar, which has to be ordered separately. The bar prevents the use of information and entertainment services by text messages and internet.

**The customer is also liable to pay the charges exceeding the balance limit insofar as the charges are caused by the above delay or by some other matter specified in these terms. The charges exceeding the balance limit are carried over to the invoice and balance monitoring of the next invoicing period. The charges carried over reduce the balance available in the next invoicing period. If the limit is exceeded with an amount that is higher than the balance of the next invoicing period, the outgoing traffic bar is retained until there is balance available.**

The outgoing traffic bar, activated when the balance limit has been reached, does not prevent paid reception of multichannel data calls. The balance limit may thus be exceeded on account of paid reception, and the customer is liable to pay the resulting charges in full. Even if the balance limit set for the subscription is reached, it is still possible to call Sonera's customer service with the subscription (calls are subject to the local network or mobile call charge). The costs for the calls to customer service are taken into account in the balance monitoring of the following billing period.

The traffic included in the packages of the My Sonera and Sonera Exact subscription can be used after the balance limit is exceeded and the barring on outgoing traffic becomes active.

4. The balance limit can be raised once per invoicing period.
5. Credits and discounts concerning the subscription, such as special offers, are not taken into account in the balance monitoring. The credits and discounts are deducted in connection with the invoicing, but they do not affect the balance monitoring.
6. To some extent, the Balance Agreement service uses balance data that is updated more rapidly than normally. Sonera Balance Watch, Weekly Balance and Balance Enquiry may therefore show different balance data.
7. If the subscription contains user-activated call forwardings (21, 61, 62 or 67), they are deactivated when the balance limit is exceeded and the bar is activated. When a new invoicing period starts or when the balance limit is raised, the user-activated call forwardings will be restored without any separate measures. The bar does not affect Mobile Contact Service.
8. The Balance Agreement service includes, as default, a charge-free roaming bar, which prevents the use of the subscription abroad. The barring can be removed at no charge in connection with the activation of the Balance Agreement (price EUR 0), or later at the charge of EUR 9.90. If the barring is removed from a Balance Agreement subscription, the customer commits himself to pay for the mobile call traffic abroad afterwards on the mobile phone invoice, because the events are not included in the balance monitoring.
9. The Balance Agreement service cannot be connected to a subscription for which the Sonera Data 2, 10, 20, 100, 200, 500 or Company Data service has been activated.
10. The service does not function with the Call Charge Transfer service.
11. In addition to these terms, Sonera's General Delivery Terms for Consumer Customers concerning Services, valid at any given time, are applied to the Balance Agreement.
12. Sonera has the right to change these terms on the same conditions as it has the right to change Sonera's General Delivery Terms for Consumer Customers concerning Services.