

## Content

- 1..... Welcome to the dna world
- 1..... Getting started with your subscription
- 2..... Calling
  - 2..... Calling when abroad
- 2..... Sending and receiving text messages
- 3..... Multimedia Service
- 3..... Call forwarding
- 4..... Your subscription's basic services
  - 4 .... dna Balance Information
  - 4 .... Oma dna (My dna)
  - 4 .... dna Menu
  - 4 .... dna Tasku (dna Pocket)
- 5..... Settings
- 5..... Your subscription's additional services
  - 5 .....dna Voice Mail
  - 7 .....dna Fax Mailbox
  - 7 .....Data Transfer Services
  - 8 .....dna Balance Limit
- 8..... More than good to know
  - 8 .....Customer benefits: keep up to date, know your benefits!
  - 8 .....Reception: dna has excellent reception
  - 9 .....3G services
  - 9 .....Invoicing
  - 9 ..... Number transfer
- 9.....Advice on mobile phone security
  - 10...SIM card
  - 10...Barring services
  - 10...Letting others use your phone
  - 10....Minors
  - 10.....Using your mobile near national borders
  - 10.....Losing your phone/subscription
  - 10.....Unforeseen costs
  - 10.....Avoiding malicious software
  - 11.....Bluetooth and other wireless technologies
  - 11.....Ordering ring tones and logos
- 11.....How to find more information easily

## Welcome to the dna world!

You have chosen a dna subscription. Congratulations on making an excellent choice! Please familiarise yourself with this guide in order to utilise your subscription to the fullest, and in the many different ways possible. Please read it before starting to use the subscription.

This document provides general information on services available for dna subscriptions. Services vary depending on the type of subscription. Please check the range of services available for your subscription from the price list or DNA Finland's website at [www.dnafinland.fi](http://www.dnafinland.fi), where you will also find the related service descriptions.

This guide also describes the kind of risks a mobile phone user might encounter and how to avoid them.

## Getting started with your subscription

1. Insert the SIM card into your phone

Your start-up kit includes a personal subscription card (SIM card).

The following phone numbers are pre-programmed into the card:

- Directory enquiries 118
- dna Customer Service 044 144 055 (free of charge from dna subscriptions)
- Invoice queries 044 144 011 (free of charge from dna subscriptions)

Without a SIM card, you can only call the emergency number 112. The SIM card has space for at least 250 sets of names and numbers, and enough memory for 30 text messages.



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[customer@cc.dnafinland.fi](mailto:customer@cc.dnafinland.fi)

2. Switch the phone on

3. Enter the four-digit access code (PIN)

The default code for your subscription is 1234, but you should change this as soon as you begin using your new subscription. Select a number that is easy to remember but which will not be obvious to a third party.

To change your PIN, enter

\*\*04\*old PIN\*new PIN code\*new PIN code#.

In several phone models, you can also change the code using the phone's menu system.

If you enter an incorrect PIN three times, your subscription will be locked. To unlock it, you will need an 8-digit PUK code. You can get your PUK code from Customer Service.

4. Your phone is ready for use when the dna logo appears on the screen

## Calling (phone is ready to use, the dna logo is displayed)

### Domestic calls

1. Enter the number you want to call, including the area code, and press the CALL button (usually a green handset symbol).
2. After finishing the call, press the END button (usually a red handset symbol).

For example, when calling the Helsinki number 123 4567, enter: 091234567.

### International calls

1. Enter the '+' character before the number (it replaces the international access code).
2. Next, enter the complete country prefix and the area code (without the first digit, usually a zero).
3. Enter the recipient's number, and press the CALL button (usually a green handset symbol).
4. After finishing the call, press the END button (usually a red handset symbol).

For example, when calling 123 4567 in Stockholm, Sweden, dial +468123567, where 46 is the country prefix, 8 the area code without the first digit, and 123 4567 the call recipient's phone number.

## Calling when abroad

You can use your dna subscription abroad in countries, where DNA has a roaming agreement with a local operator. For further information and call prices, visit our website at [www.dnainland.fi/ulkomaanpuheluhinnat](http://www.dnainland.fi/ulkomaanpuheluhinnat).

When you are abroad and want to call a Finnish number using your dna subscription, dial the number in the international format with +358 and without the leading zero of the recipient's number. We recommend that you store all numbers in your phone in the international format +358 44 xxxxxxx.

You will be charged a separate call reception fee for any incoming calls you answer while abroad.

## Sending and receiving text messages

You can use the Short Message Service (SMS) to send text messages with 160 characters to other mobile phones. Most handsets allow you to link the messages, meaning that you can send more than one message at a time. Your SIM card has enough space for at least 30 memory locations for text messages.

When you receive a text message, your phone will alert you with a sound signal, and an indication that a message has been received will appear on the display. The wording of this notice will depend on your phone. If your phone is switched off, the notice will be displayed immediately after you switch it on and enter the PIN code. For instructions on writing, sending, and reading text messages, see the user guide for your phone.



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If you cannot send a text message, check that the message centre's phone number, +358 44 798 3500 (dna's message centre), has been stored in your phone. For instructions on storing the message centre's number, see your phone's user guide.

To send text messages from abroad to Finland, dial the recipient's number in the international format +358 44 xxxxxx. There is no charge for receiving text messages abroad.

## Multimedia Service

The multimedia service (MMS) is designed for sending messages between mobile phones, from mobile phones to e-mail, and between mobile phones and various systems, such as those offering content services. Messages can include data in different formats, such as text, voice, pictures and video clips, or a combination of these, all in the same message.

To use this service, your phone must be capable of sending and receiving multimedia messages. To add different types of data to the messages, you may also need your phone's voice recorder, video or camera functions and the ability to add these data formats to your message.

For instructions on creating, adding content to, sending and reading multimedia messages, see the user guide for your phone.

If you cannot send or receive multimedia messages, check that the right service settings have been stored in your phone. Most phones allow you to order the settings via a text message, see Settings (page 5)

If your phone does not support multimedia, as a dna customer you will receive a text message containing a message code asking you to view the received message on the Internet at [www.dnainland.fi/omadna](http://www.dnainland.fi/omadna).

NOTE! You can open the message on the My dna website only once. The message will disappear when you close the message window since these pages are not equipped with a separate function for saving multimedia messages. However, you can save the parts of the message displayed by the browser using the browser's standard saving functions.

## Call forwarding

Use call forwarding to direct incoming calls to another phone number. Activate call forwarding by entering the number series below or following the instructions on your phone's menu (see your phone's user guide). If your subscription includes the dna Voice Mail service, calls will be forwarded to dna Voice Mail when your phone cannot be reached or you do not answer it within 30 seconds.

If you want to deactivate call forwarding or set it to another number, use these codes:

To deactivate: ##61#CALL button

To activate: \*\*61\*target number#CALL button (usually a green handset symbol)

If you want to change the delay to 15 seconds, for example:

To activate: \*\*61\*target number\*\*15#CALL button

To deactivate: ##61#CALL button

Call Forward Unconditional (all incoming calls are forwarded directly to another number without your phone even ringing):

To activate: \*\*21\*target number#CALL button

To deactivate: ##21#CALL button

When performing call forwarding abroad, do not forget to enter the international access code '+', country code, and local area code (without the first digit) in front of the target number. Please bear in mind the cost of calls forwarded abroad (see the price list).

Call Forward on Busy:

To activate: \*\*67\*target number#CALL button

To deactivate: ##67#CALL button

Call forwarding is not possible when the Call Waiting function is active.

Call forwarding to other dna subscriptions and dna Voice Mail is free of charge; call forwarding to other numbers carries a call charge based on the tariffs in force.

You can read more about dna Voice Mail and its use on page 5.



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## Your subscription's basic services

### dna Balance Information

You can easily check your subscription's call balance for the current invoicing period

- by texting SALDO to 14000. Charge: EUR 0.08/message.
- in the dna Menu: by selecting saldo (balance) and activating the search function. Charge: EUR 0.08/search.
- Free of charge from the 'My subscription' section of the My dna website ([www.dnafinland.fi/omadna](http://www.dnafinland.fi/omadna)) or in dna Pocket ([wap.dnafinland.fi](http://wap.dnafinland.fi)).

Balance information does not include monthly payments or one-time connection fees. If the subscription type's monthly fee includes free airtime, the balance information also gives the number of unused minutes and text messages and the start date of the following invoicing period.

The balance information is not the same as the total invoice amount, since balance information is entered with a delay of approximately 24 hours. For international calls, the delay can be up to a few days.

### Oma dna (My dna)

My dna is a basic service included in all dna subscriptions, comprising the customer's personal service range i.e. useful services and customer information. My dna is available on our website at [www.dnafinland.fi/omadna](http://www.dnafinland.fi/omadna).

My dna provides you with handy communication services (such as the directory search and group text messages) and the most affordable subscription management services (e.g. balance information, settings and service orders).

To activate My dna:

- To access My dna, you will need a personal user code and password, which will be delivered to you around two working days after your subscription has been activated. You can order the user code and password anytime by sending the following text message at no charge from your dna subscription: TUNNUS to number 14000. Register with My dna web at [www.dnafinland.fi/omadna](http://www.dnafinland.fi/omadna).

**Note! Only in Finnish.**

### dna Menu

The dna Menu presents an easy way to use a range of services through text messages.

It is a list of useful and entertaining services stored in your SIM card. To access dna Menu, select 'dna' on your phone's menu. By browsing dna Menu, you can find out about various information and entertainment services without having to remember key words or service numbers. The data required to browse and search the services is transferred between dna and your phone through text messaging.

Browsing the services in the dna Menu is free of charge, and only successful searches are debited. Check the service-specific charges at [www.dnafinland.fi](http://www.dnafinland.fi).

### dna Tasku (dna Pocket)

dna Tasku is a WAP service menu, an easy way to find a wide range of content, such as music, pictures and news. With dna Tasku, you can also check your subscription's balance free of charge. Browse any interesting topics whenever you want – dna Tasku is always there for you.

dna Tasku works on any WAP phone with a dna subscription and WAP settings. To access dna Tasku, switch on your phone's WAP browser (in many Nokia phones, hold down 0). Browsing dna Tasku costs only the data transfer fee, and we will always inform you of any separate service charges.

**Note! Only in Finnish.**



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## Settings

To use your new services, you will need to activate different service settings in your phone, such as the Internet and WAP browsing and the multimedia service. Most service settings are delivered to your phone automatically when you change your phone or activate a new dna subscription. You can also order the settings through text messaging:

Simply text ASETUKSET to 14000.

You will receive the settings in a reply message. Store them in your phone. Ordering settings and receiving settings messages is free of charge. If your phone cannot receive settings via text messaging, you can enter the settings manually. See your phone's user guide for further information. Check the service-specific instructions for entering settings manually, at [www.dnainland.fi/asetukset](http://www.dnainland.fi/asetukset).

## Your subscription's additional services

Use extra services to turn your mobile phone into a personal messaging centre customised to meet your needs. You can easily activate extra services by sending a text message or ordering them through My dna.

Text messages used for ordering extra services are free of charge; the fee specified on the current price list is charged for connecting and using the services. The service connection fees will be lower if you order the services via text message or from My dna ([www.dnainland.fi/omadna](http://www.dnainland.fi/omadna), My subscription => Service order). Please see your subscription's price list.

DNA continuously develops its services and may change its range of services by activating new services and terminating the availability of old ones.

## dna Voice Mail

As a customer with a dna subscription, you can use the dna Voice Mail service. dna Voice Mail answers your calls when your telephone is switched off or beyond the network's range, or if you fail to answer it within a given time. You can also forward your calls automatically to voice mail when your telephone is busy.

If you wish to redirect calls to voice mail when your telephone is busy, transfer calls from your phone to your voice mail number (+358 44 6 xxx xxxxx or +358 41 6 xxx xxxx). For detailed instructions on how to set up call forwards, please consult your phone's user manual. Call transfers are subject to a charge when you are abroad. NB! If the 'call waiting' function is activated, calls will not be transferred to voice mail by the 'line busy, forward call' feature.

Adding the dna Voice Mail service to your dna subscription is free of charge when you activate the subscription. Calls made to dna Voice Mail are subject to a charge based on our price list.

If you do not use the voice mail service for 112 days (approximately four months), it will be disconnected automatically. You will receive a reminder of this via a text message about one week prior to disconnection of the service. A fee, specified in our price list, will be charged for reactivating the voice mail service. Active voice mail by texting VASTAAJA AVAA to 14000.

### Starting to Use dna Voice Mail

1. Save the dna Voice Mail number in your phone's memory as the voice mail service number. You can also save it in your phone book. Your voice mail number is your phone number with the number 6 added after the operator code. For example, if your phone number is 044 123 4567, your voice mail number will be 044 6 123 4567, or if your own number is 041 123 4567, your voice mail number will be 041 6 123 4567. We recommend that you store your voice mail number in the international format +358 44 6 XXX XXXX so that you can easily use it abroad as well.

NOTE! If you have transferred your mobile phone number to DNA from another operator, you will not be able to determine your voice mail number from your phone number. Instead, you will receive your voice mail number in a text message when you activate the subscription.

2. Call dna Voice Mail. The default password for dna Voice Mail is 1234. You should change the password the first time you use dna Voice Mail. When you call Voice Mail for the first time, the system will instruct you to change your default password and record your greeting.



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3. Enter your personal password, a number with a maximum of 6 digits. Select a password that you can remember easily but which cannot be easily guessed by others. You will need the password when calling the voice mail service from another phone or from abroad. After entering the password, remember to press #. You can change the password later through your voice mail settings. In the personal settings menu, you can also set an automatic password request, in which case the password will be needed even when you call from your own subscription.
4. Record your greeting (the message that a caller hears when a call is forwarded to voice mail). After recording your greeting, accept and activate it by pressing #. If you don't want to record a personal greeting, you can use the automatic greeting. In such a case, the caller will hear an automated message informing him/her that the call will be directed to voice mail.
5. After you have entered your password and recorded your greeting, you will be transferred to the main voice mail menu. If you have already received voice mail messages, you will hear these first before being transferred to the main menu. You can use the main menu anytime to change your voice mail settings.

#### Listening to and Saving Messages

When a message has arrived by voice mail, you will be notified of this with a text message: "You have x new message(s) in your voice mail. Call +358 4x 6 xxx xxxx." To listen to the message(s) using your mobile phone, call your voice mail number (see 'Getting started', item 1) or 661. If you want to listen to your voice mail messages using another phone, for example your landline, press '#' during the greeting, enter your password, and press '#' again. After that, you will hear your messages as usual.

#### Useful information

- A message left by a caller can have a maximum duration of 3 minutes.
- The time at which the message was left is announced at the beginning of each message.
- New messages are stored in the voice mail system for 10 days.
- You can listen to messages stored in the voice mail system for 10 days.
- Messages that you have listened to are automatically removed from voice mail storage after 3 days.
- You can store 50 messages in the voice mail system.
- When the voice mail area is full, callers will be told that no messages can be left at the moment.
- To access voice mail instructions, press 0 at any time.
- To access the previous menu, press \*. If you want to return to the main menu from any voice mail menu, press \* several times.

#### Message handling menu

Through the message-handling menu, you can remove or store messages that have arrived by voice mail. The message-handling menu contains the following functions:

- Next message: press #
- Listen to a message again: press 1
- Save: press 4
- Delete message: press 5
- Hear the number from which the message was left: press 7

While listening to a message, you can also

- go straight to the next message by pressing #
- move backwards through the messages by pressing 1
- move forwards through the messages by pressing 3

To pause a message, press 2. To continue listening to the message, press 2 again.

#### Using voice mail abroad

If you are abroad, dial your voice mail number in the international format, +358 4x 6 xxx xxxx.

If you are calling from abroad and the voice mail system does not recognise your subscription number, press # during the greeting, enter your password, and press # again. After that, you will hear your messages as usual. If you forget your password, please contact DNA's customer service department.



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#### Select language

You can change the language used in dna Voice Mail as you wish, selecting from one of the following - Finnish, Swedish and English. A recorded personal greeting will remain intact even after changing language.

#### Deactivating voice mail

If you wish to deactivate Voice Mail, send the text message VASTAATA SULJE (VOICE MAIL CLOSE) to number 14000. Cancel call forwarding to the voice mail number at the same time. For further instructions on how to cancel call forwarding, see your telephone user's manual. You can also turn off all call forwarding (voice, fax and data forwarding) by entering ##002#CALL button.

#### **dna Fax Mailbox**

For further information, visit our website at [www.dnainland.fi](http://www.dnainland.fi).

#### **Data Transfer Services**

Data transfer services provide a fast, always-on data connection. With these services, you can access dna Pocket's broad range of services or create an Internet connection for a laptop anywhere within the area covered by the dna network.

A data transfer service is a standard feature of all dna subscriptions. It is the right choice for occasional use, for example if you wish to order polyphonic ring tones or wallpapers for your phone or browse WAP sites. There is no fixed usage or monthly fee for the service; you pay only for the amount of data transferred.

#### dna Data Barring

Call or message barring will not prevent the use of data transfer services. Should you wish to prevent the use of data transfer services on your subscription, you can activate the dna Data Barring service. A fee, specified in our price list, will be charged for activating the service.

#### Activate the service:

- With a text message: text DATAESTO TILAA to 14000. Activate the service by following the instructions in the reply message.
- In the 'My subscription' section of the My dna website: [www.dnainland.fi/omadna](http://www.dnainland.fi/omadna).

Please note that using the data transfer services abroad is subject to a separate tariff and not included in the service fees that apply domestically.

The data transfer speed of DNA's mobile communication network varies subject to factors such as the technology applied. You can check the service coverage on our website at [www.dnainland.fi/kuuluuus](http://www.dnainland.fi/kuuluuus).

#### dna Matkapaketti

For a more experienced user or for occasional use with a computer, dna Matkapaketti, a service with a fixed usage price, is a great option. The cost-efficient fixed fee includes 30 MB of data transfer per month.

#### dna Matkanetti

dna Matkanetti is a range of services with fixed monthly fees. With these, you will always know what you are paying, irrespective of time or data transfer volumes. All you need to do is choose the data transfer speed that best suits your needs.

dna Matkanetti 64 is a great choice if you want to use your phone to browse on the Internet or send e-mails without attachments. dna Matkanetti 128 is the right option if you use the Internet more extensively or wish to use e-mails with attachments.

dna Matkanetti 384 is designed for a demanding customer who uses a 3G terminal to access a range of data transfer services on the road. Much more than just providing a connection for your computer, it is a great choice for downloading music and using other services.

#### To activate the service:

- Text one of the following messages to 14000. Activate the service by following the instructions in the reply message.

- MATKAPAKETTI TILAA
- MATKANETTI64 TILAA
- MATKANETTI128 TILAA
- MATKANETTI384 TILAA

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- You can also activate the service on the Internet. Go to My dna on our website at [www.dnainland.fi/omadna](http://www.dnainland.fi/omadna).

A fee will be charged for activating the services in accordance with our price list. Please carefully read the Special Conditions for the data transfer services, enclosed in your start-up kit.

Remember that the data transfer services are wireless Internet connections. Install the appropriate data security software to protect your mobile and computer.

**dna Balance Limit** (Check the availability of the service for your type of subscription.)

This service provides a practical way of managing your phone bills.

You can select a monthly limit, up to which you are allowed to make voice calls and send text messages. The lowest limit is EUR 15, the next EUR 20. Thereafter, the limits increase in increments of EUR 10 up to EUR 500. A subscription for which the dna Balance Limit has been activated has class F call and message barring as defined by the Finnish Communications Regulatory Authority, a feature which prevents outgoing calls and text messages to recreational and adult entertainment services.

To order dna Balance Limit:

- With a text message (in the example, the balance limit is 20 euros per month): text SALDORAJIITUS TILAA 20 to 14000. You will receive instructions for activating the service in a reply message. Once the service has been activated, dna will send you an SMS confirmation message.
- On the My dna Web pages, in the 'My subscription' section: [www.dnainland.fi/omadna](http://www.dnainland.fi/omadna).

Please carefully read the Special Conditions enclosed in the start-up kit before ordering the service.

The balance limit is not the same as the total invoice amount, since balance information is entered with a delay of approximately 24 hours. For international calls, the delay can be up to a few days. Nevertheless, these charges will be included on the invoice.

When the balance limit you defined has been reached, you will no longer be able to make calls, send text or multimedia messages, or use the data transfer service.

NOTE! If you are on the Åland islands when the balance limit is reached, the service will not bar traffic and it will be possible for you to exceed the balance limit. You will be fully liable for any expenses in excess of the balance limit. Furthermore, expenses arising from using your phone abroad, e.g. calls made and received, are not included in the Balance Limit service, and you will also be fully liable for such costs.

## More than good to know

### Customer benefits: keep up to date, know your benefits!

- dna Kyyhky:  
this service saves you money by bringing great dna benefits and offers straight to your phone via text message, max 3 messages/month. And you will be automatically entered in our monthly draw.

To order: text KYYHKY to 18144, free of charge. You can disconnect the service any time by texting KYYHKY SULJE to 18144. This service is free of charge, and it is meant for all of our consumer customers over 15 years of age.

- dna Offerings:  
Our monthly dna Anti newsletter, delivered with your invoice, provides you with lots of interesting information about dna business: customer interviews, information about DNA, FAQs and answers, bonuses, offers, draws and competitions. dna Anti is also available on the Internet at [www.dnainland.fi/anti](http://www.dnainland.fi/anti). dna Anti will be automatically attached to your invoice.

### Reception: dna has excellent reception

The DNA network already covers 99 per cent of people in Finland, and the network is continuously extended.

You will find information on coverage within individual regions on the Web at [www.dnainland.fi](http://www.dnainland.fi).



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### 3G services

3G is a packet network-based service, a fast broadband service with Internet compatibility. 3G services include video calls and faster data transfer in the 3G network. Making and receiving video calls is possible with a 3G enabled phone with a video call function. You can make and receive video calls in the areas covered by a 3G network without ordering extra settings for your phone. All settings are pre-installed in your phone and activated by your subscription. When you have dialled a number, simply select a video call instead of the normal voice call.

3G services have their own coverage area. You can check the service coverage on our website at [www.dnainland.fi/kuuluuus](http://www.dnainland.fi/kuuluuus). DNA does not guarantee that all 3G services it provides function perfectly at all times within the 3G coverage area.

### Invoicing

We send an invoice to our customers once a month. If the sum total of the invoice is less than EUR 8.40, the charge will be transferred to the following month's invoice. The invoice shows:

- the calls made during the invoicing period
- the monthly fee for the subscription
- text messages sent
- other services used with the dna subscription.

Monthly fees cover the period from the start to the end of the calendar month. If the subscription has been activated after the first day of the month, the monthly fee is charged only for the days of use. Connection fees are invoiced for approximately one month, up to the invoicing date.

The monthly fee for packet subscriptions does not include data/fax calls, calls to service numbers or national special-rate corporate numbers, mobile fees for international calls made and received, calls to dna Voice Mail, and text messages sent to international service numbers or sent while abroad. Any telecoms services exceeding the airtime included in the monthly fee will be charged according to the tariff.

If you own more than one subscription, which are compiled into a single invoice, and you make a payment plan for your invoice or otherwise do not pay the invoice in full, you must inform us of how you want your partial payment deducted from each subscription, either by detailing the payment in the invoice's additional information field or contacting our customer services. If DNA does not receive this information from you prior to the due date of the payment request (or prior to the credit limit being exceeded), DNA may bar or limit the use of all subscriptions covered by the invoice.

If you have questions on invoicing or on an invoice you have received, visit [www.dnainland.fi/laskunlukuhje](http://www.dnainland.fi/laskunlukuhje) for further information on invoicing. If this does not solve your problem, e-mail your question to [invoicing@cc.dnainland.fi](mailto:invoicing@cc.dnainland.fi).

### Number transfer

When you transfer to DNA from another operator, you may retain your current number, including the operator prefix. A number can be transferred from one operator to another after the customer has signed a subscription agreement with the selected operator and receives the new operator's SIM card. Your subscription will not be interrupted during the transfer. The transfer process will take five workdays. From the time the subscription agreement is signed, it will take an additional couple of days before the transfer process begins. Services connected to the previous subscription are not transferred automatically alongside the subscription. You can order the extra services from DNA separately.

If you wish to know which operator holds a specific number, visit [www.siirretynumerot.fi](http://www.siirretynumerot.fi) on the Web or call 0800 02202 free of charge.

### Advice on mobile phone security

There are possible risks involved in using mobile phones. This guide gives you a few key points to remember. By following this advice, you will be able to avoid the most common risks facing mobile phone users.

### SIM card



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[www.dnainland.fi](http://www.dnainland.fi)

Customer Service  
Tel. +358 44 144 044  
(without charge when calling from  
a dna connection in Finland)  
Fax +358 44 044 1703  
[customer care@cc.dnainland.fi](mailto:customer care@cc.dnainland.fi)

Store your SIM in a safe place. Do not leave your PIN codes, SIM or your phone unattended. If your SIM is lost or stolen, contact DNA's customer services immediately.

Do not store sensitive data in your phone. Use the automatic locking feature and the security code, if they are available in your phone.

### **Barring services**

The most common barring services include the balance limit and barring outgoing calls and messages to certain numbers, such as adult entertainment services. Check the content of the barring categories in order to select the call and message barring that best suits your purposes. For further information on the balance limit, see page 8. Check the availability of the balance limit for your type of subscription.

### **Letting others use your phone**

Since mobile phones can be used to spend large sums of money, look after your mobile phone as carefully as your credit card. Never lend your phone to somebody you don't know. If you let somebody else use your subscription, please note the following:

- You may incur unexpected costs from the use of your mobile phone or subscription services, since the phone can be used to make mobile payments
- Information stored in your phone can be stolen
- Malicious software can be installed in phones
- Your phone's data security settings can be changed, exposing the phone to possible misuse (the effects of which may not be immediately noticeable)

### **Minors**

Think carefully before allowing the subscription to be used by minors. The owner always bears the financial risk if the subscription is handed over to another user. There are risk-free options available with pre-paid airtime, if you want to give a subscription to a minor. For further information, contact DNA's customer service or visit our website at [www.dnainland.fi](http://www.dnainland.fi).

### **Using your mobile near national borders**

In the vicinity of Finland's national borders, mobile phones always use the strongest signal available if the phone's network selection is set to automatic. Near national borders, your mobile phone may select a network used in the neighbouring country. This means that your incoming and outgoing calls and messages will be charged according to the foreign operator's tariff. Automatic network selection is usually set as a default. To avoid making and receiving calls or sending and receiving messages unintentionally in the foreign network, set the network selection to manual and then select your home network, i.e. DNA.

### **Losing your phone/subscription**

Store your phone's IMEI code in a separate place in case you lose your phone. If you store information in your phone, find out how to back up your phone's data on the computer or memory card. Remember to back up data regularly. A backup on a memory card is useful if your phone breaks down but not if the phone is lost or stolen. For instructions on how to make backups, refer to your phone's manufacturer.

If your phone is lost or stolen, your data may end up in the wrong hands and someone may steal your identity. If your phone is lost or stolen, contact DNA's customer service immediately to disconnect your SIM.

Notify DNA of the user's personal data, since otherwise DNA cannot disconnect the subscription upon the user's request, for example if the phone is lost. The user may, unless expressly prohibited by you, add free-of-charge and payable services to the subscription.

### **Unforeseen costs**

Remember that people may call you or send you messages with the purpose of defrauding you. Prizes, free holidays or other incentives may be designed to make you call an expensive domestic or foreign number without informing you of the cost. These calls are often purposely prolonged, as the only reason for the call is to add to the caller's phone bill.

### **Avoiding malicious software**

Connecting the mobile phone to the open Internet is subject to threats, such as malicious software, also called malware. This may weaken your communication options or endanger the availability and confidentiality of data stored in your phone. Malware, such as viruses and worms,

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often spreads through e-mail attachments. Malware may also spread directly from websites you visit when downloading programmes.

To avoid malware, do not open e-mail attachments unless you are absolutely sure of their content. Download programmes only from reliable sources and avoid visits to dubious websites.

It pays to remember that even if a multimedia message or e-mail with an installable programme has been received from a familiar number or address, it may have been sent by malware. For example, if you receive an attachment with an .SIS extension in a multimedia message, it may be a malicious programme. Unless you are sure that the attachment is clean, you should delete the message immediately.

It is your responsibility to look after your mobile phone's security and data protection. You can purchase separate antivirus software available for intelligent phones.

If your phone is contaminated by malware, it can usually be restored to working order by using the free cleaning tools available on the Internet.

Read your phone's user guide carefully and activate any available data security functions.

### Bluetooth and other wireless technologies

Be careful when you use Bluetooth and other wireless technologies. Do not allow other devices to find your Bluetooth or other short range radio frequency, and activate the feature only when you need it. If you do not want to show your phone to other users via Bluetooth, set the Bluetooth connection to hidden.

If your Bluetooth connection is visible, your phone may be targeted by malware.

However, malware offered via Bluetooth cannot usually be installed without your permission. If your phone asks you to authorise the installation of an unknown programme and you have not activated the installation yourself, you should not permit the installation. If the malware tries to attack your phone repeatedly via Bluetooth, try moving outside its range. Moving less than 100 metres is usually enough.

Many phones allow you to set up a list of trusted devices, which may connect to your phone via Bluetooth.

### Ordering ring tones and logos

Carefully read the ring tone and/or logo provider's advertisement and terms and conditions before ordering. Do not order any services subject to a charge from service providers whose reliability you cannot check. You may think that you have simply ordered a single ring tone, while inadvertently signing for a long-term subscription with an expensive monthly fee.

### How to find more information easily

dna Reply Bank at [www.dnafinland.fi/vastauspankki](http://www.dnafinland.fi/vastauspankki) is the fastest way to find information on our services. You can find the information you need in FAQ format. We will augment the Reply bank regularly on the basis of our customers' queries.

You can e-mail questions to us at:

- [customercare@cc.dnafinland.fi](mailto:customercare@cc.dnafinland.fi)
- [businesscustomerservice@dnafinland.fi](mailto:businesscustomerservice@dnafinland.fi)
- [invoicing@cc.dnafinland.fi](mailto:invoicing@cc.dnafinland.fi)

When you want personal service, you can turn to our customer advisors with any questions on our subscriptions and services, on the following numbers:

- customer service 044 144 044
- corporate customer service 044 144 099
- invoicing 044 144 011

Calls are free of charge when you call from a dna subscription. Calls from other subscriptions are payable according to your operator's tariff. When you call from abroad, standard international call fees apply.



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