

Welcome to DNA!

Your new broadband and cable TV service provider is now DNA. *)

Dear customer,

This letter contains important information about how the change will affect your invoice. Elmo will continue to handle invoicing until the end of September. Starting from October, any services you have subscribed to will be invoiced by DNA Welho Oy, which operates DNA's TV and fixed broadband services. For this reason, there will be changes in the invoicing schedule, and the bank account number and the reference number on the invoice will change.

Please take note of the following changes starting from 1 October 2019:

- **The issuer of the invoice, account number and reference number will change.** Please be sure to use the new details displayed on the invoice when paying. On DNA's TV and fixed broadband invoices, the name of the issuer is DNA Welho Oy.
- **Your customer number will change.** You will find your new customer number on the first invoice sent by DNA (DNA Welho Oy).
- **Your first invoice from DNA will be delivered as paper invoice by mail, unless you have previously selected to receive email invoices.** If you have selected email invoicing, DNA will automatically send future invoices by email. There is a charge for paper invoices, but for you, paper invoices will be free of charge until the end of 2019. We recommend switching over to free e-invoicing as soon as you have received your first invoice from DNA. You can authorise the e-invoice in your online bank. For more information, contact our customer service, visit dna.fi/contact-us, or see dna.fi/laskutus (in Finnish).
 - **Invoice alternatives for DNA's services are:** by email invoice, e-invoice, direct payment, the Posti Omaposti service or paper invoice. E-invoice and email invoice are free of charge. The fee for Omaposti invoices, paper invoices for private customers, and direct payments is €2.90 (incl. VAT) per invoice.
 - **You can activate e-invoicing and direct payment with your bank after you have received your first invoice from DNA.** To switch to any of the other alternatives, contact our customer service. Changes made by our customer service carry a service charge, as stated on our price list. If you have previously selected to receive invoices in Posti Omaposti, contact Posti for detailed instructions.
- **The invoicing schedule will change.** Elmo has sent invoices for some of its services afterwards, but DNA will send invoices for the services monthly in advance. Due to this change in the schedule, your first invoice from DNA may be higher than usual. If you need an extension to payment, please contact our customer service.
- **Your subscriptions will be invoiced monthly.** Services purchased from DNA are always invoiced in cycles of 1 month. If you have been previously invoiced at longer intervals, the invoicing cycle for your service will change to 1 month. Correspondingly, the sum on the invoice is only for one month's use of the service. If the monthly invoiced sum remains below 10 euros, it is instead added to the next month's invoice.
- **The invoice will look slightly different.** For useful information on the invoice and how to read it, visit dna.fi/laskutus#usein-kysytty (in Finnish only), or contact our customer service.

Your current subscription will continue unchanged and with the same rates. As the result of harmonising our product range, from now on, your customer relationship with DNA will be subject to the general terms of DNA Plc and special terms and conditions on TV and broadband services. **For more information, visit dna.fi/contact-us**

Under clause 10.1 of the general terms for consumer customers of ICT Elmo Oy's communications services transferred over to DNA, the telecom operator has the right to amend the terms and conditions in ways not to the detriment of the customer.

Customer service is at your assistance as before, by phone at 03 455 1000 (calls are subject to standard mobile call charges) **and by email at asiakaspalvelu@elmo.fi**

DNA will soon introduce new, faster broadband connections and modern TV services in the Tampere region.

We'll be in touch with more on these changes and information about DNA service channels available to you.

We are happy to have you as a customer and hope that you enjoy our services.

Thank you for choosing DNA!

With kind regards,
DNA
www.dna.fi