

DNA Subscription Charges

DNA Subscriptions

DNA Huoleton

The DNA Huoleton subscription includes a secure browsing add-on service. Turn on the secure browsing add-on service – it blocks harmful websites while you surf in DNA’s network with your subscription.

The DNA Huoleton (excl. DNA Huoleton Mini) subscriptions include unlimited standard-priced calls, text and multimedia messages within Finland and the EU/EEA. Calls and messages from Finland abroad are always charged according to a separate price list.

DNA Huoleton 5G 1000M

Monthly fee	€ 49.99/month
Maximum download speed	1000 Mbps
Maximum upload speed	150 Mbps
EU data package	73 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Huoleton 5G 600M

Monthly fee	€ 44.99/month
Maximum download speed	600 Mbps
Maximum upload speed	100 Mbps
EU data package	66 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Huoleton 5G 400M

Monthly fee	€ 39.99/month
Maximum download speed	400 Mbps
Maximum upload speed	100 Mbps
EU data package	58 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Huoleton 5G 200M

Monthly fee	€ 34.99/month
Maximum download speed	200 Mbps
Maximum upload speed	100 Mbps
EU data package	51 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Huoleton 200M

Monthly fee	€ 32.99/month
Maximum download speed	200 Mbps
Maximum upload speed	10 Mbps
EU data package	48 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Huoleton 100M

Monthly fee	€ 31.99/month
Maximum download speed	100 Mbps
Maximum upload speed	10 Mbps
EU data package	47 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Huoleton 20M

Monthly fee	€ 29.99/month
Maximum download speed	20 Mbps
Maximum upload speed	10 Mbps
EU data package	44 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Huoleton Mini

The DNA Huoleton Mini subscription charges are €0.089 per initiated call minute and €0.089 per text message. Calls and messages from Finland abroad are always charged according to a separate price list.

Monthly fee	€ 19.99/month
Maximum download speed	10 Mbps
Maximum upload speed	1 Mbps
EU data package	29 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Rajaton

The DNA Rajaton subscriptions include unlimited standard-priced calls, text and multimedia messages within Finland and the EU/EEA. Calls and messages from Finland abroad are always charged according to a separate price list.

DNA Rajaton 5G 1000M (discontinued services)

Monthly fee	€ 50.50/month
Maximum download speed	1000 Mbps
Maximum upload speed	100 Mbps
EU data package	74 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Rajaton 5G 600M (discontinued services)

Monthly fee	€ 40.38/month
Maximum download speed	600 Mbps
Maximum upload speed	100 Mbps
EU data package	59 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Super 4G Rajaton (discontinued services)

Monthly fee	€ 40.38/month
Maximum download speed	300 Mbps
Maximum upload speed	50 Mbps
EU data package	59 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Rajaton 4G Super (discontinued services)

Monthly fee	€ 39.90/month
Maximum download speed	300 Mbps
Maximum upload speed	50 Mbps
EU data package	58 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Rajaton 5G 400M (discontinued services)

Monthly fee	€ 37.35/month
Maximum download speed	400 Mbps
Maximum upload speed	100 Mbps
EU data package	55 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Nopea 4G Rajaton Plus (discontinued services)

Monthly fee	€ 35.32/month
Maximum download speed	150 Mbps
Maximum upload speed	50 Mbps
EU data package	52 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Nopea 4G Rajaton (discontinued services)

Monthly fee	€ 35.32/month
Maximum download speed	100 Mbps
Maximum upload speed	50 Mbps
EU data package	52 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Rajaton 4G (discontinued services)

Monthly fee	€ 34.50/month
Maximum download speed	150 Mbps
Maximum upload speed	50 Mbps
EU data package	50 GB/month

DNA Rajaton 5G 200M (discontinued services)

Monthly fee	€ 34.31/month
Maximum download speed	200 Mbps
Maximum upload speed	100 Mbps
EU data package	50 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Rajaton 200M (discontinued services)

Monthly fee	€ 32.29/month
Maximum download speed	200 Mbps
Maximum upload speed	10 Mbps
EU data package	47 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Nopea 4G Rajaton Lite (discontinued services)

Monthly fee	€ 30.26/month
Maximum download speed	50 Mbps
Maximum upload speed	50 Mbps
EU data package	44 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Rajaton 4G 10M (discontinued services)

Monthly fee	€ 27.23/month
Maximum download speed	10 Mbps
Maximum upload speed	10 Mbps
EU data package	40 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Rajaton (discontinued services)

Monthly fee	€ 25.20/month
Maximum download speed	1 Mbps
Maximum upload speed	1 Mbps
EU data package	37 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Rajaton 4G Teho ja DNA Rajaton 4G Teho Extra (discontinued services)

Monthly fee	€ 30.26/month
Maximum download speed	50 Mbps
Maximum upload speed	50 Mbps
EU data package	44 GB/month

DNA Paketti

The DNA Paketti subscriptions include 200 standard-priced call minutes and 200 pcs of standard-priced text messages within Finland and the EU/EEA. Calls and text messages exceeding the package are €0.091/min/pc. Calls and messages from Finland abroad are always charged according to a separate price list.

DNA Nopea 4G Paketti (discontinued services)

Monthly fee	€ 29.25/month
Maximum download speed	100 Mbps
Maximum upload speed	50 Mbps
EU data package	43 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Paketti 10M 200 (discontinued services)

Monthly fee	€ 23.90/month
Maximum download speed	10 Mbps
Maximum upload speed	10 Mbps
EU data package	35 GB/month

DNA Paketti (discontinued services)

Monthly fee	€ 18.12/month
Maximum download speed	1 Mbps
Maximum upload speed	1 Mbps
EU data package	27 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Jämpti and DNA Mini

The DNA Jämpti subscriptions charges are €0.071 per initiated call minute and €0.071 per text message within Finland and the EU/EEA. Calls and messages from Finland abroad are always charged according to a separate price list.

DNA Nopea 4G Jämpti (discontinued services)

Monthly fee	€ 26.90/month
Maximum download speed	100 Mbps
Maximum upload speed	50 Mbps
EU data package	39 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Mini (discontinued services)

Monthly fee	€ 19.99/month
Maximum download speed	10 Mbps
Maximum upload speed	1 Mbps
EU data package	29 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Jämpti 4G (discontinued services)

Monthly fee	€ 19.13/month
Maximum download speed	21 Mbps
Maximum upload speed	21 Mbps
EU data package	28 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Jämpti 5M (discontinued services)

Monthly fee	€ 16.09/month
Maximum download speed	5 Mbps
Maximum upload speed	1 Mbps
EU data package	24 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Jämpti (discontinued services)

Monthly fee	€ 12.90/month
Maximum download speed	1 Mbps
Maximum upload speed	1 Mbps
EU data package	19 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Puhe Plus

DNA Puhe Plus subscription charge is €0.071 per initiated call minute and €0.071 per text message within Finland and the EU/EEA. Calls and messages from Finland abroad are always charged according to a separate price list.

DNA Puhe Plus (discontinued services)

Monthly fee	€ 8.00/month
Maximum download speed	0,256 Mbps
Maximum upload speed	0,256 Mbps
EU data package	12 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Kelloliittymä

Unlimited subscription for smart watches. The subscription includes unlimited calls, text and multimedia messages within Finland and the EU/EEA area. International calls and messages from Finland to abroad are charged according to a separate price list.

DNA Kelloliittymä

Monthly fee	€ 19.90/month
Maximum download speed	5 Mbps
Maximum upload speed	1 Mbps
EU data package	29 GB/month
WiFi calls	Yes
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA SuperÄlypaketti subscriptions

The DNA SuperÄlypaketti subscriptions include the below mentioned amounts of standard-priced call minutes and text messages within Finland and the EU/EEA. Calls and text messages exceeding the package are €0.091/min/pc. Calls and messages from Finland abroad are always charged according to a separate price list

DNA SuperÄlypaketti 4G 200 (discontinued services)

Monthly fee	€ 24.80/month
Maximum download speed	50 Mbps
Maximum upload speed	50 Mbps
Calls in Finland and within the EU/EEA	200 min
Text messages in Finland and within the EU/EEA	200 pcs
EU data package	36 GB/month

DNA Äly subscriptions

DNA Äly subscriptions calls and text messages are charged according to usage. Calls and messages from Finland abroad are always charged according to a separate price list.

DNA Äly 50M (discontinued services)

Monthly fee	€ 19.80/month
Maximum download speed	50 Mbps
Maximum upload speed	50 Mbps
Calls in Finland and within the EU/EEA	€ 0.04/min
Text messages in Finland and within the EU/EEA	€ 0.04/pcs
EU data package	29 GB/month

Additional information about the pricing of DNA mobile phone subscriptions

Domestic use of DNA phone subscriptions: Domestic data transfer is included in the monthly subscription fee for all DNA phone subscriptions that include a data service. All domestic calls to domestic landline and mobile networks, as well as standard-priced domestic text messages sent to domestic mobile phone numbers during the invoicing period, are included in the monthly subscription fee. Multimedia messages are also included in the monthly subscription fee for the following subscription types: DNA Huoleton 5G 1000M, DNA Huoleton 5G 600M, DNA Huoleton 5G 400M, DNA Huoleton 5G 200M, DNA Huoleton 200M, DNA Huoleton 100M, DNA Huoleton 20M, DNA Rajaton 5G 1000M, DNA Rajaton 5G 600M, DNA Super 4G Rajaton, DNA Nopea

4G Rajaton, DNA Rajaton 5G 400M, DNA Rajaton 5G 200M, DNA Rajaton 200M, DNA Nopea 4G Rajaton Plus, DNA Nopea 4G Rajaton Lite, DNA Rajaton 4G 10M, DNA Kelloliittymä, DNA Rajaton 4G, DNA Rajaton 4G Teho, DNA Rajaton 4G Teho Extra and DNA Rajaton. The monthly fee does not include calls, text or multimedia messages to service or nationwide subscriber numbers nor calls or messages sent from Finland to international numbers. Calls to nationwide subscriber numbers (previously known as business numbers) are subject only to a mobile call charge (mcc). Calls to service numbers are subject to a mobile call charge (mcc) in addition to a service charge. Calls to non-EU countries are subject to a mobile call charge (mcc) in addition to an interna-

tional call charge. The mobile call charge (mcc) is €0.189/minute. Standard-priced text messages sent from Finland to non-EU/EEA countries are €0.091€/pc and multimedia messages €0.405/pc. Unless the subscription-specific terms state otherwise, text messages are €0.091/pc and multimedia messages €0.405/pc. DNA Huoleton Mini, DNA Nopea 4G Jämpti, DNA Jämpti 4G, DNA Jämpti 5M, DNA Jämpti, DNA Mini, DNA Nopea 4G Paketti, DNA Numeroparkki, DNA Puhe Plus, DNA SuperÄlypaketti, DNA Paketti and DNA Äly subscription phone calls are charged on the basis of the duration of the call, counting each initiated minute.

Calls made via the DNA Multi-SIM additional service are billed as calls made via the main subscription.

International calls and messages: Calls and messages from Finland to abroad are charged according to a separate price list; see dna.fi/ulkomailla.

Usage abroad: The default balance limit for data transfer abroad is €60/ invoice period. When travelling in EU/EEA countries, calls as well as text and multimedia messages sent to standard-priced numbers in Finland, the country of residence or other EU/EEA countries are charged according to domestic prices. Calls and messages from Finland abroad are always charged according to a separate price list. Data transfer within the EU data package is free of charge in EU and EEA countries. The data transfer that exceeds the EU data package, is charged with the EU-surcharge €1.381/GB. If the subscription type does not only include unlimited data transfer in Finland, but also in the Nordic countries (Sweden, Norway, Denmark)

and the Baltic countries (Estonia, Latvia and Lithuania), then data transfer within these areas do not consume the subscription-specific EU data package. More information: dna.fi/EUroaming. All roaming charges: dna.fi/ulkomailla.

For sending and receiving multimedia messages outside of the EU/EEA, the foreign operator's data transfer costs will be charged in addition to the unit price of the multimedia message.

WiFi calls: WiFi calls are only possible with certain subscriptions and require a device that support this feature. WiFi calls are always charged as calls made from Finland. Calls and messages from Finland abroad are always charged according to a separate price list.

Call forwarding: In Finland, call forwarding to DNA Voicemail and to DNA mobile phone subscriptions is free of charge. Other call forwarding is charged according to the price list. Call forwarding within the EU to your own DNA Voicemail is free of charge. In other countries, call forwarding is charged according to the international price list.

Calls to DNA subscriptions: charged according to the operator's price list. Calls to voicemail are charged according to the standard price for a domestic call that is applicable to the subscription type in question.

Calls to voicemail from abroad are charged as other standard-priced calls made from the country in question to landline and mobile phone numbers in Finland.

Mobile broadband – Fast internet for a tablet or Mokka

DNA Netti Huoleton

The DNA Netti Huoleton subscription includes a secure browsing add-on service. Turn on the secure browsing add-on service - it blocks harmful websites while you surf in DNA's network with your subscription.

DNA Netti Huoleton 5G 1000M

Monthly fee	€ 45.99/month
Maximum download speed	1000 Mbps
Maximum upload speed	150 Mbps
EU data package	67 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Netti Huoleton 5G 600M

Monthly fee	€ 40.99/month
Maximum download speed	600 Mbps
Maximum upload speed	100 Mbps
EU data package	60 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Netti Huoleton 5G 300M

Monthly fee	€ 34.99/month
Maximum download speed	300 Mbps
Maximum upload speed	100 Mbps
EU data package	51 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Netti Huoleton 4G 200M

Monthly fee	€ 31.99/month
Maximum download speed	200 Mbps
Maximum upload speed	50 Mbps
EU data package	47 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Netti Huoleton 4G 100M

Monthly fee	€ 28.99/month
Maximum download speed	100 Mbps
Maximum upload speed	50 Mbps
EU data package	42 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Netti Huoleton 4G 50M

Monthly fee	€ 24.99/month
Maximum download speed	50 Mbps
Maximum upload speed	10 Mbps
EU data package	37 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Netti Huoleton 4G 20M

Monthly fee	€ 19.99/month
Maximum download speed	20 Mbps
Maximum upload speed	5 Mbps
EU data package	29 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes
Secure browsing add-on service	Yes

DNA Liikkuva

DNA Liikkuva 5G 1000M (discontinued services)

Monthly fee	€ 45.44/month
Maximum download speed	1000 Mbps
Maximum upload speed	100 Mbps
EU data package	66 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Liikkuva 5G 600M (discontinued services)

Monthly fee	€ 40.38/month
Maximum download speed	600 Mbps
Maximum upload speed	100 Mbps
EU data package	59 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Liikkuva 5G 400M (discontinued services)

Monthly fee	€ 35.32/month
Maximum download speed	400 Mbps
Maximum upload speed	100 Mbps
EU data package	52 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Liikkuva 4G 200M (discontinued services)

Monthly fee	€ 30.26/month
Maximum download speed	200 Mbps
Maximum upload speed	50 Mbps
EU data package	44 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Liikkuva 4G 100M (discontinued services)

Monthly fee	€ 25.20/month
Maximum download speed	100 Mbps
Maximum upload speed	50 Mbps
EU data package	37 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Liikkuva 50M (discontinued services)

Monthly fee	€ 20.14/month
Maximum download speed	50 Mbps
Maximum upload speed	10 Mbps
EU data package	30 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Matkanetti

DNA Matkanetti 4G Super (discontinued services)

Monthly fee	€ 35.32/month
Maximum download speed	300 Mbps
Maximum upload speed	50 Mbps
EU data package	52 GB/month
Unlimited data transfer in Finland, the Nordic countries and the Baltic countries	Yes

DNA Netti

DNA Supernetti 4G (discontinued services)

Monthly fee	€ 30.26/month
Maximum download speed	150 Mbps
Maximum upload speed	50 Mbps
EU data package	44 GB/month

DNA Tehonetti 4G (discontinued services)

Monthly fee	€ 22.16/month
Maximum download speed	50 Mbps
Maximum upload speed	50 Mbps
EU data package	33 GB/month

DNA Perusnetti 4G Plus (discontinued services)

Monthly fee	€ 17.10/month
Maximum download speed	21 Mbps
Maximum upload speed	21 Mbps
EU data package	25 GB/month

DNA Perusnetti 4G (discontinued services)

Monthly fee	€ 15.08/month
Maximum download speed	10 Mbps
Maximum upload speed	10 Mbps
EU data package	22 GB/month

DNA Tablettinetti 4G (discontinued services)

Monthly fee	€ 2.94/month
Maximum download speed	50 Mbps
Maximum upload speed	50 Mbps
Data transfer	€ 0.99/day
EU data package	5 GB/month

The data transfer fee is only charged for days when data is transferred.

DNA Laitenetti

The DNA Laitenetti subscription includes 100 domestic text messages. Text messages exceeding the package are €0.091/pc. Multimedia messages €0.405/pc (DNA Laitenetti Plus only). The DNA Laitenetti subscription's roaming is disabled.

DNA Laitenetti Plus

Monthly fee	€ 10.02/month
Maximum download speed	0,512 Mbps
Maximum upload speed	5 Mbps
Domestic calls	€ 0.142/min

DNA Laitenetti

Monthly fee	€ 4.96/month
Maximum download speed	0,128 Mbps
Maximum upload speed	0,218 Mbps

Other services: Data security and Entertainment

DNA Information security services

DNA Digiturva

DNA Digiturva is a comprehensive service for ensuring the digital security of the entire family. Use DNA Digiturva to keep you safe from digital security threats and protect your devices, personal data, online banking and surfing, easily with just one service.

DNA Digiturva

DNA Digiturva 2 (for two devices)	€ 8.90/month
DNA Digiturva 10 (for ten devices)	€ 11.90/month
DNA Digiturva 25 (for 25 devices)	€ 16.90/month

Content and entertainment services

With the Deezer music service, you can create playlists and listen to unlimited music without ads.

Content and entertainment services

Deezer Premium	€ 11.12/month
Deezer Family	€ 18.21/month

Additional services

Service	Activation fee	Monthly fee
Voicemail*	€ 7.00	€ 1.52
Balance reminder	€ 7.00	€ 1.52
DNA Mobiilivarmenne (mobile certificate)	€ 3.90	€ 2.01
DNA Numeroparkki**	€ 8.99	€ 1.92
DNA Nettiparkki***	€ 8.99	€ 1.92
DNA Laitenettiparkki***	€ 8.99	€ 0.99
DNA Multi-SIM****	€ 0	€ 8.00

* Voicemail activation is free of charge when you buy a new subscription.

** Calls and text messages in Finland and the EU/EEA are €0.304€/min/pc. A subscription cannot be changed into a DNA Numeroparkki subscription during a fixed-term contract period. Numeroparkki is an add-on service that lets you hold on to your phone number by parking it. Does not include EU data. Slow data transfer background feature is included. Blocking data roaming on the device is recommended. WiFi calls are always charged as calls made from Finland. Calls and messages from Finland abroad are always charged according to a separate price list.

*** DNA Nettiparkki and DNA Laitenettiparkki are intended for the temporary storage of the subscription. DNA Nettiparkki and DNA Laitenettiparkki do not include data transfer, call, or messaging services.

**** Calls made through the DNA Multi-SIM add-on service are charged as if they were made via the main subscription.

Service price list

Subscription activation and change of subscription type

Subscription activation fee	€ 8.99
Change of the subscription type to one with a lower list price*	€ 12.00
Subscription re-activation	€ 12.00
Instant subscription re-activation	€ 39.00
Subscription re-activation after a temporary deactivation	€ 12.00

* The subscription type cannot be changed to DNA Numeroparkki, DNA Nettiparkki or DNA Laitenettiparkki during the fixed-term contract.

Fees for changes

Change in voicemail, balance reminder or data security service	€ 7.00
Deactivation of voicemail, balance reminder or data security service	€ 7.00
Change of call barring service	€ 0
Deactivation of call barring service	€ 12.00

Change of message barring service	€ 0
Deactivation of message barring service	€ 12.00
Change of multimedia barring service	€ 0
Deactivation of multimedia barring service	€ 12.00
Change of data barring	€ 0
Deactivation of data barring	€ 0
Activation of roaming barring *	€ 0
Deactivation of roaming barring	€ 12.00
Activation of permanent caller ID blocking	€ 0
Deactivation of permanent caller ID blocking	€ 12.00
Change of other barring service	€ 12.00
Deactivation of other barring service	€ 12.00
Number donation	€ 12.00
Change of user or invoiced person, change of invoicing language	€ 12.00

* Roaming barring prevents the subscription from being used in networks abroad. Data restriction abroad service: The service will stop the data transfer connection abroad when the balance limit has been reached. All DNA mobile phone subscriptions have EU's default balance limit of €60 per billing period.

Paper invoices and direct payments

Paper invoice for private customers	€ 4.96
Paper invoice for corporate customers (VAT 0%)	€ 15.00
Switching to a paper invoice	€ 12.00
Changing to an e-invoice	€ 0
Ordering electronic customer letters on paper	€ 12.00
Direct payment notification (per invoice)	€ 4.96

Itemisation of events

By email	€ 7.00
By post	€ 12.00
At the self-service portal dna.fi	€ 0

Copy of invoice

By email	€ 7.00
By post	€ 12.00
At the self-service portal dna.fi	€ 0

Balance enquiry

Customer Service	€ 7.00
At the self-service portal dna.fi	€ 0

Unlocking code of a SIM-locked device

By email or text message	€ 0
By post	€ 12.00

PUK code request

PUK code request	€ 12.00
At the self-service portal dna.fi	€ 0

Other service fees

Change of subscription number	€ 12.00
Change of SIM card by Customer Service	€ 12.00
Change of SIM card at the self-service portal	€ 7.00
Activation of call forward by Customer Service	€ 12.00
Reminder fee for private customers	€ 5.00
Late payment fee (standard compensation) *	€ 40.00
Single payment due date change for consumer customer	€ 5.00
Single payment due date change for business customer (VAT 0%)	€ 7.97
Payment plan	€ 12.00
Refund	€ 12.00
Inspection of customer register data (free of charge once a year)	€ 20.00

* For unpaid invoices from companies, we charge a late payment fee of €40 (VAT 0%) in accordance with the law on debt collection (standard compensation).

Other fees

Mobile call charge (mcc)	€ 0.189/minute
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Prices include VAT, unless otherwise stated. DNA Plc reserves the right to make changes to the information.

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