

DNA Numerovahti Service Description

General

DNA Numerovahti is an add-on service for your subscription that analyses the calling behaviour of an unknown number when it calls and alerts you if 1) the call is potentially a scam call or 2) the number in question calls frequently and to many people (e.g., robocalls, sales calls, surveys). You can choose to answer the call even in case you get a notification.

DNA Numerovahti works on DNA's mobile network. It does not require separate installation on the user's device, so it does not take up any memory or storage space on the phone. DNA Numerovahti may not work on foreign mobile networks. DNA Numerovahti is a subscription-specific service that analyses calls received on the subscription. DNA Numerovahti is available only for certain phone subscriptions.

Service activation and deactivation

The DNA Numerovahti add-on service is automatically activated when you activate a subscription that includes this add-on service. You can disable the DNA Numerovahti add-on service for your subscription in the Oma DNA app, via self-service (at dna.fi) or by contacting DNA customer service.

When the add-on service is enabled, it alerts you to potential scam calls or numbers that call frequently and to many people by displaying a notification on your phone's screen when the phone rings.

Limitations of the DNA Numerovahti add-on service

DNA Numerovahti is available only for certain phone subscriptions.

The service does not detect all scam calls or numbers that call frequently and call many people. The DNA Numerovahti service cannot distinguish between frequent callers that the customer wants to receive and those they do not. For this reason, you may be notified also for calls you are expecting, such as customer service numbers. It is the customer's responsibility to exercise discretion and care when answering calls, and the customer always makes the decision to answer a call on their own. DNA is not liable for any resulting damage caused to the customer.

DNA Numerovahti operates on the DNA network and provides notifications only when a call is coming in to a customer on DNA's own mobile network. The service does not work for calls made through apps (e.g., WhatsApp or FaceTime). The service may not work abroad.

Other services that supplement caller ID information may affect the operation of DNA Numerovahti. If the customer is using a similar built-in service, or another service intended for the same purpose, the DNA Numerovahti notification may not appear if both services are sending alerts for the same number. You can activate DNA Numerovahti by deactivating the other service.

DNA Numerovahti is available on select DNA mobile subscriptions for 4G/5G calls. The service works on iOS and Android smartphones running an up-to-date version of the operating system. The user experience of the service is influenced by the device model, the app used for calls, and the user's own settings.

Pricing for the DNA Numerovahti add-on service

The DNA Numerovahti add-on service is a free add-on service included with certain subscriptions. Deactivating and reactivating the service in the Oma DNA app, via self-service (at dna.fi) and through customer service is free of charge.

Processing of personal data

Data are processed for the purpose of providing the DNA Numerovahti add-on service. The service processes data on the numbers that have attempted to call the customer. The DNA Numerovahti add-on service does not collect any other information about the services used or calls made on the subscription or device. For more information on the processing of personal data, please see DNA's privacy statement at dna.fi/tietosuoja.

Miscellaneous

The DNA Numerovahti add-on service is also governed by DNA's currently valid General Terms and Conditions for Consumer Customers and the Special Terms and Conditions for Mobile Subscriptions for DNA's Consumer Customers.

