



Service Description

DNA Mobile Devices for Business

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1 Service Overview

DNA Mobile Devices for Business are mobile devices selected by DNA especially for business use, including smartphones, tablet computers, mobile routers and their accessories. Mobile devices can be purchased with cash or an individual payment plan with a contract period of 12, 24 or 36 months. Mobile devices are listed and available for purchase in Yritysdna. DNA is constantly developing the features and available selection of mobile devices.

2 Benefits to the customer

DNA offers mobile devices for business use at competitive prices. Devices can be purchased as easily as mobile subscriptions and are managed from the same portal.

Easy to order and manage

- Order, modify, and deactivate devices and subscriptions all in one place
- Admin users can create new users and manage a wide range of access and subscription rights
- Order history, invoices and download of invoice copies all in one place

Comprehensive selection of devices for business use

- Broad range of phones, tablets, routers, mobile modems and accessories for businesses
- Payment in one or more instalments
- Regular and automatic price reviews and updates

Smooth shipping and customer support

- Fast shipping to the location of your choice
- Help is at hand quickly in the Corporate Customer Services chat
- Easy and convenient maintenance through a network of partners

3 Service Features

Mobile devices can be ordered from Yritysdna or DNA's Corporate Customer Services. Up-to-date prices and list of devices can be found at <https://yritysdna.dna.fi/>

DNA may also require a security deposit or prepayment and perform a credit check on the customer when the order is placed.

3.1 Summary of features

DNA's mobile devices for business use can be purchased with cash or a payment plan of 12, 24 or 36 months. An up-to-date list of devices and prices is available in Yritysdna. Purchased devices are shipped to the address selected by the customer.

3.1.1 Devices available for cash purchase

Devices available for cash purchase and their prices are listed in Yritysdna. Listed prices are exclusive of VAT. The customer agrees to pay the listed price of the device with a one-off payment. After the device is received by the customer, DNA sends an invoice for the full price of the device. Ownership and liability for risk of the device shall transfer to the customer at the time of shipment of the device.

The invoice is delivered in the manner selected by the customer. Invoices must be paid on the due date marked on the invoice at the latest, using the account and reference number information on the invoice.

Any queries about an invoice must be made in writing by the due date. The indisputable part of an invoice must be paid despite any such queries. DNA has the right to charge a penalty interest for late payments in

accordance with the Interest Act. In the event of late payment, the customer is charged a payment reminder fee in accordance with the price list. DNA also has the right to charge reasonable costs resulting from the collection of overdue payments.

3.1.2 Devices available for purchase with a Part Payment Agreement

Devices available for purchase with a payment plan and their prices are listed in YritysDNA. Listed prices are exclusive of VAT. The payment plan is made for an individual device for a fixed contract period of 12, 24 or 36 months. The contract period and the customer's obligation to pay the monthly instalments in accordance with the payment plan shall begin when the device has been received.

Ownership and liability for risk of the device shall transfer to the customer at the time of shipment of the device. The customer is responsible for the payments in accordance with the contract even if he or she has handed over the device for use by a third party. Even if the device is stolen, lost or broken, the customer shall not be released from the obligation to pay DNA the charges in accordance with the contract.

The contract will end once the customer has paid all instalments in accordance with the contract to DNA. The customer shall have the right to pay off all remaining monthly instalments early as a single payment. To pay the single payment, the customer must request a separate invoice from DNA.

DNA has the right to terminate the payment plan contract and bill the remaining instalments to fall due immediately if the customer has delayed the payment of an invoice for a monthly instalment for at least one month from the due date. The contract shall be cancelled in writing.

The customer pays the price of the device in monthly instalments of equal amount. The contract period and the customer's obligation to pay the monthly instalments in accordance with the payment plan shall begin when the device has been received. The invoice is delivered in the manner selected by the customer. Invoices must be paid on the due date marked on the invoice at the latest, using the account and reference number information on the invoice.

Any queries about an invoice must be made in writing by the due date. The indisputable part of an invoice must be paid despite any such queries. DNA has the right to charge a penalty interest for late payments in accordance with the Interest Act. In the event of late payment, the customer is charged a payment reminder fee in accordance with the price list. DNA also has the right to charge reasonable costs resulting from the collection of overdue payments.

3.2 Shipping

Devices are shipped in 1 to 5 business days, depending on available stock. Devices are shipped to the address specified by the customer by a logistics partner. The shipping method and costs are stated when ordering from YritysDNA.

Posti Express Parcel shipments are delivered to the customer between 08:00 and 16:00 on the following business day nearly everywhere in Finland, in accordance with the terms of the logistics partner.

3.3 Availability

Availability of devices depends on the device manufacturer. If a device is out of stock, DNA reserves the right to remove the device from its device offering.

3.4 Management

Mobile devices purchased by the customer from DNA for business use can be viewed in YrityDNA.

3.5 Warranty

The manufacturer's warranty and terms apply to mobile devices sold by DNA for business use. The duration and content of the warranty varies depending on the manufacturer. The customer is responsible for making sufficient backup copies of the apps, files and other information stored on the device in case the device is taken in for warranty service or repair.

The manufacturer's warranty does not cover:

- Parts subject to wear, such as batteries and protective coatings
- Mechanical or cosmetic damage, such as scratches and dents
- Problems caused by normal wear or aging
- Damage caused by accident, misuse or use contrary to the user's guide
- Damage caused by lightning
- Water damage
- Devices containing spare parts other than original spare parts by the manufacturer or which have been repaired by the customer or by a non-authorized party.
- Accessories shipped with devices, such as earphones, batteries, etc.

3.6 Maintenance

DNA offers a maintenance service for mobile devices in cooperation with its network of repair partners. DNA's repair partners are authorized repair service providers that do not void the device's warranty. The customer is liable for costs not covered by warranty service.

The device's warranty service and additional repairs can be handled through DNA Stores or our partners' DNA remote service websites. Links to ordering remote service, contact information for our repair partners and the list of brands supported by our partners and other information are available at <https://www.dna.fi/yrityksille/laitteet>.

Additional maintenance services, such as replacement and spare device services, are available through our partners and tailored according to the customer's needs. Contact the repair partner for more information.

3.7 Restrictions

DNA Mobile Devices for Businesses are available to Finnish companies.
Devices are shipped to locations within Finland.
The customer may not resell devices sold by DNA for commercial purposes.

4 Supplementary services

Mobile devices can be supplemented by separately sold and documented services.

4.1 Corporate Services Platforms

Mobile devices can be integrated with the following Corporate Services Platforms by DNA.

- DNA Mobile subscriptions enable communications and fast data connections for mobile devices. DNA's offers a wide range of subscriptions for every employee's needs.

- DNA Toimistoviestintä (Office Communication) services make versatile communication and office solutions, such as e-mail and calendar functions, available to companies (including mobile phones).
- DNA Yritysturva (Protection Service for Business) can be used to protect workstations and mobile phones from virus, malware and spyware attacks and spam.

4.2 Invoices, reports and itemizations

Invoicing of the device begins when the device is registered as shipped to the customer. Devices purchased with a payment plan are invoiced monthly. For devices purchased with cash, the customer is sent a single invoice for the device.

The e-Invoice is an electronic invoice that is transferred automatically from the sender's system to the recipient's system during invoicing between companies. Paper invoices are subject to a surcharge.

The device register, breakdowns and reports are available in Yritysdna.

5 Service deployment

The DNA Mobile Devices for Business service solution is available for new customers from DNA's sales service, Corporate Customer Services and authorized sales representatives. For existing customers, the service can be activated in Yritysdna if certain conditions are met.

Once the service is activated, mobile devices can be ordered from Yritysdna. Mobile devices can be ordered by a person authorized to sign for the company or a party authorized by such a person with a power of attorney. Service deployment requires an approved credit decision.

Delivery of the service requires that the customer provide information about the users of devices and the party to be billed for the service. The customer is obliged to inform DNA of any changes during the contract period.

6 Customer support

DNA Corporate Customer Services provides assistance in questions related to device orders and shipping. Service hours and contact information can be found at: www.dna.fi/yrityksille.

6.1 DNA Corporate Customer Services

Service requests related to changes and other procedures are processed by the DNA Corporate Customer Services on the basis of orders made by the customer's contact persons. Service hours and contact information can be found at: www.dna.fi/yrityksille.

7 Service level

DNA delivers orders within 1 to 5 business days, depending on available stock. Possible device repairs are carried out by authorized partners in accordance with their service levels.

8 Data security

The customer is responsible for the safety, data protection and settings of the device.

Communication between GSM, 3G, 4G and 5G base stations and mobile devices is encrypted. The subscription user should familiarize themselves with the mobile phone's user's guide and activate the security settings, auto-

matic locking and PIN codes available on the terminal device. Sensitive information should not be stored in the phone's memory.

The customer is responsible for the secure use of the mobile device. Care must be taken in storing, protecting, and using the subscription. Usernames and passwords, SIM cards and devices should not be left unattended.

8.1 The General Data Protection Regulation and the supplier's role

DNA acts as the controller of a personal data register in respect of personal data processed in order to provide communication services, and is responsible for the obligations laid down by the General Data Protection Regulation, for functioning and security of the register directly to the data subject. This controller role of a communication services provider is stated by EDPB/WP29.

9 Pricing

DNA's mobile devices for businesses are priced according to market prices and prices are updated regularly to ensure their competitiveness unless otherwise agreed with the customer.

Current device prices are listed in YritysDNA. Prices are listed exclusive of VAT.

9.1 Devices available for cash purchase

Current cash prices are listed in YritysDNA. If the device is no longer sold, the purchase price is listed in the customer's order history.

9.2 Devices available for purchase with a Part Payment Agreement

Current prices of devices sold with a payment plan are listed in YritysDNA. If the device is no longer sold, the purchase price is listed in the customer's order history. Payment plans are agreed individually for each device for a fixed term of 12, 24 or 36 months.

10 Service-specific terms and conditions

The General Terms and Conditions of DNA Plc for Corporations and Organizations apply to all services provided by DNA. In addition to, or in lieu of, these, the service-specific terms and responsibilities described in this document apply to the services.

DNA reserves the right to alter the contents and technical implementation of the service described in this document. Any such revisions and changes that may affect compatibility with the customer's operating environment will be reported and specifically agreed on.