



Service Description

DNA Mobile Devices for Business

Version: 1.5
12 December 2023

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1 Service overview

DNA Mobile Devices for Business are mobile devices for DNA business customer use, including smartphones, tablet computers, laptops, mobile routers, and accessories. Mobile devices can be purchased with one-time payment, part payment agreement (contract period of 12, 24 or 36 months) or with a service agreement (Device as a Service). The devices are listed and available for purchase in Yritysdna.

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: Yritysdna.

All devices at competitive prices

- Broad range of mobile phones, tablets, laptops, routers, mobile modems and accessories.
- Purchase models of one-time cost, part payment agreement or Device as a Service (DaaS)
- Regular market price reviews and updates.

Easy to order and manage

- Order, modify, and manage 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, Asset inventory and download of invoice copies all in one place.

Fast delivery and customer support

- Rapid Posti Express delivery with tracking information to the address of your choice.
- Help is at hand quickly in the Corporate Customer Services chat.
- Easy and convenient repair and maintenance through a network of partners.

3 Service features

Mobile Devices for Business can be ordered from Yritysdna or DNA's Corporate Customer Services. Devices are delivered according to the selected purchase model and delivery method within the limits of availability at the time of order. Up-to-date prices and list of devices can be found at <https://yritysdna.dna.fi/>.

3.1 Summary of features

DNA's Mobile Devices for Business can be purchased with one-time payment, with a part payment agreement (contract period of 12, 24 or 36 months) or with a service agreement (Device as a Service). An up-to-date list of the device offering, and respective prices are available in Yritysdna. The prices listed are exclusive of VAT (VAT 0%).

Purchase model	Description
One-time Payment	The customer pays for the device in a single (1) invoice.
Part Payment Agreement	An agreement with a payment term of 12, 24 or 36 months, selected at the time of purchase.
Device as a Service (DaaS)	An agreement in which the customer has access to the device owned and financed by DNA as well as predefined lifecycle services for the duration of the selected DaaS contract term, selected at the time of purchase. At the end of the contract term, the DaaS device is returned or redeemed. If no selection is made, the agreement is automatically extended until further notice.

Purchased devices are shipped to the address selected by the customer, depending on device availability.

3.2 Device purchase models

Available purchase models for DNA Mobile Devices for Business are one-time payment, part payment agreement (contract period of 12, 24 or 36 months) or Device as a Service (DaaS) agreement (contract period 12, 24, 36 months).

3.2.1 One-time payment

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.

3.2.2 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. The customer pays the price of the device in monthly instalments of equal amount.

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.

3.2.3 Device as a Service (DaaS) agreement

DNA Device as a Service (DaaS) is a device agreement with a monthly charge for the selected duration of the DaaS contract period (12, 24, 36 months). The agreement includes the right to use the device, which is owned by DNA, and predefined lifecycle services for the duration of the DaaS agreement. At the end of the DaaS contract the device can be returned to DNA, or it can be redeemed by the customer.

The DaaS agreement is for fixed-term (12, 24, or 36 months) and is device-specific. The contract period and the customer's obligation to pay the monthly fees in accordance with the DaaS agreement begins when the DaaS device has been received. Ownership of the device is not transferred to the customer at the time of ordering or handing over the device, and the device remains the ownership of DNA or the financing company. 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 DaaS agreement.

The DaaS agreement includes (unless otherwise separately agreed on a customer-specific basis) the following for the duration of the contract period:

Service	Description
Financing	The customer has the right to use the device owned and financed by DNA for the duration of the contract.
Delivery	Delivery of DaaS devices is always free.
Customer service	Corporate Customer Service is available during opening hours.
Repair and Maintenance Service	The DaaS device repair request is logged and the shipping materials for the delivery of the defective device for warranty/non-warranty repairs are delivered to the customer. The customer is responsible for the costs of non-warranty repairs. DNA has extended the manufacturer's warranty for Apple and Samsung devices for the duration of the DaaS agreement term (excl. extension).
Repair service with a loan device	During the maintenance of the DaaS device, the customer may receive a loan device that must be returned once maintenance of the defective device is completed.
Repair Plus -service	The service covers the repair of a broken screen of the DaaS device in accordance with the terms of the contract. The customer is charged a deductible for the repair of the screen. Once all repair events included in the contract have been used, repairing a broken screen is subject to a surcharge.
Service Management	The device and contract information of the DaaS agreement are listed in the service management section of YritysDNA, where the customer may change the user and/or payer of the device. The customer is responsible for ensuring that user and payer information is up to date.
Reporting	An overview of devices is available in the Reports section of YritysDNA, with a separate report covering DaaS devices. The report will be activated by DNA for viewing in YritysDNA as per customer request. The report includes information about the device, the user and the DaaS contract.
Recycling	The DaaS agreement includes the recycling of the device at the end of the contract term in a secure and environmentally friendly manner. The customer must return the device in a condition that complies with the minimum condition rating (excl. normal operating wear).

Available DaaS devices and their prices are listed in YritysDNA. Listed prices are exclusive of VAT. At the end of the agreement term, the customer may return or redeem the device. By default, the DaaS agreement is extended, unless the customer chooses to return or redeem the device.

The DaaS agreement ends when the customer has paid DNA all the monthly fees specified in the agreement as well as other fees imposed by the agreement and has redeemed the device or returned it to DNA or a party named by DNA. If the customer returns the device in a worse condition than the minimum condition rating requires, a fee will be charged for this in accordance with the price list.

During a possible extension term, the lifecycle services included in the DaaS agreement are no longer valid and the monthly fee for the DaaS device will decrease unless otherwise separately agreed with the customer. During the extension, the customer can continue the right to use the device and, if the customer decides to return the device during the extension, it will be recycled in a secure and environmentally friendly manner.

The customer agrees to pay the monthly fees for the DaaS device for the entire contract period, as well as any additional applicable charges that are not covered by the DaaS agreement (non-warranty/non-extended warranty repair and maintenance services) which are subject to an additional fee.

The customer is obligated to keep the DaaS device in good working condition, excluding normal operating wear. If the customer returns the device in a worse condition than required by the minimum condition rating, the customer is charged a fee according to the price list (up to the redemption fee), based on the actual condition of the device when it is returned to DNA. The customer must protect the DaaS device with screen protector glass and a protective cover to help keep the device in working order during the contract period.

The minimum condition rating of returned DaaS devices is described in the table below.

Cosmetic condition	The device has clear signs of use, such as scratches and dents, which do not affect the functionality of the device. There may be scratches on the screen that are visible when the screen is turned on.
Physical condition	The body of the device must be intact and free of cracks. The device may not have signs of liquid or fire damage. The screen must be intact and should not have bright spots, dark areas or other discolourations. The device must not be deformed. The screen glass and frame must intact, and touch detection should work over the entire screen area. The screen and its frame should match the original colour of the device.
Functionality	The device must be fully functional and comply with the manufacturer's requirements. The device must not be account-locked or under remote control.
Components	The device must not contain any spare parts other than those of the manufacturer.

DNA has the right to terminate the DaaS agreement in writing and bill the remaining fees to fall due immediately (including the redemption fee) if the customer has delayed the payment of an invoice for a monthly instalment for at least one month from the due date.

If a DaaS device is undergoing maintenance and a party wishes to terminate the DaaS agreement, the maintenance event must be completed before the agreement can be terminated. If the customer does not accept the cost estimate for the repairs of the DaaS device, it is possible to terminate the DaaS agreement in accordance with the DaaS contract termination terms without repairing the device, in which case the device is returned to the customer unrepaired, or the customer may redeem the device (redemption of a DaaS device).

3.2.3.1 Extended warranty

For Apple-branded DaaS devices (mobile phones and tablets), DNA has extended the standard manufacturer's warranty (12 months) to cover the entire DaaS agreement term (excl. extension, unless otherwise agreed). For Samsung-branded DaaS devices (mobile phones and tablets), DNA has extended the standard manufacturer's warranty (24 months) to cover the entire DaaS agreement term (excl. extension, unless otherwise agreed).

Other DaaS devices with the Android operating system are covered by the manufacturer's warranty. For other Android devices, the final year of the 36-month contract period is not covered by the manufacturer's warranty nor extended warranty. However, DNA can deliver the customer's devices for non-warranty maintenance also during this time.

Manufacturer or operating system	12-month contract period	24-month contract period	36-month contract period
Apple	manufacturer's warranty	extended warranty	extended warranty
Samsung	manufacturer's warranty	manufacturer's warranty	extended warranty
Android OS	manufacturer's warranty	manufacturer's warranty	no warranty

3.2.3.2 End-of-Lease Actions

The customer must choose what to do with a DaaS device before its contractual lifecycle expires. The selection must be made before the end of the DaaS contract period.

Decision	Description
Return	The customer returns the device for recycling.
Redemption	The customer redeems the device and pays the redemption fee.
Extension term (default)	The customer does not choose to return or redeem the device by the deadline, in which case the device's DaaS agreement is automatically extended until further notice. During the extension, the monthly price is reduced, and lifecycle services are no longer valid.

To ensure a smooth recycling process, the return must be registered no later than one (1) month before the end of the contract period. This way, the customer is sent packaging materials to deliver the device for recycling on time.

The returned device must be returned within 14 days of the end of the DaaS agreement. If the customer returns the device in a worse condition than the minimum condition rating requires, a fee will be charged for this in accordance with the price list. The maximum fee is equal to the redemption fee.

After paying the redemption fee, the DaaS device is transferred to the customer's ownership and the lifecycle services included in the agreement will expire. A DaaS device can also be redeemed during the contract period (mid-term redemption), in which case the customer pays the remaining monthly fees of the agreement, the redemption fee for the device, and a handling fee according to the price list for early termination. In the event of mid-term redemption, the customer must contact DNA's corporate customer service.

If the customer does not choose to return or redeem the device, the DaaS agreement is automatically extended and the lifecycle services included in the original contract period, such as additional repair services and/or possible warranty extensions, are no longer valid. The extension term has a reduced monthly cost and remains in force until the customer returns or redeems the device.

At any time during the extension period, the customer may choose to return or redeem the DaaS device. The choice is updated to the Service Management section in YritysDNA.

In special cases where DNA accepts the return of the DaaS device during an active DaaS contract period, the customer shall pay the remaining monthly fees for the contract period and a handling fee in accordance with the price list for early termination, as well as the redemption fee of the device if the customer fails to return the device despite agreeing to do so.

3.3 Order

The device order is binding without a right of withdrawal. Ordering requires that the customer company has an agreement on the use of DNA Plc's e-services and an authorisation to use customer service.

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

Orders can be viewed in the Order history section of YritysDNA.

3.3.1 Order confirmation

A confirmation of the order will be sent by email containing the order number, name of the ordered device, product code, user, and price (VAT 0%). The order confirmation also contains a link to the most recent service description.

3.4 Delivery

In most cases, devices are shipped in 1 to 5 business days, depending on available stock balance. 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.

The default delivery method is Posti Express Parcel. 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.

Devices in the same order are delivered in one or more shipments, and a fee may be charged for each shipment according to the price list.

The DaaS agreement includes free delivery of the device.

3.4.1 Shipping confirmation

The shipping confirmation sent by email to the customer includes the order number, user, name of the ordered device, device identifier (IMEI/serial no./product code), agreement number (Device as a Service (DaaS)), tracking code and delivery method.

3.5 Stock and availability

Availability of devices depends on the device manufacturer and current stock. If the availability of devices is poor, DNA reserves the right to remove such devices from the active device offering, in which case the device is not delivered to the customer and an alternative device may be proposed to replace the one which has permanently run out of stock.

3.6 Service Management

The order history can be viewed in the Service Management section of YritysDNA. In the Service Management section, a manually maintained device register or asset list can be viewed.

In the device register, the customer can edit the user and/or payer information for a device. Updating the device register is the customer's responsibility.

3.7 Warranty

The manufacturer's warranty and terms apply to mobile devices sold by DNA for business use. Warranty extensions are subject to an additional fee according to the price list. The term and content of the warranty varies depending on the manufacturer. The customer is responsible for making sufficient backup copies of the programmes, 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.
- Damage caused by normal wear and tear or ageing.
- Damage caused by accident, misuse or use contrary to the user's guide.
- Damage caused by lightning.
- Liquid 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-authorised party.

- Accessories shipped with devices, such as earphones, batteries, etc.

Devices purchased with a DaaS agreement include an extended warranty (Apple, Samsung) as per DaaS contract terms.

3.8 Lifecycle services

The DaaS agreement includes predefined lifecycle services. Outside the DaaS agreement, lifecycle services are services subject to an additional fee according to the price list.

Lifecycle services are active while the DaaS agreement is valid. During a possible extension of the DaaS agreement, they can no longer be used unless otherwise agreed.

3.8.1 Repair and maintenance

DNA offers a maintenance service for mobile devices in cooperation with its network of repair partners. DNA's repair partners are authorised repair service providers that do not void the device's warranty. Devices can be sent for maintenance by ordering shipping materials (DNA Device as a Service) and sending the device to maintenance, or by delivering the device (one-time payment, part payment agreement) to DNA Store, from where the device is shipped to maintenance. The customer is responsible for the costs of non-warranty repairs.

When placing a repair order, the customer must describe the problem and enter the name/identifier of the device and contact information where a loan device can be shipped, if applicable. The customer must ensure that when the device is delivered for repairs, any device management used by the company is turned off and the Apple Find my iPhone (FMI) account lock or similar function is disabled.

The DaaS agreement includes logging repair requests to the maintenance service partner and delivery of devices to maintenance, as well as extended warranty for Samsung and Apple devices for the entire contract period. If the device is serviced under the manufacturer's or extended warranty, the customer will not incur any costs. However, the customer is responsible for the costs of non-warranty maintenance. DaaS devices must always be serviced by an authorised maintenance service provider.

For repairs not covered by the manufacturer's warranty and the extended warranty included in the DaaS agreement (non-warranty maintenance), a cost estimate will be provided to which the customer must respond within five (5) business days. If the customer does not accept the cost estimate, the device will be returned to the customer without repairs.

If no defects requiring repairs are found in the diagnostics check performed on the device, the device will be returned to the customer without repairs. A diagnostics fee in accordance with the price list may be charged for devices for which no problems are found in the diagnostics check.

3.8.2 Repair service with a loan device

The repair service with a loan device includes a loan device delivered to the customer for the duration of repair, a pre-printed shipping dispatch for the delivery of the defective device for repairs, and repairs covered by the manufacturer's warranty. Repair service with a loan device is included in the monthly price of the DaaS agreement.

The loan device has the same operating system as the device sent in for maintenance. The loan device is not necessarily the same model, nor has the same memory size as the customer's device.

The customer sends in the defective device for maintenance in the same package in which the loan device was delivered, using the pre-printed shipping dispatch. After the customer's device is repaired, the maintenance

service partner returns it to the customer. When the customer receives the repaired device back, the loan device must be returned in the same package.

The customer must send the device to be repaired within seven (7) business days after receiving the loan device along with the package and shipping dispatch. The customer must return the loan device within seven (7) business days after the maintenance is completed. If the loan device is not returned or is returned defective or account-locked (Apple Find my iPhone or similar function), the customer is charged a fee according to the price list corresponding to the purchase price of a new loan device. The fee is charged on the next invoice.

3.8.2.1 Repair and maintenance of DaaS mobile routers

Maintenance of mobile routers is primarily handled by means of a replacement device, meaning that the customer receives a new device to replace a failed one. In this case, the customer does not receive a loan device for the duration of the repairs, but a new device to replace the previous one.

The customer must return the defective device upon receipt of the replacement device within seven (7) business days. If the device is not returned, a fee will be charged according to the price list.

3.8.2.2 Repair and maintenance of DaaS laptop

DaaS laptop repairs are primarily handled with repair with a loan device -model. This means that for the duration of the repair the customer may use a loan device which they have to return once the repair process is completed.

DaaS laptop monthly price does not include the Repair Plus – service (screen warranty).

3.8.3 Repair Plus service

The Repair Plus service covers repairs of sudden and unexpected damage to the device's screen. The Repair Plus service is included in the monthly price of the DaaS agreement.

For each DaaS agreement, a maximum of one repair is covered during a 12-month contract period, two during a 24-month contract period and three during a 36-month contract period (taking into account, however, that the service compensates for a maximum of two repairs per year).

Contract period	number of repairs covered
12 months	1
24 months	2
36 months	3

The Repair Plus service event has a deductible that is charged to the customer after a screen repair is carried out by the repair and maintenance partner.

Deductible category	Deductible (€)
Low-end smartphone (1-349)	30
Mid-range smartphone (350-749)	50
High-end smartphone (750-2500)	80

The Repair Plus service does not cover loss or theft of a device. The DNA Repair Plus does not cover self-inflicted, intentional screen breakage. The DNA Repair Plus does not cover other possible defects in the device. The Repair Plus -service (screen warranty) is not included, nor available for DaaS laptops.

3.8.4 Recycling

DNA takes care of the appropriate recycling of DaaS devices. The DaaS agreement includes the recycling of the DaaS device at the end of the contract period. Otherwise, the service can be ordered separately, and a fee is charged according to the price list.

Recycling is done by DNA's partner in a secure and environmentally friendly manner. Secure clearing uses industry-standard cryptographic and DOD3-level wiping processes to erase data. Clearing creates a completely new encrypted file system on top of the old one, deleting both the content directory and all data before overwriting the data. A verification pass after the three-step overwrite carefully checks that all the data on the device is overwritten. If the data source of the recycled device cannot be accessed due to damage or defects (for example, the device does not turn on at all), the data source is physically destroyed, and the data can no longer be retrieved.

The customer must ensure that when the device is delivered for recycling, any possible device management (MDM) used by the company is turned off and the Apple Find my iPhone (FMI) account lock or similar function is disabled. If the device is account-locked, the customer will be notified of this and the customer has seven (7) business days to unlock the device. If the device cannot be unlocked, the customer will be charged a fee equal to the redemption fee.

If the devices reported for return do not match those received, the customer will be contacted to clarify the matter. A fee will be charged for the inquiry in accordance with the price list.

Device-specific confirmation of secure overwriting is a service that is subject to an additional fee. The customer must state whether it requires the confirmation when delivering the device for recycling, and the fee according to the price list is charged for the confirmation. Recycling according to the safety data sheet is a customer-specific service with an additional fee according to the price list.

3.9 Customer Specific Device Portfolio

The range of devices can be restricted depending on the customer based on payment method or agreement type, brand, model, or memory size. Restrictions can also be adjusted for each device category if, for example, a different payment method or agreement type is applied for accessories and phones. Restricted products are not available to the customer in the order channels.

The customer must notify DNA in writing if it wishes to restrict the device offering available for order. Establishing a customer-specific portfolio is billed according to the price list for professional work.

3.10 Reporting

The device report (DNA Business Reports) includes a breakdown of mobile devices which the customer has purchased from DNA. The device report is an additional paid service and requires a separate activation. The report lists device information, device identifier, user, and additional information field, and the cost centre.

The report does not include devices purchased from DNA's consumer channels.

The DaaS agreement includes the reporting of DaaS devices in the Reports section of YritysDNA, which is activated in YritysDNA at the customer's request. The DaaS report contains information about the DaaS agreement, DaaS devices and users. The report must be activated separately.

3.11 Invoicing

Invoicing of the device begins when the device is registered as received by the customer. Devices purchased with part payment agreement, and DaaS agreement devices are billed monthly. For devices purchased with cash, the customer is sent a single invoice for 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.

Finvoice 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.

Copies of the customer's invoices (PDF) are available in YritysDNA.

3.12 Restrictions and limitations

DNA Mobile Devices for Business are available to Finnish companies, and the devices are delivered within Finland's borders.

An order is a purchase decision, and errors by the customer when ordering the device do not entitle the customer to cancel the order.

The customer may not resell devices sold by DNA for commercial purposes.

The customer may not use the DaaS device as collateral, rent the DaaS device to a third party or transfer the DaaS agreement to a third party.

Any changes of user or payer by the customer must be made while the part payment agreement or DaaS agreement is valid.

Devices purchased under the DaaS agreement are owned by DNA or the finance company.

DaaS devices can be redeemed in Finland.

The repair and maintenance service with a loan device included in the DaaS agreement is available only in Finland.

Devices purchased under the DaaS agreement must be redeemed or returned at the end of the contract term. If no selection is made, the DaaS agreement is automatically extended until further notice. During the extension, the customer can make a new decision on the fate of the device (redemption/return).

DaaS devices must be kept in good working order (excluding normal wear and tear). If a DaaS device is returned in poor condition, the customer is charged a fee according to the price list corresponding to the condition rating. The customer is responsible for correcting all defects related to the DaaS device that have arisen during the DaaS agreement. DaaS devices must always be serviced by an authorised maintenance service provider.

If the maintenance services included in the DaaS agreement do not cover the defects or deficiencies that have arisen, the cost of repairs (non-warranty maintenance) are charged to the customer. If the customer fails to fulfil its obligation to pay for non-warranty/non-extended warranty repair and maintenance costs assigned to the DaaS contract, the customer will be charged the current redemption fee of the device as well as the remaining charges related to the DaaS agreement.

Devices loaned to the customer for the duration of maintenance must be returned at the end of the maintenance, and they are the property of DNA. If the loan device is not returned within the deadline or is returned defective, the customer is charged a fee according to the price list. If the customer returns the loan

device with active account-lock, a fee is charged according to the price list corresponding to the price of a new replacement of the loan device.

The Repair Plus service covers a maximum of one repair is covered during a 12-month contract period, two during a 24-month contract period and three during a 36-month contract period (taking into account, however, that the service compensates for a maximum of two repairs per year), and the customer must pay a deductible for repairing the screen. The Repair Plus service does not cover loss or theft of a device. The Repair Plus does not cover self-inflicted, intentional screen breakage.

The customer must protect the DaaS device with screen protector glass and a protective cover to help keep the device in working order during the contract period and ensure that the device is returned in good condition if it is not redeemed.

If the DaaS device is returned, DNA must be notified of this no later than one (1) month before the end of the DaaS agreement term.

Devices purchased under a DaaS agreement which the customer chooses to return at the end of the agreement term must be returned to DNA or a party named by DNA within fourteen (14) days. If the devices reported for return do not match those received, the customer will be contacted to clarify the matter. A fee will be charged for the inquiry in accordance with the price list.

The redemption of a DaaS device during the agreement term ends the lifecycle services connected to the device.

Action / Event	Timetable for the customer	Additional cost to the customer
Choice of end to the DaaS device's lifecycle	The choice must be made during the contract period of the DaaS device. If the device is returned, the choice must be submitted 1 month before the end of the agreement term	No
Sending a device in for maintenance against a loan device	The device to be repaired must be shipped within 7 business days after receiving the loan device along with the package and shipping dispatch.	No
Return of the loan device after maintenance	Loan devices must be returned within 7 business days after receiving the device from maintenance	Yes, if the loan device is not returned or is returned in a worse condition than the minimum condition rating.
The loan device is returned in poor condition	Loan devices must be returned within 7 business days after receiving the device from maintenance	Yes, the customer will be charged the costs of repairing the loan device on the next invoice.
The returned loan device is account-locked	Loan devices must be returned within 7 business days after receiving the device from maintenance	Yes, the purchase price of a new loan device (or similar model) will be charged to the customer on the next invoice.
Approval/rejection of a cost estimate	Within 5 business days from receiving the cost estimate	Yes, if the cost estimate for the non-contractual repair is not accepted, the customer is charged a diagnostic fee according to the price list. If the approval/rejection is not received by the deadline, the device will be returned to the

		customer unrepaired at no additional shipping cost to the customer.
Returning a DaaS device after the agreement term	No later than two (2) weeks (14 days) after the end of the agreement term.	Yes, if the device is not returned despite agreement, a redemption invoice is sent to the customer. If the returned device is found to be in worse condition than required by the minimum condition rating, the customer will be charged a fee according to the price list.
Delivering an account or MDM - locked device for recycling	If the device is account-locked, the customer will be notified of this and the customer has seven (7) business days to unlock the device. The device must also be removed from the customer's MDM.	Yes, if the account cannot be unlocked, the device is unusable, and the customer is charged a fee equal to the redemption fee.
Defect outside the manufacturer's warranty	According to the maintenance schedule	Yes, the repair is performed as non-warranty.
Loss or theft of a DaaS device	The customer can terminate the agreement immediately and pay the remaining charges, or pay the charges according to the normal payment plan	Yes, however, the customer must pay the remaining charges for the contract period and, as the device is not returned to DNA, a fee corresponding to the redemption price and a possible handling fee for early termination.
All repairs included in the Repair Plus service have been used	According to the maintenance schedule	Yes, if all the repairs included in the agreement have already been used. The customer is given a cost estimate for the repairs for approval/rejection. The device is repaired as non-warranty maintenance.
In connection with the Repair Plus service, a defect unrelated to the repair of the screen is detected	According to the maintenance schedule	Yes, the costs of repairing other defects are not covered by the Maintenance Plus service and the device will be repaired subject to a surcharge.
If no defect is detected in the device during maintenance	According to the maintenance schedule	Yes, if no defect is found, the customer may be charged a diagnostic fee according to the price list.
Termination of the DaaS agreement		The DaaS agreement ends when all the customer's contractual obligations have been fulfilled: the device has been either redeemed (redemption invoice paid) or returned and met the minimum condition rating (return is accepted). If the device has been returned in poor condition, the contractual obligation ends when the penalty fee for returning the

		device in a worse condition than the minimum requirement has been paid.
Ownership of the DaaS device	According to the invoicing schedule	Ownership of the DaaS device is transferred to the customer after the redemption fee has been paid.
DaaS Lease Action selection: Return	The customer must select Return latest 14 days prior to the end of the contract term. The selection cannot be modified from Return within the last 14 days of the contract period.	No (if DaaS device is not returned as agreed, a redemption fee is invoiced)

4 Supplementary services

DNA Mobile Devices for Business can be supplemented by separately sold and documented DNA services.

4.1 Corporate Services

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.

5 Service deployment

The service can be activated in YritysDNA if certain conditions are met. Activation requires that the customer company has an agreement on the use of DNA Plc's e-services and an authorisation to use Customer Service.

Once the service is activated, mobile devices can be ordered from YritysDNA and from Customer Service sales channels. Mobile devices can be ordered by a person authorised to sign for the company or a party authorised by such a person with a power of attorney.

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.

Service deployment requires an approved credit decision.

6 Customer support

DNA Corporate Customer Services provides assistance in questions related to device orders and shipping. Operating hours and contact information are available at www.dna.fi/yrityksille. 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.

7 Service level

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

8 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 familiarise themselves with the mobile phone's user's guide and activate the security settings, automatic locking, and PIN codes available on the 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 EU General Data Protection Regulation and the supplier's role

In personal data processed in communications services, DNA is the **controller** and is directly liable to data subjects with regard to GDPR obligations. This is based on the EDPB/WP29 policy on the role of the communications service provider as the controller.

9 Pricing

DNA Mobile Devices for Business are priced according to B2B market prices. 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 One-time payment

Valid one-time payment prices are listed in YritysDNA. If the device is no longer sold (i.e., in active offering), the customer's purchase price is listed in the company's order history and/or device report.

9.2 Part payment agreement

Valid prices of devices sold with a payment plan are listed in YritysDNA. Part payment agreement prices are agreed individually for each device for a fixed term of 12, 24 or 36 months. If the device is no longer sold, the customer's purchase price is listed in the company's order history and/or device report.

9.3 Device as a Service (DaaS) agreement

Valid prices of DaaS devices are listed in YritysDNA. If the DaaS device is no longer sold, the customer's purchase price is listed in the company's order history and/or DaaS report. The DaaS agreement is made for a device-specific contract period (12, 24, 36 months). Costs outside the DaaS agreement scope are charged to the customer at the prices specified in the price list.

9.3.1 Extension term

If the customer does not choose to return or redeem the device, the device's DaaS agreement is automatically extended until further notice. The monthly list price of the DaaS extension term is 60% of the monthly price of the original DaaS agreement (time of order), unless otherwise agreed on a customer specific basis. When a customer specific agreement expires, the extension period price returns to list price.

9.3.2 Redemption

The redemption fee of the DaaS device at the end of the agreement term is three (3) times the monthly fee for the DaaS device.

In special cases when the device is redeemed during the contract period, the customer is charged a handling fee for early termination along with the redemption fee and the remaining monthly charges of the DaaS agreement.

10 Service-specific terms and conditions

The General Terms and Conditions of DNA Plc for Corporations and Organisations 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.