

Special Terms and Conditions for DNA Prepaid Products

1. General

These special terms and conditions apply to prepaid subscriptions provided by DNA. In return for advance payment, DNA grants the customer the right to use a mobile communications subscription (hereinafter the "Service"). In these terms and conditions, "Customer" refers to both consumer and business customers.

2. Formation of the Agreement

The agreement is formed when the Customer starts using the Service by activating it as described in the instructions for use. Activation of the Service does not require proof of identity or the disclosure of personal data to DNA. If the Customer wishes to exercise rights defined in DNA's general terms and conditions, such as the right to compensation for a defect in the Service, the Customer must prove their identity and provide reliable evidence to DNA that they are the Customer who purchased the Service in question.

3. Use of the Service

3.1.

The subscription number included in the Service is provided in the starter pack and cannot be changed. The basic features of the Service and instructions for activation and use are described in the user guide. The SIM card included in the Service must not be used in a device or operating environment where maintenance interruptions or other disruptions in voice, messaging or data transmission could create a risk of personal injury or property damage.

3.2.

Use of the Service abroad may be subject to restrictions or may be completely blocked. To prevent misuse, the Service will not work abroad, meaning that roaming is completely blocked, if the subscription

has not been used at all in Finland. Before travelling, check the Service's coverage, price list and available services from DNA Customer Service or on DNA's website.

3.3.

DNA reserves the right to set fair-use limits for traffic included in a fixed-price Service, such as calls, messages and data transmission. If the fair-use limits are exceeded, DNA has the right to restrict the Service or charge the unit price specified in the price list for call minutes, text messages and data transmission exceeding the limit.

3.4.

DNA Dataprepaid includes the amount of data usage specified in the starter pack, available for a specified period. After this period, the Customer may continue using the subscription by purchasing a new data package. DNA Dataprepaid is not intended for voice calls or SMS/MMS messaging. The fair-use limit for DNA Dataprepaid is 10 terabytes per month. DNA Dataprepaid does not work abroad.

3.5.

The DNA Rajaton Prepaid subscription includes balance from which services included in the fixed price are charged on a time-based basis, using a fixed daily price, and other services are charged at unit rates. The fair-use allowances for DNA Rajaton Prepaid are 3,000 minutes per month, 3,000 text messages per month, or 300 text messages per day, and 500 gigabytes per month.

3.6.

DNA Super Prepaid subscription includes balance from which the services used are generally charged at unit rates. Service packages, such as data packages, may also be purchased for the subscription. DNA

reserves the right to change the content and pricing of service packages. The fair-use allowances for DNA Super Prepaid are 3,000 minutes per month, 3,000 text messages per month, or 300 text messages per day, and 500 gigabytes per month.

4. Data Transmission

The data transmission service enables an internet connection to be established using a mobile terminal device. The Service is provided using 2G, 4G or 5G data transmission or another suitable technology. The data transmission service included in the subscription determines the maximum data transmission speed of the subscription (Subscription Speed), the available data transmission technology and any usage limit for data transmission. The highest possible data transmission speed of the Service is the maximum speed specified for the subscription in the price list. The speed ranges for different speed categories are listed in Table 1 (download speeds) and Table 2 (upload speeds).

Table 1: Download speed ranges for different speed categories (Mbit/s)

Speed category	4G network	5G network
0,128M	0,1–0,128	–
0,256M	0,1–0,256	–
0,512M	0,4–0,5	–
1M	0,5–1	–
10M	4–10	–
21M	4–21	–
50M	4–50	–
100M	4–100	–
150M	4–150	–
200M	4–200	10–200
300M	4–300	10–300
400M	4–400	10–400
600M	4–600	10–600
1000M	4–600	10–1000

Table 2: Upload speed ranges for different speed categories (Mbit/s)

Speed category	4G network	5G network
0,128M	0,1–0,128	–
0,256M	0,1–0,256	–
0,512M	0,4–0,5	–
1M	0,5–1	–
10M	4–10	–
21M	4–21	–
50M	4–50	–
100M	4–50	4–100

The upper limit of a speed range means the highest realistically achievable speed for the Customer, calculated from the payload of an IP packet, using a terminal device that supports the relevant network technology available in the Network. The network technology available to the Customer is limited by the geographical coverage areas of different network technologies and frequencies, the Customer's subscription type and terminal device. Regional availability information for the different network technologies is provided in DNA's coverage map at dna.fi/kuuluvuus.

5. Use of the Service Abroad (Roaming)

DNA's roaming agreements with foreign operators enable DNA mobile subscriptions to be used abroad within the coverage area of a foreign operator. Use of the Service abroad is possible only with subscriptions that include the roaming feature.

The billing practices, services and service quality of foreign operators may differ materially from those of DNA. When a DNA mobile subscription is used outside Finland in a country where such use is possible and permitted, the legislation of the country of use and the practices, instructions and regulations of the foreign operator providing the service apply. DNA is not responsible for the functionality or quality of the mobile connection or other mobile services when the mobile subscription is used abroad or in a foreign operator's network. The legislation of the country in which the mobile subscription is used and the practices of the network operator apply to the Customer's data protection.

Use of the Service outside the EU/EEA is charged in accordance with the roaming price list in force at the time. Prices for calls made and received, text messag-

es and data transmission in a foreign operator's network are available on DNA's website and from DNA Customer Service.

DNA uses price groups in its roaming pricing for standard-rate calls, text messages and data transmission. Other services, such as calls to local service numbers, may be blocked or charged according to the price list reported to DNA by the roaming partner, and DNA is not responsible for any changes to these prices. DNA reserves the right to change roaming prices if industry regulation or the market situation changes. Any changes to roaming service prices do not affect the validity or other content of the subscription agreement.

DNA mobile subscriptions are intended for reasonable roaming during occasional travel. Occasional and reasonable use of roaming services within the EU/EEA is charged according to the domestic price list. If use of roaming services within the EU/EEA exceeds the fair-use limit, an EU surcharge in accordance with the price list in force will be charged in addition to the domestic price. The amount of the EU surcharge and the subscription-specific fair-use allowances for different services are stated on DNA's website at dna.fi/EUroaming.

6. Factors Affecting Network Coverage and Service Availability

6.1.

The coverage areas of the different network technologies are shown in DNA's coverage map at dna.fi/kuuluuus. The coverage map is an indicative representation of the subscription's coverage area.

6.2.

Among building materials, stone, metal and the selective glass often used in new buildings create obstacles to radio-wave propagation, causing radio waves to stop or weaken significantly. Stone, for example, causes problems in buildings with thick walls, basements, tunnels and rock cuttings. Radio waves may also be reflected between two stone surfaces, such as between buildings, preventing or disrupting their propagation. Terrain may likewise block radio-wave propagation. If there is a high hill between the Service user and the base station, the radio wave may not reach the user. For these reasons, the network coverage areas indicated by DNA are also indicative and may contain dead zones where the Service does not operate without interruption. DNA recommends using an external antenna with the subscription in all conditions.

6.3.

A single base station can carry only a certain number of calls. If a large amount of simultaneous traffic suddenly enters the mobile network, the network may become congested. The base station controller then reports the congestion to the mobile switching centre, and the mobile device user receives a network busy notification or hears a busy tone. During large public events, for example, the network may be congested if many people gather in a location that does not normally have heavy mobile traffic.

6.4.

The availability of the data transmission service is affected by factors including the number of simultaneous users and the volume of data transmission. Network load may cause data transmission to slow down, be interrupted or stop. Speeds are also affected by the terminal device, software and applications used.

6.5.

The mobile network may experience occasional, short-term disruptions and delays, as well as temporary interruptions of calls. These may be caused by radio and network technology, the characteristics of the Network and systems, network load, and maintenance work. Cybersecurity attacks, the Customer's equipment, terrain obstacles, buildings, measures to counter cybersecurity threats and the number of users may also limit the functionality of the Service.

6.6.

As a result of a broken or interrupted data connection, files or parts of files may be lost, may fail to arrive, or may arrive incomplete or corrupted.

6.7.

DNA will notify the Customer, in accordance with section 13, of any changes known to DNA that affect the Customer's Service and are more than minor before the changes take effect.

7. Service Restrictions

7.1.

DNA reserves the right to use traffic management measures in its network where necessary:

7.2.

to comply with a requirement arising from legislation, a court decision, or an order or decision of an authority. The management measures will be implemented to the extent and for the period required by the order or legislation;

7.3.

to preserve the integrity and security of the network, the services provided through it, and end users' terminal devices. The management measures may be directed at a connection that threatens the integrity or security of the network or terminal devices until the threat has been eliminated; or

7.4.

to prevent impending network congestion or mitigate the effects of exceptional or temporary network congestion, to the extent and for the period required by the situation.

7.5.

For reasons related to Service availability, filtering of harmful traffic or other information security reasons, DNA may temporarily restrict use of the Service by disabling certain communication methods (protocols) or telecommunications ports, or by temporarily disabling the data transmission service for the subscription entirely. Traffic management used to prevent network congestion or mitigate its effects may temporarily slow down the data connection. Automated systems may be used to restrict traffic or temporarily disable subscriptions' data transmission services.

7.6.

Traffic management measures include, for example, restrictions on network use imposed by court order to prevent access to online services used for the unauthorised distribution of copyright-protected content. Such blocking may be implemented by preventing the Service user from accessing certain internet addresses, or by not providing the Service user with certain internet server addresses through DNA's Domain Name System (DNS). Other traffic management measures include port blocks implemented for information security reasons. Port blocks may be used, for example, to limit large-scale exploitation of a vulnerability. New information security threats arise continuously, and an up-to-date list of ports blocked for information security reasons is available on DNA's website at **dna.fi**.

7.7.

In accordance with the regulation of the Transport and Communications Agency, outgoing email traffic (SMTP) from the subscription to port 25 is permitted only to DNA's own SMTP servers.

7.8.

The Service must not be used primarily to route calls between different networks. Resale of the subscription or the services included in it, onward provision as part

of another service, use primarily for business operations, or automated or machine-based use of the services is prohibited.

7.9.

If the Service is used in violation of these special terms and conditions, DNA's general terms and conditions, other instructions or regulations issued by DNA, or the law, DNA has the right to block use of the Service or close the Service and to claim compensation from the Customer for any damage caused.

7.10.

By default, network address translation (NAT) is used with IPv4 addresses in the Service. In this case, the Service does not receive a unique public IP address, and it is not possible to open an inbound data connection from the internet. DNA Dataprepaid also offers the possibility to activate a public IP address, for example for a game camera or online gaming. More detailed activation instructions are available on DNA's website at **dna.fi**.

7.11.

DNA Dataprepaid is intended for packet-switched IP (internet) connections. Voice and video calls and outgoing text and multimedia messaging are blocked and cannot be ordered separately for the subscription. Incoming text messages are permitted.

8. Topping Up the Service Balance or Data Allowance

8.1.

The Customer is responsible for ensuring that balance or a package is topped up to the correct subscription number. A top-up made through the top-up service cannot be cancelled after the Customer has approved and paid the charge. A top-up cannot be cancelled even if it was accidentally made to the wrong subscription.

8.2.

DNA does not refund unused data, packages or call time received as part of a campaign. Top-up balance is not refunded to an unregistered Customer. When top-up balance is refunded to a registered Customer, DNA has the right to charge a refund fee in accordance with the price list in force at the time, which will be deducted from the refunded balance. A written refund request must be submitted during the validity of the agreement or no later than one year after the agreement has ended. The refund request must include the subscription's telephone number, the

personal data provided at registration and the bank account number. The balance to be refunded must exceed the applicable service fee.

8.3.

The subscription may have a maximum balance of EUR 200 at any one time. The share of any top-up bonus may be no more than EUR 100. If EUR 100 in top-up bonus has already accumulated on the subscription, topping up the balance will not increase the top-up bonus.

8.4.

After the Service balance or data allowance has been used up, the Service can be used to call only the emergency number, DNA Customer Service and any predefined destination numbers for safety calls included in the Service, but no other numbers. Once the balance or data allowance has been used up, the Service cannot be used to send text messages or receive or transmit data. No other chargeable actions can be performed using the Service after the balance or data allowance has been used up.

9. Purchasing Premium-Rate Services and Products

9.1.

Some Services allow the purchase of premium-rate digital or tangible services and physical products. Tangible services include payment services such as the use of a housing company's washing machines, car washing, food and café purchases, parking and magazine subscriptions. These services may be ordered by sending or receiving a text message, using Mobile Payment, or clicking a payment button in an application. One-off purchases and fixed-term or open-ended subscriptions charged on a recurring basis are debited from the subscription balance. The provider of the premium-rate digital service or payment service is responsible for the functionality of that service.

9.2.

Before the Service can be used to send or receive premium-rate service messages or to approve the purchase of a premium-rate service or product in an application or on a website, DNA may require the minimum topped-up balance stated in the user guide or on DNA's website.

9.3.

Only topped-up balance may be used to purchase premium-rate services or products. Bonus balance received as an additional benefit or balance preloaded in the starter pack cannot be used for premium-rate telephone numbers, such as calls abroad, service

messages, roaming charges, or the purchase of other premium-rate services or products.

9.4.

The Service cannot be used to call service numbers beginning with 0606, 0707 or 0708 as referred to in the Payment Services Act.

9.5.

Premium-rate payment service transactions can be viewed electronically in the prepaid self-service channel at prepaid.dna.fi or in the DNA Prepaid mobile application. Transactions remain available in the self-service channels for 13 months from the transaction date while the Service remains valid.

10. Accessibility of Mobile Subscriptions

10.1.

Telephone subscriptions provided by DNA support the real-time text calling feature. In other respects, selecting a suitable terminal device and using various accessories and assistive devices may support the smooth use of DNA's services. Further information on the accessibility of the services and assistive devices is available at dna.fi/saavutettavuus.

11. Validity and Closure of the Service and Termination of the Agreement

11.1.

The Service will be closed and the agreement will end in accordance with the validity rules below. After the agreement has ended, the subscription will be removed from the network, and any unused balance, data allowance, service package or campaign benefit will not be refunded to the Customer.

11.2.

For DNA Rajaton Prepaid, the agreement ends 255 days after the most recent top-up or, if the Customer does not top up the Service at all after purchasing it, 195 days after activation of the subscription. During the 15 days preceding the end of the agreement, use of the Service is restricted so that only the emergency number and DNA Customer Service can be called, not other numbers.

11.3.

For DNA Super Prepaid the agreement ends 380 days after the most recent top-up or, if the Customer does not top up the Service at all after purchasing it, 195 days after activation of the subscription. During the 15 days preceding the end of the agreement, use of the Service is restricted so that only the emergency num-

ber and DNA Customer Service can be called, not other numbers.

11.4.

For DNA Dataprepaid, the Service will be closed and the agreement will end 240 days after the expiry of the most recent data package used on the subscription. The data included in a data package is available only during the validity period of that data package, and unused data is not transferred to another data package. A new data package purchased while another data package is valid will be activated when data is next used, immediately after the previous data package expires or its data allowance is used up. A purchased data package must be activated during the validity of the subscription.

12. Notices and Changes

12.1.

DNA will notify the Customer of changes to the terms and conditions at least one (1) month before they take effect, by text message to the Service mobile number used by the Customer or otherwise in writing, for example on DNA's website.

13. Effective Date and Other Terms

13.1.

These terms and conditions enter into force on 24 September 2026 and replace the Special Terms and Conditions for DNA Prepaid Products that entered into force on 28 June 2025. In addition to these special terms and conditions, the Service is subject, depending on the customer relationship, to the then-current DNA Plc General Terms and Conditions for Consumer Customers or DNA Plc General Terms and Conditions for Corporate Customers and Organisations.

13.2.

If there are discrepancies between the different language versions of these special terms and conditions, the Finnish-language version shall apply.

dna.fi/prepaid

Conveniently extend your usage period by topping up at **laturi.dna.fi**.

