

DNA Netti for housing companies – special terms and conditions for fixed broadband

1. Purpose and scope of the agreement

These terms and conditions apply to the agreement between DNA Plc (hereinafter 'DNA') and a housing company or property company (hereinafter referred to as the 'housing company'), under which DNA provides a fixed broadband service to buildings owned or managed by the housing company in the manner agreed in writing.

2. Definitions

Housing company: a housing company or property company with a business ID that has entered into an agreement with DNA for the provision of the service.

Resident: a person living in the housing company or any other end user who uses the service in a dwelling.

DNA: DNA Plc, which provides the service to the housing company in accordance with the agreement.

Service: The DNA Netti service for housing companies, which comprises a fixed broadband connection, the associated network solution and the agreed maintenance and support services.

Access point: the service delivery interface to which DNA delivers the service and up to which DNA is responsible for its own network and equipment.

Internal network: the internal data communications network within a housing company's property, from the access point to the dwellings (including the cabling, distribution points and associated equipment for which the housing company is responsible).

Subscription/broadband connection: the internet connection provided by the service, which the resident uses in their dwelling.

Standard speed: the basic speed of the broadband subscription specified in the housing company agreement and provided to the dwellings, the activation of which requires the resident to register in the manner determined by DNA at the given time.

Speed upgrade: an increase in the speed of a broadband subscription, ordered separately by a resident, or another additional service for which a separate agreement is made between the resident and DNA.

Building services subscription: a data connection opened in the building services or systems located on the housing company's property, and/or a related service agreed on separately between the housing company and DNA.

Traffic control: procedures by which DNA manages or restricts data traffic on its network because of legislation, regulatory requirements, data security, network integrity or congestion prevention.

Housing company agreement: the agreement between DNA and the housing company regarding the provision of the basic housing company broadband service to the dwellings.

3. General service description

DNA Netti for a housing company is a fixed broadband service designed for housing companies, which connects the entire property to the DNA broadband network. The aim of the service is to provide an internet connection to all dwellings in the housing company via a single solution specific to the housing company.

The service is suitable for housing companies and property companies.

DNA Netti for housing companies includes:

1. connecting the property to DNA's broadband network;
2. providing a broadband connection to the housing company's access point;
3. the standard speed per dwelling included in the housing company agreement;
4. the technical maintenance of the service up to the part of the network under DNA's responsibility;
5. the option of specially priced dwelling-specific speed upgrades and other additional services.

Depending on the location, the service is provided using various technologies, such as Ethernet, cable, FTTH or other available broadband technologies. The implementation method is determined by the technology used by DNA to provide the connection to the housing company's access point, as well as by the technical specifications of the housing company's internal network.

Small businesses operating within housing companies may take out a DNA Netti subscription for housing companies if they accept that this is a service intended for consumers and does not include features typically found in business subscriptions.

The broadband services support IPv6.

4. Contractual relationship and parties

A contractual relationship is established between the housing company and DNA once the agreement for the provision of the service has been approved in writing and these terms and conditions become part of the agreement.

The contractual relationship applies solely to the provision, network connection, maintenance and management of the service between the contracting parties, as well as the rights and obligations related to these. This agreement does not apply to the contractual relationship between DNA and the resident.

The housing company is responsible for ensuring that DNA and its authorised providers have the rights required under the agreement to access the property and its facilities for the purposes of installing and maintaining the service. The housing company is also responsible for ensuring that the internal network under its control is technically compatible with the service to be provided.

Delivery limit and responsibilities

DNA provides the service up to the housing company's access point and is responsible, up to that point, for its own data communications network (including the network components and equipment used to provide the service) and for ensuring that the service operates according to the agreed technical standards. The housing company is responsible for the installation of the building's internal network, the cabling leading to the dwellings, and the internal network equipment and its maintenance, unless otherwise agreed in writing.

Delivery requirements and timetable

The provision of the service requires that the building and the dwelling meet the technical requirements necessary for the service to be delivered. Availability of the DNA Netti service for housing companies will be verified when a quote is provided. The delivery time will be agreed with the housing company. Once the order has been placed, the housing company will receive the agreement, the terms and conditions, and any special terms.

Informing residents

Before the service is commissioned, residents will receive a notice regarding the delivery of the service to the housing company.

Delivery via the internal network

When the service is provided via the housing company's internal network, the housing company is responsible for the internal network and its compliance with regulations. The building's general cabling system must be built or renovated according to current regulatory requirements.

Fault isolation between the network under DNA's responsibility and the housing company's internal network, as well as tasks relating to the internal network ordered by the housing company (such as modification work and on-site calls) will be subject to the price list valid at the time, unless otherwise agreed in writing.

Residents are responsible for any connections made within their own premises, as well as for the functionality and settings of the terminal devices they own. DNA is not liable for disruptions caused by the resident's terminal device or by modifications made by the resident.

5. Data transfer speed

Data transfer speeds for broadband services vary depending on the available internal network technology. The connection speeds and ranges described in this

document refer to the standard broadband speeds available for selection under the housing company agreement.

Connection speeds and ranges (Mbit/s) for the standard speeds included in the DNA Netti housing company agreement.

The maximum speed is the speed that is available to the customer for at least part of the time once a day. The normal speed is available to the customer for most of the time they are using the subscription. The normal speed is achieved 60% of the time during any four-hour period on subscriptions with a maximum speed of up to 100 Mbit/s.

Cable broadband technology

Speed class	Download speed maximum	Download speed normal	Download speed minimum	Upload speed maximum	Upload speed normal	Upload speed minimum
10M / 10M	10 Mbit/s	9 Mbit/s	7 Mbit/s	10 Mbit/s	9 Mbit/s	7 Mbit/s
25M / 10M	25 Mbit/s	22 Mbit/s	17 Mbit/s	10 Mbit/s	9 Mbit/s	7 Mbit/s
50M / 10M	50 Mbit/s	45 Mbit/s	35 Mbit/s	10 Mbit/s	9 Mbit/s	7 Mbit/s
100M / 50M	100 Mbit/s	90 Mbit/s	70 Mbit/s	50 Mbit/s	45 Mbit/s	35 Mbit/s
200M / 50M	200 Mbit/s	180 Mbit/s	140 Mbit/s	50 Mbit/s	45 Mbit/s	35 Mbit/s

Ethernet broadband technology

Speed class	Download speed maximum	Download speed normal	Download speed minimum	Upload speed maximum	Upload speed normal	Upload speed minimum
10M / 10M	10 Mbit/s	9 Mbit/s	7 Mbit/s	10 Mbit/s	9 Mbit/s	7 Mbit/s
25M / 25M	25 Mbit/s	22 Mbit/s	17 Mbit/s	25 Mbit/s	22 Mbit/s	17 Mbit/s
50M / 50M	50 Mbit/s	45 Mbit/s	35 Mbit/s	50 Mbit/s	45 Mbit/s	35 Mbit/s
100M / 100M	100 Mbit/s	90 Mbit/s	70 Mbit/s	100 Mbit/s	90 Mbit/s	70 Mbit/s
200M / 200M	200 Mbit/s	180 Mbit/s	140 Mbit/s	200 Mbit/s	180 Mbit/s	140 Mbit/s

FTTH broadband technology

Speed class	Download speed maximum	Download speed normal	Download speed minimum	Upload speed maximum	Upload speed normal	Upload speed minimum
10M / 10M	10 Mbit/s	9 Mbit/s	7 Mbit/s	10 Mbit/s	9 Mbit/s	7 Mbit/s
25M / 25M	25 Mbit/s	22 Mbit/s	17 Mbit/s	25 Mbit/s	22 Mbit/s	17 Mbit/s
50M / 50M	50 Mbit/s	45 Mbit/s	35 Mbit/s	50 Mbit/s	45 Mbit/s	35 Mbit/s
100M / 100M	100 Mbit/s	90 Mbit/s	70 Mbit/s	100 Mbit/s	90 Mbit/s	70 Mbit/s
200M / 200M	200 Mbit/s	180 Mbit/s	140 Mbit/s	200 Mbit/s	180 Mbit/s	140 Mbit/s

VDSL2 broadband technology

Speed class	Download speed maximum	Download speed normal	Download speed minimum	Upload speed maximum	Upload speed normal	Upload speed minimum
10M / 10M	10 Mbit/s	9 Mbit/s	7 Mbit/s	10 Mbit/s	9 Mbit/s	7 Mbit/s
25M / 10M	25 Mbit/s	22 Mbit/s	17 Mbit/s	10 Mbit/s	9 Mbit/s	7 Mbit/s
50M / 10M	50 Mbit/s	45 Mbit/s	35 Mbit/s	10 Mbit/s	9 Mbit/s	7 Mbit/s
100M / 50M	100 Mbit/s	90 Mbit/s	70 Mbit/s	50 Mbit/s	45 Mbit/s	35 Mbit/s

The minimum speed is at least 70% of the subscription's maximum speed, when the subscription's maximum speed is up to 100 Mbit/s. When using a wireless broadband service, the actual subscription speed may be lower than that stated above. The wireless connection speed is affected by factors such as the hardware in use (Wi-Fi station/modem, Wi-Fi network card), the frequencies supported by mobile devices, the encryption method, the selected connection channel, other wireless devices operating on the same frequencies, and physical obstacles.

The advertised speed for DNA Netti subscriptions is the highest possible realistic data transfer speed specified for the subscription, i.e. the subscription speed. Advertisements for broadband services do not claim speeds higher than the realistic maximum speeds. When measuring speed, the payload of the IP packet is taken into account. Subscription speed and quality may be affected by the length and condition of the cables, the condition of the property's internal network, the terminal device being used, and the volume of network traffic.

6. Service pricing and invoicing

DNA invoices the housing company for the provision of the service according to the pricing criteria agreed in the housing company agreement. The housing company is responsible for determining how the costs of the service are allocated within the company's financial management (e.g. in the service charges or rents).

The combined invoice may also include other products and/or services based on the contractual relationship between the housing company and DNA, such as building services subscriptions or other similar services. Any such products and services are invoiced for according to the relevant separate agreements, orders or agreed pricing criteria.

DNA is entitled to review the fees set out in the agreement annually in line with cost trends, and to amend the fees if the basis for them changes. DNA will notify the housing company of the changes in advance, and the changes will come into effect from the date specified.

7. Support and maintenance

DNA is responsible for monitoring the network components under its control and the backbone network. Neither the section of the internal network specific to each dwelling nor residents' terminal devices are monitored proactively as part of network monitoring. As a general rule, the identification and investigation

of faults are based on a fault report submitted by the housing company or a resident.

DNA manages the network components and addresses associated with the service (such as subscription and identification details and the relevant regulations), and any modifications to these network components are carried out by DNA or its subcontractor.

DNA's service for housing companies service supports housing company representatives (such as property managers and board members) with enquiries regarding the agreement, connections, and other matters relating to DNA's services specific to the housing company. The housing company service is intended to handle matters relating to the contractual relationship between the housing company and DNA.

Fault reports relating to individual dwellings, as well as other enquiries from residents regarding their broadband subscription, are handled via the DNA customer service department.

The DNA customer service department handles enquiries from residents regarding their individual home subscriptions, assists residents with any problems relating to their broadband subscription, and manages subscription-related disruption and fault reports. Residents can report faults to the customer service department 24 hours a day.

Upon receiving a fault report, DNA will begin locating and rectifying the fault in a manner appropriate for its severity. If the fault lies within the network for which DNA is responsible, investigations will begin without delay once DNA becomes aware of the fault. If the fault affects a single dwelling or a single subscription, DNA will begin investigating and rectifying the fault without undue delay, and no later than on the third business day after receiving the fault report.

DNA aims to ensure high availability of its broadband service. Neither outages caused by essential construction and maintenance work on the network nor by measures relating to data security count as service interruptions. Broadband services have regular maintenance windows, during which the subscription, speed upgrades or additional services may be unavailable or subject to interruptions. Maintenance breaks and any widespread faults are announced on DNA's website.

8. Data security and traffic control

The service's security is also affected by the terminal devices used by residents, whether they are kept up to

date, and the security solutions in place (such as antivirus software and firewalls). DNA monitors network traffic according to legislation and regulatory requirements and automatically blocks any misuse or irregularities it detects.

For security reasons, DNA may intervene in a resident's exceptional use of the housing company broadband by restricting or disabling the resident's subscription. The subscription will remain restricted or disabled until the resident has rectified the security risk that led to the measure being taken and has notified DNA's customer service department of this.

DNA reserves the right to use traffic control measures in its network where it is necessary:

1. To comply with a requirement arising from legislation, a court ruling, or regulatory orders or decisions. Traffic control measures will be implemented to the extent and for the time period required by regulations or laws.
2. To maintain the integrity and security of the network, the services provided through it and end users' terminal devices. Traffic control measures may be targeted at a connection that poses a threat to the integrity or security of the network or terminal devices until the threat has been mitigated.
3. To prevent imminent network congestion or to mitigate the effects of exceptional or temporary congestion to the extent and for the time that the situation requires. DNA may also temporarily restrict use of the service in order to ensure its availability, to filter out malicious traffic, or for other security reasons. The restriction may be implemented, for example, by disabling certain communication methods (protocols) or data communication ports, or by temporarily disabling the data transfer service entirely.

Traffic control, carried out to prevent network congestion or to mitigate its effects, may temporarily slow down the data connection. Automated systems may be used to restrict traffic or temporarily disable the data transfer services of subscriptions.

Traffic control measures include, for example, court-ordered restrictions on network use that prevent access to online services used for the unauthorised distribution of copyright-protected content. Blocking can be implemented, for example, by preventing access to certain web addresses or by ensuring that certain server addresses are not forwarded to the service

user via DNA's domain name system (DNS). This requires the service to use the DNS of the DNA.

Other traffic control measures include port blocking based on security considerations. Port blocking may be used to restrict the exploitation of widespread vulnerabilities, for example. An up-to-date list of ports blocked for security reasons is available on the DNA website at **dna.fi**.

According to Traficom's regulations, outbound email traffic (SMTP) from the subscription on port 25 is only permitted to DNA's own SMTP servers.

9. Limitations of liability

DNA will not be liable for any disruptions, faults or damage resulting from the condition of the internal network for which the housing company is responsible, the housing company's equipment, or the housing company's negligence. DNA's liability is limited to the provision of the service up to the access point, unless expressly agreed otherwise. This limitation of liability does not apply to the extent that mandatory legislation provides otherwise.

10. The impact of the housing company agreement on dwellings and residents

The agreement between the housing company and DNA allows broadband services to be provided to the dwellings in the housing company under the agreed delivery model. The housing company decides whether to include the costs of the service in the maintenance charge or rent, according to its own policies.

Under the terms of the housing company agreement, the dwellings are provided with the standard connection speed specified in the agreement. To access the standard speed, residents must register for the service. Upon registration, a free-of-charge agreement for a standard-speed subscription is established between the resident and DNA. When a resident orders a speed upgrade or additional services, a separate invoiceable agreement is made between the resident and DNA.

11. Agreement term and termination

The agreement will remain in force until further notice, unless otherwise agreed in writing, and it may be terminated in writing with a notice period of six (6) months. The agreement cannot be terminated partially (e.g. only for an individual dwelling).

Reporting obligations and transfers

The housing company must notify DNA in writing without delay of any change of property manager, as well as of any changes to the invoicing address, ownership

structure, property or customer details and the number of dwellings. The housing company may transfer its rights and obligations under this agreement to the new owner or holder of the property.

Amending the terms and conditions

DNA reserves the right to amend these terms and conditions in accordance with DNA's general terms and conditions in force at the given time. If the changes are substantial and the housing company does not approve them, the housing company will be entitled, within three (3) months of being notified of the substantial change, to terminate the agreement in writing following the normal termination procedure. In such cases, the terms and conditions that were in force prior to the notice of termination apply to the housing company during the notice period.

Notwithstanding the cancellation, termination or amendment of the agreement, or any other reason for ending the agreement, DNA is under no obligation to refund the housing company for the subscription fee paid by the housing company to DNA.

DNA also reserves the right to immediately make changes that are required by law, regulatory requirements, or other similar reasons. Such changes take effect immediately and do not give rise to any right to terminate a fixed-term agreement.

12. Further provisions

In addition to these special terms and conditions, DNA Plc's general terms and conditions for businesses and organisations apply to the housing company agreement, unless otherwise agreed in these terms and conditions. The terms and conditions are available on the DNA website at dna.fi.

13. Entry into force of the terms and conditions

These terms and conditions will enter into force on 1 September 2026, and they will replace the DNA Netti for housing companies terms and conditions that came into force on 1 March 2026.

