

DNA Netti for housing companies – special terms and conditions for speed upgrade products

1. Purpose and scope of the agreement

These special terms and conditions apply to the agreement between DNA Plc (hereinafter referred to as 'DNA') and a person residing in the housing company or another end user (hereinafter referred to as the 'customer'), under which DNA provides the customer with a speed upgrade product for the housing company broadband subscription, together with any additional services associated with it (hereinafter collectively referred to as the 'service'). The service is provided in accordance with the delivery model for the housing company, via either a fixed network or a mobile network.

The housing company and DNA have a separate agreement covering the provision of the basic housing company broadband service – such as its standard speed – to the dwellings in accordance with the agreed delivery model. Ordering a speed upgrade product forms a separate agreement between the customer and DNA, to which these special terms and conditions apply.

2. Definitions

The concepts referred to in this document have the following meanings:

Customer: a person living in the housing company or another end user who enters into a separate agreement with DNA for a speed upgrade product.

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 broadband service for housing companies.

Housing company agreement: the agreement between DNA and the housing company regarding the provision of the basic housing company broadband service to the dwellings (fixed or mobile, depending on the delivery model in question).

DNA: DNA Plc.

Service: the speed upgrade product ordered by the customer, together with any related separately ordered additional services, in accordance with the service description and price list valid at the time. For the service, a separate agreement is formed between the customer and DNA.

Speed upgrade product: an increase in subscription speed ordered separately by the customer. For the speed upgrade product, a separate agreement is formed between the customer and DNA.

Subscription/broadband connection: an internet connection used by the customer in their dwelling. The subscription is provided in accordance with the delivery model for the housing company, via either a fixed network or a mobile network. The speed of a subscription is determined by the standard speed or by a speed upgrade product subscribed to by the customer.

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 customer to register and accept the terms and conditions of using the service in the manner determined by DNA at the given time.

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.

DSL: a term used to refer to ADSL and VDSL2 technologies.

Devices: Modems, routers and other telecommunications terminals and devices that DNA sells or leases out to customers at a given time. To work, the broadband connection requires a terminal device that is compatible with the technology.

3. General service description

The service is provided in accordance with the delivery model for the housing company, via either a fixed network or a mobile network. The service consists of a subscription with an agreed upload and download speed. The speeds of the service using different technologies are described in section 6 of these special terms and conditions.

Some subscription products include a free add-on service called Safe Browsing. Customers can check their order confirmation or the My DNA service to see whether Safe Browsing is included in their service. If Safe Browsing is included in the service, the service description for this additional service was provided to the customer at the time of subscription, and it is also available on DNA's website.

The customer will be provided with a subscription at the standard speed, as set out in the housing company agreement, as well as any speed upgrade products they may have ordered separately. The additional services available at the time are listed on **dna.fi**. Additional services are not included in the speed upgrade product.

The set-up of the broadband connection is designed to be as accessible as possible. A home installation service is available, and assistance is available for the set-up and use of the service through DNA's customer service channels. The settings pages for terminal devices are manufacturer-specific and comply with accessibility guidelines.

Due to the speeds of national and international networks, server speeds and congestion on these networks, data transfer speeds to servers located on the internet may be lower than the advertised maximum speed. Following a fault report, a DNA specialist will check the status of the subscription and agree on the necessary steps with the customer.

If it is established that the fault lies within DNA's area of responsibility and, despite DNA's remedial measures, DNA is unable to provide the customer with the promised connection speed, an arrangement will be made with the customer service department to adjust the subscription and monthly fee to match those of existing slower broadband services. However, this does not restrict the customer's right to demand rectification of the error or to invoke other consequences of the error, such as terminating the communications service agreement, if the error is substantial.

DNA shall not be liable for errors arising from software or terminal devices for which the customer is responsible, or from their incorrect use, or from the poor operational condition of the internal cable network. Subscription speed and quality may also be affected by factors for which the customer or property owner is responsible, such as the length and condition of the cables, the condition of the dwelling's internal network, and the volume of network traffic.

The broadband services support IPv6.

4. Installation and commissioning of the service

A terminal device is required to use the service. In a service provided over a mobile network, 'terminal device' refers to a 4G/5G router or other compatible terminal device. Connections provided via cable modem and Ethernet technology also require that the dwelling be covered by DNA's optical fibre-based fixed network. Connections provided via DSL technology require the dwelling to be covered by DNA's DSL-compatible copper network.

In cable technology, the modem must support the EuroDOCSIS 3.1 standard. For connections implemented using FTTH technology, the terminal device must be either provided by DNA or approved by DNA. For a VDSL2 network, the modem must be a terminal device that complies with the VDSL2 standard.

The customer is responsible for installing the service and devices and for preparing the installation environment, unless it has been expressly agreed in the service agreement or otherwise that DNA will carry out the installation. The devices must be installed at the address of use specified in the service agreement, and the user instructions and any separate instructions provided by DNA must be followed during both installation and use. The customer shall, at their own risk and expense, acquire any devices and software other than those provided by DNA that are required to use the service.

4.1 Provision of the service

The delivery time for the service is usually no more than five (5) business days from the date the order is accepted.

4.2 Invoicing for the service

The service ordered by the customer will be invoiced for in accordance with the price list valid at the time.

5. Agreement duration

The service agreement can be made for a fixed term or for an indefinite period. A fixed-term agreement remains in force for the agreed period and cannot be terminated during this term. After the fixed term, the agreement will continue indefinitely, unless the customer terminates the agreement at least two weeks prior, or DNA terminates it at least one month prior to the end of the fixed term.

These conditions are without prejudice to the consumer customer's statutory right of termination during a fixed-term agreement on the grounds of a social force majeure. In this case, the consumer customer must prove the existence of the social force majeure and to provide DNA with a written explanation of the grounds for termination.

5.1 Termination or transfer of the agreement in the event of a move

Due to the nature of the service, the agreement for the service is tied to the address specified in the agreement. DNA is entitled to terminate the agreement, effective immediately, if the customer moves out of the address specified in the agreement.

6. Data transfer speed

Data transfer speeds for broadband services vary depending on the technology available.

Cable technology

Speed class	Download speed maximum	Download speed normal	Download speed minimum	Upload speed maximum	Upload speed normal	Upload speed minimum
150M / 25M	150 Mbit/s	135 Mbit/s	75 Mbit/s	25 Mbit/s	22 Mbit/s	18 Mbit/s
300M / 50M	300 Mbit/s	270 Mbit/s	150 Mbit/s	50 Mbit/s	45 Mbit/s	35 Mbit/s
600M / 100M	600 Mbit/s	540 Mbit/s	300 Mbit/s	100 Mbit/s	90 Mbit/s	70 Mbit/s
1,000M / 100M	1,000 Mbit/s	900 Mbit/s	500 Mbit/s	100 Mbit/s	90 Mbit/s	70 Mbit/s

Distributed cable technology

Speed class	Download speed maximum	Download speed normal	Download speed minimum	Upload speed maximum	Upload speed normal	Upload speed minimum
150M / 50M	150 Mbit/s	135 Mbit/s	75 Mbit/s	50 Mbit/s	45 Mbit/s	35 Mbit/s
300M / 75M	300 Mbit/s	270 Mbit/s	150 Mbit/s	75 Mbit/s	68 Mbit/s	50 Mbit/s
600M / 100M	600 Mbit/s	540 Mbit/s	300 Mbit/s	100 Mbit/s	90 Mbit/s	70 Mbit/s
1,000M / 100M	1,000 Mbit/s	900 Mbit/s	500 Mbit/s	100 Mbit/s	90 Mbit/s	70 Mbit/s
2,000M / 100M	2,000 Mbit/s	1,800 Mbit/s	1,100 Mbit/s	100 Mbit/s	90 Mbit/s	70 Mbit/s

Ethernet technology

Speed class	Download speed maximum	Download speed normal	Download speed minimum	Upload speed maximum	Upload speed normal	Upload speed minimum
150M / 150M	150 Mbit/s	135 Mbit/s	75 Mbit/s	150 Mbit/s	135 Mbit/s	75 Mbit/s
300M / 300M	300 Mbit/s	270 Mbit/s	150 Mbit/s	300 Mbit/s	270 Mbit/s	150 Mbit/s
600M / 600M	600 Mbit/s	540 Mbit/s	300 Mbit/s	600 Mbit/s	540 Mbit/s	300 Mbit/s
1,000M / 1000M	1,000 Mbit/s	900 Mbit/s	500 Mbit/s	1,000 Mbit/s	900 Mbit/s	500 Mbit/s
2,000M / 2000M	2,000 Mbit/s	1,800 Mbit/s	1,100 Mbit/s	2,000 Mbit/s	1,800 Mbit/s	1,100 Mbit/s

FTTH technology

Speed class	Download speed maximum	Download speed normal	Download speed minimum	Upload speed maximum	Upload speed normal	Upload speed minimum
150M / 150M	150 Mbit/s	135 Mbit/s	75 Mbit/s	150 Mbit/s	135 Mbit/s	75 Mbit/s
300M / 300M	300 Mbit/s	270 Mbit/s	150 Mbit/s	300 Mbit/s	270 Mbit/s	150 Mbit/s
600M / 600M	600 Mbit/s	540 Mbit/s	300 Mbit/s	600 Mbit/s	540 Mbit/s	300 Mbit/s
1,000M / 1,000M	1,000 Mbit/s	900 Mbit/s	500 Mbit/s	1000 Mbit/s	900 Mbit/s	500 Mbit/s

VSDL2 technology

Speed class	Download speed maximum	Download speed normal	Download speed minimum	Upload speed maximum	Upload speed normal	Upload speed minimum
100M / 10M	100 Mbit/s	90 Mbit/s	70 Mbit/s	10 Mbit/s	9 Mbit/s	7 Mbit/s

4G/5G technology

Speed class	Download speed maximum	Download speed on 4G network	Download speed on 5G network	Upload speed maximum	Upload speed on 4G network	Upload speed on 5G network
200M / 100M	200 Mbit/s	4-200 Mbit/s	10-200 Mbit/s	100 Mbit/s	4-50 Mbit/s	4-50 Mbit/s
400M / 150M	400 Mbit/s	4-400 Mbit/s	10-400 Mbit/s	150 Mbit/s	4-100 Mbit/s	4-100 Mbit/s
600M / 300M	600 Mbit/s	4-600 Mbit/s	10-600 Mbit/s	300 Mbit/s	4-100 Mbit/s	4-100 Mbit/s
1,000M / 300M	1,000 Mbit/s	4-1,000 Mbit/s	10-1,000 Mbit/s	300 Mbit/s	4-100 Mbit/s	4-100 Mbit/s

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.

At the highest subscription speeds for cable modem technology, the modem must be in bridge mode; otherwise, the modem may limit the subscription's performance.

When using a broadband service wirelessly, 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, router, and 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.

According to the guidelines of the Transport and Communications Agency Traficom (statement on reasonable notification procedures for internet con-

nection speeds, 605/923/2016), an internet service provider must inform the customer of the advertised speed of the internet connection service provided.

The advertised speed for DNA Broadband 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 for which the customer or property owner is responsible, and the condition of the dwelling's internal cabling network.

7. Restrictions relating to the use of the subscription

Broadband services have regular maintenance windows, during which the subscription or additional services may be unavailable or subject to interruptions. Maintenance breaks and any widespread faults are announced on DNA's website.

For security reasons, DNA may intervene in the event of exceptional use of a customer's broadband service by restricting or disabling the customer's subscription. The subscription will remain restricted or disabled until the customer has rectified the security risk that led to the measure being taken and has notified DNA's customer service 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 the use of the service in order to ensure its availability, to filter out malicious traffic, or for other security reasons, by disabling certain traffic methods (protocols) or communication ports, or by temporarily disabling access to the data transfer service altogether.

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 may 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 internet 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 SMTP email traffic from the subscription on port 25 is only permitted to DNA's own SMTP servers.

8. Data security and traffic control

From a data security perspective, it is essential that the operating system of the terminal device and the computer, as well as other software, are updated regularly and that up-to-date antivirus and firewall services are used, which block harmful incoming and outgoing data traffic at the access point. DNA monitors network traffic in accordance with regulatory requirements and automatically blocks any misuse or irregularities it detects.

9. Devices

9.1 Payment in instalments/devices paid for in instalments

Ownership and risk of loss regarding a device paid for in instalments, as specified in the agreement, pass to the customer at the time the device is handed over.

The customer is liable for the payments specified in the agreement, even if they have allowed someone else to use the device. Even if the device is stolen, lost or broken, the customer is nevertheless responsible for making the payments to DNA as set out in the agreement. The customer is personally responsible for the device's protection, security and settings.

When purchasing a device on a payment instalment plan, the customer commits to paying the total price of the device within the agreed payment period. The customer pays the total price agreed in the agreement for the device in equal monthly instalments over the term of the agreement. If the agreement is terminated before the device has been paid for in full, DNA is entitled to charge the customer for the remaining monthly instalments. The price stated in the agreement includes valued added tax.

The agreement term and the customer's obligation to pay monthly instalments commence upon receipt of the device. Invoices must be paid no later than on the due date stated on the invoice, using the account and reference number details provided on the invoice. The customer is entitled to pay all outstanding monthly instalments in advance as a one-off payment. Any such one-off payment must be made using the account and reference number details provided on the invoice. DNA is entitled to demand immediate payment of the remaining instalments if the customer has failed to pay an invoice including the monthly instalment for

the device, the payment is at least one month overdue and the amount in arrears is at least 5% of the total price of the device purchased under the payment plan, or the customer has committed another material breach of the agreement.

The device is covered by the manufacturer's warranty, subject to the manufacturer's warranty terms and conditions. DNA is not liable for any data or software stored on digital media where the risk lies with the customer. The customer is responsible for ensuring that they have adequate backups of any software, files and other information stored on the device before it is sent in for warranty servicing or repair.

9.2 Equipment owned by DNA

Customers have the option of leasing an internet terminal device owned by DNA or a DNA partner as a service, for which a monthly fee is charged in accordance with the price list valid at the time. To terminate the service and end the invoicing, the terminal device must be returned according to the instructions provided by DNA. The Terminal Device must be returned to DNA in the same condition as when it was handed over, taking into account normal wear and tear.

9.3 Equipment maintenance and servicing

The customer must handle the device owned by DNA with care and in accordance with the user instructions supplied with the device. The customer is not authorised to open the device or carry out any maintenance or modifications to it without DNA's written consent. However, the customer has the right to change the device's settings. The customer is not entitled to remove or cover any of DNA's or the manufacturer's product identification labels on a device owned by DNA. Nor is the customer entitled to attach any objects to the device that do not belong there, to paint the device or otherwise alter its appearance in any way.

If the device does not function as described in its product description, the customer must return it to DNA without delay. If the malfunction is due to a manufacturing defect in the device or a similar fault present in the device at the time of delivery, DNA will bear the costs of the servicing in accordance with the manufacturer's warranty terms and the Consumer Protection Act. The customer must send the device in for servicing at their own expense.

9.4 Handover and transfer of the device

The customer is not entitled to sell, lend, pledge, lease out or otherwise transfer any device or service owned

by DNA to a third party. If a device owned by DNA is seized for debt collection, confiscated or placed under a prohibition on sale or disposal, the customer must immediately inform the authorities of DNA's ownership of the device. If such a measure is imminent or has already been taken, the customer must notify DNA immediately. The customer is liable to compensate DNA for any costs incurred by DNA in retaining its rights related to the device, as well as for any other damage incurred.

9.5 Damage and loss of the device

DNA will replace a device owned by DNA free of charge at any stage during the agreement term, provided that the damage or loss was not caused by misuse, negligence, an accident or any other cause for which the customer is liable, including damage caused by a third party. DNA has the right to require the customer to return the device or any accessories supplied with it for replacement, for technical and security-related reasons, as well as for other compelling reasons – provided that the new device allows the customer to use the service they have subscribed to.

If a device owned by DNA is damaged, lost or stolen, the customer is liable to compensate DNA for the cost of the device in accordance with DNA's price list valid at the time. The customer must notify DNA immediately of any breakage, loss or theft. If the device has been lost or stolen, DNA will, where possible, block its use without delay upon being notified of the loss or theft.

10. Further provisions

In addition to these special terms and conditions, DNA Plc's general terms and conditions for either consumer customers or businesses and organisations, depending on the nature of the customer relationship, apply to the agreement, unless otherwise agreed in these terms and conditions. The terms and conditions of the DNA Vaivaton service also apply to devices owned by DNA. The terms and conditions are available on the DNA website at dna.fi.

11. Validity

These special terms and conditions will enter into force on 1 September 2026, and they will be valid until further notice.

