

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

1. Purpose and scope of the agreement

These terms and conditions apply to the agreement between DNA Plc (hereinafter referred to as 'DNA') and a housing company or property company (hereinafter referred to as the 'housing company'), under which DNA provides a dwelling-specific mobile 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 dwelling-specific mobile broadband connection, the associated SIM cards, and the agreed maintenance and support services.

SIM card: An ID card issued and activated by DNA for each subscription, used to set up the mobile broadband connection for each dwelling.

Subscription/dwelling-specific mobile broadband connection: a broadband connection provided via a mobile network, set up for each dwelling under a housing company agreement, and operated using a SIM card.

Mobile network terminal device: a device (e.g. a 4G/5G router) into which a SIM card is inserted and which is used to establish a mobile broadband connection for a specific dwelling.

Standard speed: the basic speed of the mobile broadband subscription specified in the housing company agreement, 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 mobile broadband subscription, ordered separately by a resident, or another additional service for which a separate agreement is made between the resident 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 housing companies is a dwelling-specific mobile broadband service designed for housing companies. DNA will set up the mobile broadband connection in the dwellings covered by the housing company agreement. The connection will be activated

using a SIM card supplied by DNA and a mobile network device used by the resident (e.g. a 4G/5G router).

The service is suitable for housing companies and property companies.

DNA Netti for housing companies includes:

- the installation of mobile broadband subscriptions for individual dwellings in accordance with the housing company agreement;
- the provision of SIM cards for each dwelling for commissioning the service;
- the standard speed per dwelling included in the housing company agreement;
- the provision of the service on DNA's mobile network and the monitoring of the network components for which DNA is responsible;
- the option of speed upgrade products and other additional services for individual dwellings.

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 service supports 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 mobile broadband service has been approved in writing and these terms and conditions become part of the agreement.

The contractual relationship applies solely to the provision, 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 providing, maintaining and troubleshooting the service.

5. Service delivery and responsibilities

When the service is provided as a dwelling-specific mobile broadband connection, DNA will, in accordance with the housing company agreement, set up a separate subscription for each dwelling covered by the agreement and provide a dwelling-specific SIM card.

The service is provided via a mobile network. No fixed access point will be provided for the housing company, and the provision of the service does not require the use of the property's internal network.

The SIM card is intended for use on the domestic mobile network (in Finland). This SIM card is not intended to be used abroad ('roaming'). Access to the service is restricted to residents of the housing company covered by the agreement. DNA has the right to block or terminate a SIM-card-based service if a resident no longer lives in the housing company or if the conditions for using the service are otherwise no longer met.

DNA is responsible for the operation of the mobile network and for providing the service according to the agreed service description, within the limits of the mobile network's availability and capacity. The resident is responsible for the functionality and settings of any mobile network terminal device that they own or control, as well as for any costs arising from them.

6. Data transfer speed

The table below sets out the typical connection speeds and ranges for the standard speed options on the mobile network that are selectable under the housing company agreement. Standard speeds are provided on the 4G network, while the speed upgrade products are available on the 5G network. The actual speed depends on factors such as signal strength, network load, the terminal device being used and its placement.

Mobile broadband technology

Speed class	Download speed maximum	Download speed range	Upload speed maximum	Upload speed range
50M / 50M	50 Mbit/s	50-4 Mbit/s	50 Mbit/s	50-4 Mbit/s
100M / 50M	100 Mbit/s	100-4 Mbit/s	50 Mbit/s	50-4 Mbit/s
200M / 100M	200 Mbit/s	200-4 Mbit/s	100 Mbit/s	100-4 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 stated speed reflects the target or maximum level for the subscription, in accordance with the technology used and the speed class selected.

The actual speed may vary depending on factors such as the mobile network coverage and signal strength in the dwelling, the type of terminal device being used (such as a 4G or 5G router), how congested the mobile network is and how much capacity is available, the quality of the wireless local area network (Wi-Fi) coverage and whether there is any interference or configuration-related restrictions, and the specific service or content being accessed online.

Optimal performance is usually achieved with up-to-date hardware. If possible, the terminal device should be connected to the router using an Ethernet cable (wired connection) rather than a wireless Wi-Fi connection, as Wi-Fi signal strength and interference can impair connection quality.

7. Service pricing and invoicing

DNA will invoice the housing company for the service according to the pricing criteria set out in the 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).

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 determining them changes. DNA will notify the housing company of the changes in advance, and the changes will come into effect from the date specified.

8. Support and maintenance

To provide the service, DNA is responsible for monitoring its mobile network and the network components that belong to it. DNA does not proactively monitor the resident's mobile network devices (e.g. 4G/5G routers), any local area networks the resident may have (e.g. Wi-Fi), or local conditions affecting the functionality of the connection within the resident's premises. 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 provision of the service (for example, subscription and identification details, as well

as the associated configurations). Any necessary modifications to these will be carried out by DNA or its subcontractor.

The DNA housing company service assists representatives of housing companies (such as property managers and board members) in matters specific to their housing company relating to the agreement and the provision of the service, such as the number of dwellings and general arrangements for the provision of the service. 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 mobile broadband subscriptions, 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 mobile broadband subscriptions, 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 or additional services may be unavailable or subject to interruptions. Maintenance breaks and any widespread faults are announced on DNA's website.

9. Data security and traffic control

From a data security perspective, it is essential that the software on terminal devices is updated regularly and that appropriate security solutions are in place. DNA monitors network traffic according to regulatory requirements and prevents any misuse or irregularities it detects.

For security reasons, DNA may restrict use of the service or disable a resident's subscription if the subscription is used in an unusual manner or if it poses a security risk. The subscription can be reopened once the resident has rectified the issue that led to it being disabled 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.
4. 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 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.

10. Limitations of liability

DNA is not liable for disruptions, faults or damage resulting from the resident's terminal device, the resident's negligence, or other factors beyond DNA's control, including mobile network coverage in the resident's premises. DNA provides the service in accordance with to the agreed service description, subject to the availability and capacity of the mobile network.

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

The agreement between the housing company and DNA allows mobile 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 cost of the service in the maintenance charge or the rent.

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.

12. Agreement term and termination

The agreement will remain in force until further notice, unless otherwise agreed in writing. The agreement may be terminated in writing with six (6) months' notice. 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 chang-

es 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, official orders or other similar reasons. Such changes take effect immediately and do not give rise to any right to terminate a fixed-term agreement.

13. Further provisions

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

14. Validity

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.

