

# Terms and Conditions of the DNA Vaivaton service

These Terms and Conditions apply to the DNA Vaivaton ('DNA Easy') service in which the customer leases a terminal device for use as a service for a monthly fee.

## Definitions

**DNA** refers to DNA Plc.

**Customer** refers to a consumer customer who enters into an agreement with DNA for the DNA Vaivaton service.

**Service** refers to the DNA Vaivaton service, where the Customer leases a terminal device for use for a monthly fee, according to the agreement.

**Terminal Device** refers to a device and the related accessories selected from DNA's product range, owned by DNA or a DNA contract partner, to which the Customer is given access in the Service.

**Accessories** refer to the accessories supplied with the Terminal Device at any given time, such as a power cord, cable, charger, etc.

**The monthly fee** is the regular charge for the Service according to DNA's price list valid at the time.

**Lifecycle replacement** is the replacement of the Terminal Device with a new equivalent device, as described in more detail in Section 4.

**Agreement** refers to the agreement between the Customer and DNA for the DNA Vaivaton service, subject to these Terms and Conditions.

## 1. General service description

With the DNA Vaivaton Agreement, the Customer leases a Terminal Device as a service for a monthly fee. The Customer selects the Device from the DNA

product range that is available at the time, and they can use it for the duration of the Agreement.

Depending on DNA's choice and the available product range, the Terminal Device covered by the Agreement can be either brand new and unused or used, serviced and usable.

DNA will ensure the usability, updates and any necessary maintenance of the Device for the duration of the Agreement. The Agreement also covers a lifecycle replacement according to Section 4 of these Terms and Conditions.

The Terminal Device or some of its features may function solely or function better in connection with other DNA services, such as broadband access, and on the DNA network.

The Customer is responsible for the acquisition and payment of any other services or subscriptions not covered by the Agreement that are required for the use of the Terminal Device. These may include, among others, a subscription, a data transfer service or another terminal device.

DNA has the right to monitor the compatibility and performance of the Terminal Device and the network formed by the Device and the DNA network in order to provide and improve the Service and any additional services connected to it (such as DNA broadband services). Monitoring may target, for example, the software version of the Terminal Device, the quality and performance of the network connection, error conditions, latency, and other technical parameters.

The Customer has the right to refuse the measures described above by contacting DNA customer service.

DNA has the right to automatically provide and install any necessary software security and other updates

on the Terminal Device and to make any necessary changes to the software and settings of the Terminal Device. Security updates and other updates and changes to software or settings ensure a modern, efficient and secure online experience.

## **2. Right of use and ownership of the Terminal Device**

The Customer has the right to use the Terminal Device and any software and services associated with it for the duration of the Agreement. The Terminal Device is the property of DNA or its contract partner and does not become the property of the Customer. Upon cancellation or termination of the Agreement, the Device must be returned to DNA according to Section 7 of these Terms and Conditions.

## **3. Delivery**

If the Agreement is made in a DNA Kauppa shop or another DNA point of sale, the Customer will receive the Terminal Device from the shop when the Agreement is made. An Agreement made via remote sales and the Terminal Device ordered will be sent to the delivery address indicated by the Customer.

## **4. Responsibilities and use of the Device**

### **4.1 DNA's responsibilities**

For the duration of the Agreement, DNA is responsible for software and security updates, any necessary maintenance and fault repairs and the lifecycle replacement of the Terminal Device. Lifecycle replacement refers to the replacement of the Device with a new equivalent device when the Device reaches the end of its useful life or for any other justified reason deemed to be necessary by DNA (for example, due to technological advances) to ensure the required user experience. If the Device malfunctions, DNA will assess, on a case-by-case basis, whether to repair the Device or replace it with another similar device.

DNA is not responsible for any data transfer services or devices, or other services or devices provided by third parties that the Customer may use with the Terminal Device, their operation, or any effects that they may have on the functionality of the Terminal Device.

### **4.2 The Customer's obligations and responsibilities**

The Customer must use and store the Terminal Device carefully, following the instructions provided by DNA and the device manufacturer. The Customer must notify DNA without delay of any faults detected in the Terminal Device.

The Customer is responsible for other services related to the use of the Terminal Device, network connections, adequate protection and operation of the browser and other software, and compatibility with the Terminal Device. Any batteries in the Terminal Device and replacing them are the responsibility of the Customer.

If necessary, the Customer must carry out updates according to the instructions of DNA or the device manufacturer (e.g. over-the-air updates to software or firmware).

In the event of a fault or breakdown, DNA will offer to repair or replace the Device with an equivalent device, as appropriate. Any necessary maintenance is included in the monthly fee for the Service.

The Customer must not disassemble or modify the Terminal Device unless specifically instructed to do so by DNA. Only DNA or a service company authorised by DNA may service the Terminal Device. The Customer is responsible for the loss, theft and damage of the Terminal Device, excluding normal wear and tear. In these cases, the Customer must reimburse DNA for the value of the Terminal Device at the time or other reasonable costs incurred by DNA.

## **5. Processing of data related to the Service and the Terminal Device**

DNA processes and collects personal data relating to the Service and the Terminal Device in order to provide the Service and any additional services connected to it (e.g. DNA broadband services), to implement the Agreement, and on the basis of DNA's legitimate interest.

DNA will process the following data:

- Data related to the customer account and the Agreement
- Device information, such as the modem model, serial number, software version, MAC address, and IP address
- The Wi-Fi network and device data connected to the network, data used to download from and upload to the network, the signal strength, and the connection speed
- Wi-Fi network specifications: technical parameters that describe how well the Customer's local wireless network is performing. This includes data on e.g. bandwidth and channel usage, the speed, quality and errors of a connection between two or more Wi-Fi devices (e.g. a mesh Wi-Fi extender),

and wireless network performance and disruptions

- Network settings: Wi-Fi network (SSID name and guest network)
  - Technical warnings and alerts related to the operation of the wireless network to help the Customer resolve potential problems with their network
- When using DNA's network and communication services, data about the location, connection routing, and data transfer protocol is stored.

The data is processed to establish connections between base stations, to retrieve and download software and system updates for network-connected devices, and to measure and analyse the technical performance of the network.

The data is also processed to detect technical faults and errors in the network and to investigate, resolve and remedy the detected faults and errors. The data may be used to identify and remedy disruptions and select the best channel and frequency.

The data may also be processed to improve the quality of DNA's communication services, for technical development, such as optimising the operation of broadband services and communication networks, to investigate misuse, and to maintain and ensure data security. More information on the processing of personal data is available at [corporate.dna.fi/data-protection](https://corporate.dna.fi/data-protection)

## 6. Prices and invoicing

DNA will charge the Customer a monthly fee for the Service according to the price list valid at the time.

## 7. Validity and termination of the Agreement and return of the Device

The Service Agreement can be concluded for a fixed term or for an indefinite period. If the Agreement is concluded for a fixed term, it is valid for the agreed period. 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 Customer is obliged to prove the existence of the social force majeure and to provide DNA with a written explanation of the grounds for termination.

An Agreement of an indefinite duration may be terminated by the Customer at any time by giving one (1) month's notice.

Termination of the Service and the end of the invoicing for the Service requires that the Terminal Device is 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.

If the Device is not returned within the time limit, DNA will be entitled to (i) continue to charge the monthly fee until the Device is returned and/or (ii) charge the Customer for the value of the unreturned Device at the time.

The monthly fee will be charged for the month in which the Agreement ends, for the period in which the Service was in effect, according to the price list and the invoicing term.

## 8. Validity and other terms and conditions

These Terms and Conditions are valid from 27 May 2026 until further notice.

The Agreement is primarily subject to these Terms and Conditions and secondarily to the general terms and conditions for consumer customers of DNA Plc.



# Return form for direct sales

Complete and return this form only in the event that you want to return a device.

If you want to cancel an order other than a purchased device, call DNA customer service at +358 44 144 044. Calling and queueing for customer service is subject to standard domestic call rates. Calls from abroad are subject to the international price list. Calls from DNA land-line subscriptions are free of charge. Service hours Mon–Fri 8.00–18.00

Pack the devices and their accessories in the original package. Mail the package from your post office to the address: DNA Plc, P.O. Box 1111, FI-01044 DNA.

Include the Posti contractual code 631717 on the return envelope or parcel.

## I wish to cancel my contract for the following devices/ services:

### Reason for the return:

- The product did not meet my expectations
- The product did not match the seller's promise
- I have no need for the product/service
- I could not activate the service
- Other/undisclosed reason

Name: \_\_\_\_\_

Order number: \_\_\_\_\_

Address: \_\_\_\_\_

Postal code and city: \_\_\_\_\_

Mobile phone number: \_\_\_\_\_

Date of return: \_\_\_\_\_

Signature and print name: \_\_\_\_\_

