

## Terms of contract for the disruption alert service

When subscribing to the disruption alert service of Helen Electricity Network Ltd (“network company”), as referred to in these terms of contract, the customer agrees to comply with these terms of contract. With the disruption alert service, the network company sends text messages concerning disruptions to the electricity supply at the customer’s place of electricity use. The text messages are sent to the mobile phone number provided by the customer in connection with registration.

- The disruption times and other contents of the disruption alert service are informative only and they cannot be used as a basis for calculations of standard compensation or other damages.
- The disruption alert service is free for the customer. It is possible to connect several mobile numbers to the same place of electricity use. The customer is responsible for the functioning of the mobile number they have provided and uses the information in the disruption alert service at their own risk.
- The customer may cancel the subscription to the disruption alert service by sending a text message to the number 040 4800 444 “PERU HELEN <customer number> <metering point number>”. The service is linked to the customer and metering point numbers provided by the customer. When the customer’s place of electricity use changes, the customer must register to the service again.
- The network company is not responsible for the validity, availability or reliability of the information in the disruption alert service.
- The network company uses the telephone number provided by the customer only for the purpose of sending messages concerning disruptions in the electricity supply to the customer’s place of electricity use via the disruption alert service.
- The network company may temporarily suspend the disruption alert service, for example, for maintenance purposes, or discontinue the service without separate notice.
- The service provider is Helen Electricity Network Ltd acting as the distribution system operator for the Helsinki region, business ID 2035428-7.