

PRODUCT TERMS FOR DOMESTIC PUBLICATION SERVICES, Contract Services

January 1, 2022

Contents

1	General.....	1
1.1	Scope of application and applicable terms	1
1.2	General Service Description	1
1.3	Definitions.....	2
1.4	Customer's obligations.....	3
1.5	Payment methods.....	3
1.6	Compensation for damage or loss.....	3
1.7	Restrictions.....	4
1.8	Forwarding and undeliverable items.....	4
2	Nationwide Publication Delivery.....	4
2.1	Publication	4
2.2	Magazine Pro	4
2.3	Economy Publication	5
3	Regional Publication Delivery.....	5
3.1	Daytime Publication Delivery	5
3.2	Long-Distance Publication Delivery	6
4	Bundle deliveries.....	7
4.1	Daytime Delivery Bundle	7
5	Additional services.....	7
5.1	Late posting time for a mailing batch	7
5.2	Additional Handling, bundles to be opened.....	7
5.3	Manual Sorting.....	7
5.4	Code Error	7
5.5	Addressed Publication Folding	7
5.6	Invalid advance information.....	7
5.7	Terminal Shuttle.....	7

1 General

1.1 Scope of application and applicable terms

These product terms shall be applicable to Posti Ltd's ("Posti") services for publication items ("the Services") from January 1, 2022 . The Services are available to corporate and organizational customers. Use of the Services requires making a contract with Posti. In addition to these Product Terms, the Services are subject to the contract between Posti and the Customer as well as Posti Ltd's valid General Contract Terms ("General Contract Terms") and the Act on Road Transport Contracts.

1.2 General Service Description

Publication Services can be used for mailing publications ("publication") within Finland that are similar to newspapers or magazines in appearance and whose contents are largely identical regardless of the recipient. The publication's group of recipients is relatively stable from one mailing to the next. The publication may contain a maximum of 20% of targeted content that may vary depending on the part of the printing.

A publication may contain supplements. A supplement may not be another publication, unless otherwise agreed. The supplements must be attached to the publication and remain inside it during (also machine) processing and delivery. Supplements must not prevent the folding of an item to get it to fit through a mail slot. If the dimensions of a supplement exceed those of the publication, the publication or supplement may be damaged. Posti shall not be liable for any damage caused by a supplement that is larger than the publication. Posti shall have the right to invoice the Customer for extra costs arising from the handling of the item if the supplement makes the item difficult to handle and deliver.

Publication Services are available for items mailed from the Finnish mainland to a Finnish address. Posten Åland Ab is responsible for deliveries in the Åland Islands. The Daytime Publication Delivery and the additional Daytime Delivery Bundle services are not available on the Åland Islands. Publications are primarily delivered on weekdays. Further information is provided in the service-specific service level agreements.

Use of the Daytime Publication Delivery, Long-Distance Publication Delivery, Magazine Pro and Economy Publication services requires making a publication-specific publication contract (customer number starting with 88) as well as placing an annual advance order for each calendar year.

1.3 Definitions

Posti's publication customer numbers starting with 88 are established for using the Daytime Publication Delivery, Long-Distance Publication Delivery, Magazine Pro and Economy Publication services. The publication customer number is publication-specific. The publication's numbering must be consecutive and the name displayed on the publication's front page must be the same as the one recorded in the order. Use of the Publication and Daytime Delivery Bundle services does not require a publication customer number.

The **advance order** is information provided about a publication's issues for a calendar year that helps allocate mail handling and delivery resources and ensure that the service level agreed for the delivery is realized. Advance orders are used to notify Posti of the mailing times of the publication's issues, the item quantity to be mailed and other information related to the publication's mailing. Advance orders must be placed through Posti's electronic Service Channels by the deadlines specified for each service.

Advance orders are used to make a **Mailing Plan**, which contains an issue-specific plan for mailing batches to be mailed along with the details of their posting place, time and mailer company. The information in the Mailing Plan forms the mailing batch-specific advance information. The purpose of the mailing plan is to ensure the service level.

A **mailing batch** is a batch of a single Customer consisting of a single issue's items primarily submitted to Posti on the same day. The information recorded for the mailing batch must be updated by the time the publication items are posted. Mailing batch information forms the invoicing material for the service.

A **batch size** may include, based on the service, Magazine Pro and Economy Publication items that are of the same issue of a publication, have the same invoicing address, are delivered during the same invoicing period and are recorded for the same mailing batch. For the Daytime Publication Delivery and Long-Distance Publication Delivery services, batch sizes are combined when the aforementioned condition is met.

The **number of issues** is determined based on the number of issues of a single printed publication in a calendar year stated in an advance order. For the same publication, the issues delivered using the Magazine Pro and Economy Publication services are totaled up. The issues delivered using Daytime Publication Delivery will also be taken into account for the Long-Distance Publication Delivery service. When specifying the number of issues, the batch size of a single issue must not be significantly smaller (over -20%) than the batch sizes of other issues of the publication. A separate B issue mailing may be created for the publication during the year. B

issues can have a separate target group. B issues will not affect the number of issues used as one of the publication's pricing principles.

1.4 Customer's obligations

In addition to the Responsibility of the Customer section of the General Contract Terms, the Customer must comply with Posti's mailing or other instructions when using the Services. The Customer shall be responsible for ensuring that correct and up-to-date name, address and payment information and any other markings required by the Service are indicated on items.

The Customer shall be responsible for ensuring that the publication has a valid and up-to-date calendar year-level advance order and mailing plan for the services that require an advance order. The Customer must use the electronic service provided by Posti for placing advance orders and making mailing plans as well as for keeping them up to date. The advance information must be given and, if necessary, updated in a service-specific manner by the specified deadlines.

If the publication's number of issues in pre-ordered services or any local coverage rate in the Daytime Publication Delivery service differs from the information submitted as the basis for pricing, Posti shall have the right to charge the difference between the stated and actual publication frequency or coverage rate.

The Customer shall be responsible for the accuracy of the contents of the mailing list and for ensuring that the quantity and weight information of the items correspond to the batch to be mailed. If the item quantity or weight stated in the information is less than the actual item quantity or weight, Posti shall have the right to correct the information and invoice the Customer on the basis of the actual item quantity/weight. If the item quantity or weight stated in the information is more than the actual item quantity or weight, Posti shall have no obligation to correct the invoicing or refund the Customer. Posti shall have the right to charge the customer an additional handling fee when changes are made. In the event that an item indicated on the mailing list does not meet the terms of the service selected by the Customer, Posti may change the item to correspond to the nearest equivalent service.

By agreeing to these product terms, the Customer gives its subcontractor the right to sort a mailing batch and its address data using Posti's Sorting Service without separate authorization. In order to use the Sorting Service, the printing, posting, or print-out house operating as a subcontractor of the Customer is required to have a valid agreement on its use with Posti.

If the Customer has breached Posti's terms or instructions and this results in additional work or other costs, Posti shall have the right to charge from the Customer an Additional Handling Fee as per the price list and/or the costs incurred. In the event that the level of preparatory work for which the Customer is responsible is not ensured or an advance order placed by the Customer is not realized, Posti shall not be responsible for the realization of the service level agreed for the service.

1.5 Payment methods

The Customer is invoiced for the Services in accordance with the General Contract Terms.

1.6 Compensation for damage or loss

Under the Act on Road Transport Contracts, the maximum compensation for a damaged or lost item is EUR 20/kg. For a delayed item, the maximum compensation is the transportation charge. In accordance with the General Contract Terms, compensation is paid if it can be shown that direct material damage occurred when Posti was responsible for the item. Publication Services items are not covered by the tracking service, so their progress in Posti's network or delivery to the recipient cannot usually be verified after the fact.

1.7 Restrictions

Publications and their supplements may not contain personal communications. Personal communications must be sent using Mail Services.

Any supplements inside a publication must not prevent folding the publication so that it fits through a mail slot.

Posti shall not be liable for supplements falling out from inside the publication during processing or delivery.

The maximum and minimum dimensions of items are stated in the current price list as well as in the Guide for Machine-Sortable Items.

1.8 Forwarding and undeliverable items

Posti shall deliver addressed items to the address provided by the sender or in accordance with the recipient's mail forwarding instructions. Publication Services do not include address clarification, unless the Customer has bought a separate paid Information Service. A publication will not be sent to a recipient's new address, unless the recipient has a separate agreement on this with Posti.

If the recipient's address is incorrect or the item cannot be delivered due to another reason beyond Posti's control, Posti shall have the right to dispose of the item in accordance with the General Contract Terms, unless the Customer has separately agreed otherwise.

2 Nationwide Publication Delivery

2.1 Publication

Service level agreement

Publication items posted on weekdays are usually delivered to recipients by the fourth weekday following the posting date, taking into account regional differences in delivery model.

Pricing principles

Pricing is based on the items' unit weight and the preparatory work done by the sender. The pricing date is the publication's posting date.

Additional services

Publication's Additional Handling.

2.2 Magazine Pro

Service level agreement

Magazine items posted on weekdays are usually delivered to recipients on the third weekday following the posting date, taking into account regional differences in delivery model.

Pricing principles

Pricing is based on the quantity, unit weight, batch size and processability of items as well as the preparatory work done by the sender. The pricing date is the publication's posting date.

Restrictions

Use of the service requires the Customer annually placing an advance order for the publication's issues for the calendar year and submitting a mailing plan approved by the Customer. The mailing of mailing batches requires use of the Sorting Service.

Items must be suitable for machine sorting. More detailed specifications can be found in the Guide for Machine-Sortable Items.

www.posti.fi/en/customer-support/sending/instructions-for-mailer-companies

If an item is not suitable for machine sorting, Posti will change the item to an Economy Publication item and follow the Economy Publication Service Terms.

The minimum batch size is 15,000 items.

Customer's responsibilities

If the Customer wants to change the delivery time, posting time, or posting place specified in the advance order, Posti must be informed of the change. Changes to the advance order are subject to a charge when made after the deadlines specified in the price list.

The Customer must sort and pack the mailing batches and deliver them to the posting place in accordance with Posti's instructions.

Additional services

Publication's Additional Handling, from April 1, 2022 Invalid advance information.

2.3 Economy Publication

Service level agreement

Economy Publication items posted on weekdays are usually delivered to recipients by the fourth weekday following the posting date, taking into account regional differences in delivery model.

Pricing principles

Pricing is based on the quantity, unit weight, batch size and processability of items as well as the preparatory work done by the sender. The pricing date is the publication's posting date.

Restrictions

Use of the service requires the Customer annually placing an advance order for the publication's issues for the calendar year and submitting a mailing plan approved by the Customer. The mailing of mailing batches requires use of the Sorting Service.

Customer's responsibilities

If the Customer wants to change the delivery time, posting time, or posting place specified in the advance order, Posti must be informed of the change. Changes to the advance order are subject to a charge when made after the deadlines specified in the price list.

The Customer must sort and pack the mailing batches and deliver them to the posting place in accordance with Posti's instructions.

Additional services

Publication's Additional Handling, Manual Sorting, Code Error, Addressed Publication Folding, from April 1, 2022 Invalid advance information.

3 Regional Publication Delivery

3.1 Daytime Publication Delivery

Service level agreement

Daytime Publication Delivery items posted on weekdays (Mon–Fri) in accordance with Posti's instructions are usually delivered to recipients on the publication date, depending on the posting place and time. In the alternate-day areas announced by Posti, meeting the regional minimum batch size is a precondition for delivery on the day of publication. The service level is agreed for each region via Posti's online service.

Pricing principles

Pricing is based on the number of issues, unit weight, coverage rate of all households in the postal code-specific delivery area (Public Notification), batch size and processability of items as well as the preparatory work done by the sender. The pricing date is the publication's delivery date.

Restrictions

Use of the service requires the Customer annually placing an advance order for the publication's issues for the calendar year and submitting a mailing plan approved by the Customer. The mailing of mailing batches requires use of the Sorting Service and a 4-state or 2D code produced by it.

Use of the service requires at least 24 issues a year as well as a batch size of at least 150 items.

Customer's responsibilities

If the Customer wants to change the delivery time, posting time, or posting place specified in the advance order, Posti must be informed of the change. Changes to the advance order are subject to a charge when made after the deadlines specified in the price list.

The Customer must sort and pack the mailing batches in accordance with Posti's instructions.

The Customer shall submit mailing batches directly to the delivery area/delivery areas of its choice. The time and place must be separately agreed upon with Posti.

Additional services

Publication's Additional Handling, Late posting time for a mailing batch, Additional Handling, bundles to be opened, Code Error.

3.2 Long-Distance Publication Delivery

Service level agreement

Long-Distance Publication Delivery items posted on weekdays are usually delivered to recipients on the second weekday following the posting date. Due to the differences among regional delivery models, the delivery speed may vary depending on the area. The service level is agreed for each region via Posti's online service.

Pricing principles

Pricing is based on the quantity, unit weight, batch size and processability of items as well as the preparatory work done by the sender. The pricing date is the publication's delivery date.

Restrictions

Use of the service requires use of the Daytime Publication Delivery service and at least 24 issues a year. The mailing of mailing batches requires use of the Sorting Service and a 4-state or 2D code produced by it.

Customer's responsibilities

If the Customer wants to change the delivery time, posting time, or posting place specified in the advance order, Posti must be informed of the change. Changes to the advance order are subject to a charge when made after the deadlines specified in the price list.

The Customer must sort and pack the mailing batches and deliver them to the posting place in accordance with Posti's instructions.

Additional services

Publication's Additional Handling.

4 Bundle deliveries

4.1 Daytime Delivery Bundle

Service level agreement

Daytime Delivery Bundle items posted on weekdays are usually delivered to recipients on the publication date, depending on the publication's posting place and time. The service level is agreed for each region via Posti's online service.

Pricing principles

Pricing is based on the quantity and weight of items. The pricing date is the publication's delivery date.

Restrictions

Use of the service requires use of the Daytime Publication Delivery service and at least 24 issues a year.

Customer's responsibilities

The Customer must sort and pack the mailing batches in accordance with Posti's instructions.

5 Additional services

5.1 Late posting time for a mailing batch

In the Daytime Publication Delivery service, publications can, if separately agreed on, have a later posting time than usual for an additional fee.

5.2 Additional Handling, bundles to be opened

In the Daytime Publication Delivery service, an additional handling fee will be introduced automatically by the system for publications in bundles to be opened. Posti also guarantees the same service level in a selected nearby area for publications in bundles to be opened.

5.3 Manual Sorting

For Economy Publication items that cannot be machine-sorted (specified in the Guide for Machine-Sortable Items).

5.4 Code Error

For Economy Publication, Daytime Publication Delivery and Long-distance Publication Delivery items, that either do not have a 4-state code or a 2D code or have an invalid code.

5.5 Addressed Publication Folding

For Economy Publication items that require folding to fit through a mail slot due to their size.

5.6 Invalid advance information

From April 1, 2022, for Magazine Pro and Economy Publication service items whose actual mailing batch size is more than 20% smaller than the batch size stated in the advance information.

5.7 Terminal Shuttle

The posting places for Publication Services Magazine Pro, Economy Publication and Publication are the Postal Centers of Helsinki, Tampere and Kuopio. For the Terminal Shuttle additional fee, you can also drop off mailing batches at the Postal Center of Oulu and selected terminals.

www.posti.fi/en/customer-support/sending/instructions-for-mailer-companies

© 2021 Posti 8.12.2021 All rights reserved.