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## Service price list for Elisa corporate customers

### Mobile Phone Services

Action	Price for Elisa corporate customer service orders	Price for Elisa online service orders
Charge for change of customer and / or invoicing details	10.99	0.00
Change of ownership of a subscription	10.99	-
Expedited reactivation of subscription (when closed due to unpaid invoices)	32.99	13.99
Change of subscription phone number	10.99	-
Charge for changes to subscription details and subscription service	10.99	0.00
Change of subscription type	3.99	-
Ordering a final bill from a mobile terminal (before the normal end of the i broadband subscription invoicing period)	10.99	-
PUK query for mobile phone or mobile broadband subscription	10.99	0.00
Phone bill call itemisation, continuous invoicing	10.99	-
Phone bill call itemisation, one-time invoicing in arrears	10.99	0.00
Replacing/activating a SIM card	10.99	3.99
Activation fee for a new mobile voice or mobile broadband subscription	6.99	6.99
Activation fee for a new Public/fixed IP address	3.99	3.99
Removing the temporary ban from subscription	10.99	0.00
Switching on call forwarding	10.99	-
Adding/increasing service number blocking	0.00	0.00
Change fee for restrictions and restrictions (mitigation or removal)	10.99	0.00



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### Fixed-line Network Services

Action	Price for Elisa corporate customer service order	Price for Elisa online service orders
Charge for change of customer and / or invoicing details	10.99	0.00
Change of contracting party, broadband subscription	10.99	10.99
Change of contracting party, voice subscription	10.99	10.99
Reactivation of subscription (when closed due to an unpaid invoice; voice and broadband subscriptions)	32.99	-
Change of subscription phone number	10.99	-
Charge for changes to subscription details and subscription service	10.99	0.00
Phone bill call itemisation, continuous invoicing	0.00	-
Phone bill call itemisation, one-time invoicing in arrears	0.00	-

### Business Network services

\*Business Network services include the following services provided by the Elisa's Corporate customers unit: Elisa Yritysverkko business network service, Elisa Netti Pro, Elisa Netti Plus, Elisa Ethernet services, Elisa WDM service, Elisa fibre optic connection

Charges for modifications and other actions for business network services *	Price € (excl. VAT)
Changes to customer information or invoicing information	10.99
Change of Contracting Party	10.99
Reactivation of subscription	32.99
Cancellation of order (no more than three days after its confirmation)	150.00
Order cancellation more than three days after order confirmation, but before fulfilment of the order	In accordance with actual costs incurred
Business network services, standard change <sup>1</sup>	148.00 per hour, charged to the nearest half-hour
Business network services, normal change <sup>2</sup>	148.00 per hour, charged to the nearest half-hour



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Business network services, non-standard/normal change	According to the offer
Business network services, unnecessary fault report	According to actual costs
Business network services, unnecessary visit by field technician <sup>3</sup>	According to actual costs

Standard changes to business network services are certain commonly used, standardised, remote changes that can be made during normal working hours and at a time of Elisa's choosing, and which do not require advance planning and do not involve significant risks. Typical standard changes include additions to the IP addressing of a subscription and the addition of static routes

<sup>2</sup> A normal change can mean, for example, a set of identical standard changes, or a larger modification that the customer has specified precisely and that does not require separate pre-planning.

<sup>3</sup> An unscheduled visit by a field technician refers to a situation where shortcomings in the customer's area of responsibility prevent the service from being installed. The customer is responsible for the internal cabling network of the property, the electrical outlets for the equipment and the installation locations of the equipment.

All hourly rates for business network services refer to work carried out during normal working hours and at a time specified by Elisa. For work at other times, the price determined by Elisa will be applied.

### Billing and collection fees

Action	Price for Elisa corporate customer service order	Price for Elisa online service orders
Copy of an invoice	15.99	0.00 (1)
Change for invoice delivery method	3.99	0.00
Ordering a final bill from a mobile terminal (before the normal end of the invoicing period)	10.99	0.00
Standard compensation for late payment (2)	40.00	-
Payment agreement or changes to it <small>*The charge will not include VAT.</small>	10.00*	10.00*
Paper invoice	16.99	16.99
Cash refund to customer's bank account	10.99	-
Account statement for the month underway	25.99	-
Account statement, for max. two years from time of request	165 per hour (3)	-



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Interest on late payment is charged in accordance with the Finnish Interest Act.	-	-
Change of company address	0.00	-
Balance enquiry	10.99	0.00

### Other charges

Action	Price for Elisa corporate customer service order	Price for Elisa online service orders
Bulk changes of customer, agreement or order information manuellas specialist work (3)	165.00 per hour	-
Changes to cost centre, user or subscription reference details (bulk changes) (3)	165.00 per hour	-
Changes to device invoicing (3)	165.00 per hour	-
Change in invoicing hierarchy (bulk changes) (3)	165.00 per hour	-
Change in invoicing hierarchy (bulk changes) (3)	165.00 per hour	-
E-invoicing routing information from Elisa third-party service providers (3)	165.00 per hour	-
Re-sending of electronic invoicing information (3)	165.00 per hour	-

Elisa reserves the right to make price changes.

The prices are listed exclusive of value-added tax. The value added tax valid at the time and any other official fees will be added to the prices.

The minimum charge for specialist work is one hour, and the work is invoiced according to the work carried out.

(1) = Free if a copy of the invoice is downloaded or self-printed from the My Elisa service. If one or more copies of an invoice are ordered by post or email, the normal fee will be charged.

(2) = product not subject to VAT.

(3) = Minimum charge for one hour of work, invoiced according to the work carried out.

- = not available

