



Service description and special terms and conditions of the Elisa Viihde Premium Tupla service, 1 March 2025

The service description and special terms and conditions of the Elisa Viihde Premium Tupla service apply to the Elisa Viihde Premium Tupla service, which always includes the Elisa Viihde digital receiver to be used with the separate Elisa Viihde service ordered by the customer.

In other respects, the service description and special terms and conditions of the Elisa Viihde service are applied to the Elisa Viihde Premium Tupla service. With regard to paid content, separate agreement terms apply.

Service description of the Elisa Viihde Premium Tupla service

With the Elisa Viihde Premium Tupla service, you will get another digital receiver in addition to the digital receiver of the Elisa Viihde service that you have separately subscribed to.

The service includes the following:

- A digital receiver for watching TV programmes and using services. You can use the receiver with your Elisa Viihde IDs.
- You can use the network storage space included in your Elisa Viihde service subscription. In addition, you will get 5,000 GB (approx. 2,500 hours) of network storage space for recording TV programmes, allowing you to record programmes from many different TV channels and watch them in Finland*
- A changing range of additional channels**
- TV, web-based and mobile user interfaces for using the service
- A video rental where you can watch movies at the same price through both digital receivers***
- An option to watch pay TV channels if the customer subscribes to them separately through the Elisa Viihde Premium Tupla service ***
- An option to watch programme libraries included in your Elisa Viihde subscription using both digital receivers***

In other respects, the service description of the Elisa Viihde service is applied to the Elisa Viihde Premium Tupla service.

** The channels that can be recorded and the storage period for recorded programmes are subject to copyright restrictions.*

*** The number and availability of channels may vary.*

**** A service subject to an extra charge; the availability of services varies according to the user interface.*

Special terms and conditions of the Elisa Viihde Premium Tupla service

1. General

The Elisa Viihde Premium Tupla service (hereinafter “the Service”) can only be used for private purposes in connection with an Elisa Viihde service that the customer has separately ordered. These cover personal use and use by people living in the same family.

In addition to these terms and conditions, the special terms and conditions of the Elisa Viihde service apply, including Elisa’s general agreement terms and conditions for consumer customers. If there is a conflict between the content of agreement documents, the order of precedence is as follows:

- the agreement and any campaign terms
- service-specific terms and conditions
- price list
- Elisa’s general agreement terms and conditions for consumer customers

2. Entry into force of the agreement

To subscribe to the Elisa Viihde Premium Tupla service, the customer must have a valid subscription to the Elisa Viihde service.

3. Agreement period and termination of the agreement

Unless otherwise agreed, the agreement period is 24 months, starting from the entry into force of the agreement, during which the agreement is valid as a fixed-term agreement and cannot be terminated. The customer can terminate the agreement so that it ends at the end of the fixed-term agreement period by giving notice to Elisa no later than 30 days before the end of the fixed-term agreement period. Otherwise, the agreement will continue to be valid until further notice with a period of notice of 30 days at prices in accordance with Elisa’s valid price list.

Elisa has the right to terminate an agreement valid until further notice in writing with a period of notice of one (1) month.

If the customer terminates the Elisa Viihde service, the customer’s Elisa Viihde Premium Tupla subscription will change to an Elisa Viihde subscription when the validity of the Elisa Viihde service comes to an end. Consequently, the agreement between the customer and Elisa relating to the Elisa Viihde Premium Tupla service remains valid, and only the service description and special terms and conditions of the Elisa Viihde service apply to it. In this case, the Elisa Viihde service is offered at prices in accordance with Elisa’s valid price list.

4. Devices delivered with the Service and requirements for using the Service

A terminal device (digital receiver) for using the functions of the Service is delivered with the Service. The customer must return the terminal device that was delivered with the Service to Elisa after the validity of the agreement in the condition it was upon its delivery to the customer. The termination of the service and ending its invoicing require, in addition to what has been said in section 3, that the device has been returned in accordance with the instructions issued by Elisa.

5. Content of the service

The content of the Service is defined in the service description.

6. Service charges and ordering additional services

The price of the Service is defined in accordance with the price list valid at the time of entering into the agreement. In addition to the Service, the customer can order additional services subject to an extra charge. Only the customer can order additional services. The customer is responsible for any additional services ordered through the user interface and their payments. Additional services are subject to a charge that is invoiced in conjunction with the monthly bill or otherwise in conjunction with the order.

The invoicing period is one (1) month. The customer accepts that the delivery of content subject to an additional fee can be started immediately after placing the order and that customer does not have a 14- day right of withdrawal for additional services.

7. Other terms and conditions

In other respects, the special terms and conditions of the Elisa Viihde service is applied to the Elisa Viihde Premium Tupla service.