

## **Service description and special terms and conditions for the Elisa Viihde additional entertainment box, 29 May 2026**

This service description and these special terms and conditions apply to the Elisa Viihde additional entertainment box agreement, which always includes an Elisa Viihde entertainment box to be used under the customer's valid Elisa Viihde subscription.

### **Service description for the Elisa Viihde additional entertainment box**

With the Elisa Viihde additional box, you receive an additional entertainment box alongside the one included in your valid Elisa Viihde subscription. Any Elisa Viihde entertainment box type may be used as the additional box. You may have one or several, but no more than ten (10), Elisa Viihde additional entertainment boxes in connection with your valid Elisa Viihde agreement.

The service includes the following:

- An entertainment box for watching TV programmes and using services. You can use the entertainment box with your Elisa Viihde IDs.
- You can use the network storage included in your Elisa Viihde subscription to record programmes from various TV channels and watch them in Finland.\*
- A changing range of additional channels\*\*
- TV, web-based and mobile user interfaces for using the service
- Video rental where you can watch movies at the same price through both entertainment boxes\*\*\*
- An option to watch pay-TV channels if the customer subscribes to them separately through the Elisa Viihde additional box service\*\*\*
- An option to watch programme libraries included in your Elisa Viihde agreement using both entertainment boxes\*\*\*

In other respects, the service description for the Elisa Viihde service is applied to the Elisa Viihde additional entertainment box 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 in accordance with the user interface.

## **Special terms and conditions for the Elisa Viihde additional box service**

### **1. General**

The Elisa Viihde additional entertainment box service (hereinafter the “Service”) can only be used for private purposes in connection with an Elisa Viihde service that the customer has separately ordered. Private use refers to personal use, as well as use by members of the same household. In addition to these terms and conditions, the special terms and conditions for the customer’s 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 Additional Entertainment Box 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 time 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 Additional Entertainment Box agreement will change to an Elisa Viihde agreement upon expiry of the Elisa Viihde service. Consequently, the agreement between the customer and Elisa concerning the Elisa Viihde additional entertainment box remains valid, and only the service description and special terms and conditions for 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**

The Service comes with an entertainment box (and, depending on the subscription, also

speakers) through which the service functionalities may be used. At the end of the agreement, the equipment must be returned to Elisa.

#### 5. Service content

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 connection with the monthly bill or otherwise in connection with the order. The invoicing period is one (1) month.

#### 7. Other terms and conditions

In other respects, the Elisa Entertainment Additional Entertainment Box service is subject to the special terms and conditions for the customer's Elisa Viihde services.