



Service description and special terms and conditions of the Elisa Viihde Sound service, 4 November 2025

The service description and special terms and conditions of the Elisa Viihde Sound service apply to the Elisa Viihde service, which always includes the Elisa Viihde entertainment box, while an Elisa broadband connection is an optional feature. With regard to paid content, separate agreement terms apply.

Elisa Viihde Sound service description

Elisa Viihde Sound combines an entertainment box with Dolby Atmos sound.

The subscription includes:

- An entertainment box that allows you to watch your subscribed channels, recordings and other content on any TV
 - The entertainment box is a media soundbar, a combination of an entertainment box and speakers. It enables a 2.0 sound setup in your home.
 - A 2.0 sound setup means that two speakers are in use. These are built into the media soundbar.
- Unlimited online storage for recording TV programmes, allowing content from multiple television channels to be saved and viewed in Finland, as well as in other EU countries during short visits.*
- A changing range of additional channels**
- TV, web-based and mobile user interfaces for using the service
- Film rental***
- An option to watch pay-TV channels***
- An option to watch programme libraries***

Available for an additional fee:

- A wireless subwoofer that enables a 2.1 sound setup.
 - A 2.1 sound setup means that two speakers and one subwoofer are in use
- A wireless subwoofer and rear speakers that enable a 4.1 sound setup.
 - A 4.1 sound setup means that four speakers and one subwoofer are in use

The Elisa Viihde Sound service requires a sufficiently fast internet connection. To view HD-quality content, a speed of 6 Mbps is sufficient. To view 4K content (Netflix, YouTube, Elisa Viihde Sport programmes), you need an even faster internet connection.

Elisa Viihde Sound can also include a broadband subscription if so agreed. The broadband subscription requires a router or a modem.

Service features vary by user interface, and not all features are available in all user interfaces. Some services may be subject to an extra charge, depending on the user interface.

With the Elisa Viihde Sound service, you get unlimited storage space for recording TV programmes. You can record programmes simultaneously from many freely available channels. You can also record programmes using the mobile, tablet or smart TV app. For copyright reasons, not all channels included in Elisa Viihde allow users to record TV programmes. There may be certain restrictions on recording channels or their specific programme content due to a decision issued by the rights holder, legislation or another reason independent of Elisa. Recordings older than two years are automatically erased from the customer's directory of recorded programmes in accordance with the permissions granted by the copyright holders. Advertisements defined by commercial broadcasting companies that cannot be skipped may be shown at the beginning of programmes recorded from commercial channels.

Elisa collects data about the use and functionality of the service. Elisa develops its services on the basis of customers and uses this data to prevent, detect and fix faults, develop the service, carry out customer communication and marketing activities, and recommend content. When using third-party services through the Elisa Viihde user interface, the purposes of use indicated by each specific service provider also apply to the collection of data about the use of the service.

** The channels that can be recorded and the storage period for recorded programmes are subject to copyright restrictions. The customer may watch programmes outside Finland in accordance with the EU regulation on cross-border portability of online content services while staying temporarily in another EU country.*

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

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

Special terms and conditions of the Elisa Viihde Sound service

1. General

The Elisa Viihde Sound service (hereinafter “Service”) is intended for private use only. Private use refers to personal use, as well as use by members of the same household.

In addition to these terms and conditions, Elisa’s general agreement terms and conditions for consumer customers apply. 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

The provisions of section 5 of the general agreement terms and conditions for consumer customers regarding subscription interruptions do not apply to the Service unless the interruption concerns any broadband subscription included in the Service.

2. Entry into force of the agreement

The agreement between Elisa Corporation and the customer enters into force after Elisa or its authorised representative has accepted the customer’s order, or the customer has received an order confirmation. If the customer orders the Service using Elisa’s online service or another remote sales channel, the service agreement enters into force once the customer has received an order confirmation, and after the customer does not exercise their right of cancellation within 14 days of receiving the order confirmation or device. However, the customer does not have any right of cancellation to the digital content of the Elisa Viihde service after the delivery of the content service has started during the cancellation period as a result of an order placed by the customer and the customer has acknowledged the loss of their right of cancellation before entering into the agreement. Digital content includes, for example, films rented via Elisa Viihde, as well as accessible TV channels and streaming services.

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.

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

The Service is supplied with a terminal device owned by Elisa (a media soundbar), along with any additional speakers through which the Service features can be used. Upon termination of the agreement, the customer must return the terminal device supplied with the Service, along with any additional speakers, to Elisa in the condition they were in at the time of delivery, taking into account normal wear and tear. In addition to what is stated in section 3, termination of the service and the end of invoicing require that the terminal device and any additional speakers have been returned in accordance with the instructions provided by Elisa. Devices delivered with the Service work normally as part of the Service. There may be restrictions on their functionality if they are separated from the Service. The device delivered with the Service may only work in Elisa’s network, or some of its features may work better in Elisa’s network.

The customer must handle all devices included in the Service with care and in accordance with delivered instructions. The customer does not have the right to open any devices or carry out any maintenance or

modifications without Elisa's written consent or instructions. The customer does not have the right to remove or cover any manufacturer's product logos on the devices. The customer receives a limited right of use to the software of the device. The customer does not have the right to sell, loan, give as deposit, lease out or otherwise transfer any devices included in the Service to third parties. If the device included in the Service is destroyed, misplaced or stolen, the customer is obligated to replace the device on the basis of prices in accordance with Elisa's valid price list.

The customer is responsible for the procurement of and charges for components not included in the Service, including a subscription, data transfer service or any device required to use the Service.

The Service requires an internet connection. The customer is responsible for devices related to the use of the Service, internet connections and the sufficient protection and functionality of software and its compatibility with the Service. Elisa is not responsible for any services offered by third parties, the functionality of the data network or other functional components, or their impact on the functionality of the Service.

The availability of the Service may be limited by region or device. Elisa has the right to automatically update the software included in the Service and change its settings.

5. Service content

The content of the Service is defined in the service description. Elisa has the right to produce the Service in the manner it deems best, and to change the features and content of the Service or remove parts of them. Elisa is continuously developing the Service and, as a result, the content of the Service may change.

The content of the Service may also change for copyright reasons if holders of copyright do not grant rights to functions of the Service, or if they change or withdraw any previously granted rights. The use of some features of the Service is limited to Finland only.

The storage period of recordings is limited in the Service. The storage period of recordings and restrictions on channels or programme content may change during the agreement period. Elisa has the right to make any changes required by copyright holders or resulting from other reasons independent of Elisa to the maximum storage period of recordings, and restrictions on channels or programme content during the agreement period.

Advertisements from Elisa or its business partners may be displayed in the Service. TV channel advertisements, which may differ from the original advertisements, may be displayed in the customer's recordings. Skipping advertisements may be restricted.

The Service includes a notification service that regularly informs the customer of any customer benefits and special offers from Elisa and its partners. The customer will also receive notifications by text message, via email and through the user interface. Elisa can update the devices required for the Service remotely without issuing any separate notification.

6. Development of the Service and services being tested

Elisa is constantly developing its services. Development involves trying out and testing various technical features. The Service may include features being tested ("beta features"). Beta features may be available to the customer without any separate charge, without being part of services in accordance with the Elisa Viihde agreement. Typically, such beta features are available for a fixed term, after which they may be removed with no prior notice. The layout of the Service may change at different development stages.

Temporarily and without the customer's consent, Elisa may interrupt the provision of the Service and limit its use if a specific action is necessary for maintenance or information security. Such an interruption does not comprise an error in the Service.

7. 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 acknowledges that the delivery of content subject to an extra charge may begin immediately after placing the order, and that there is no 14-day cancellation right for such additional services.

8. The customer's responsibility for devices and user IDs included in the Service

The customer's responsibility for the devices, user IDs and passwords included in the Service starts after they have been received. The user IDs and passwords included in the Service are personal, and their use is only permitted for private purposes. These cover personal use and use by people living in the same household. The customer is responsible for the proper use of the user ID and password for the Service. Handing the user ID and password over to a third party is not permitted. The customer must notify Elisa immediately if the user ID or password included in the Service has fallen into the hands of a third party.

9. Copyright restrictions on the Service and its use

The Service is only intended for the customer's private use. The content of the Service cannot be displayed in public or shown to an audience. The customer cannot copy the content of the Service in breach of the legislation and terms of use, or transfer any copies to third parties. The customer cannot use the Service as part of their own service, product or business, or resell the Service delivered by Elisa.

Any intellectual property rights associated with Elisa's products and services belong to Elisa or a third party such as the software owner. Elisa provides the customer with limited rights of use to the contractual service and software delivered on the basis of the agreement as part of the Service and only for the purposes agreed upon.

If the customer is in breach of these terms and conditions, Elisa has the right to prevent the customer's access to the Service or terminate the agreement with immediate effect.

10. Use of data and cookies

Elisa collects data about the use and functionality of the Service. Elisa develops its services with a customer-oriented approach and uses this data to prevent, detect and fix faults, develop the service, carry out customer communication and marketing activities, and recommend content. Elisa can process customer, authentication and location data in accordance with valid legislation, as described in Elisa's privacy policy.

Information may be disclosed to third parties in accordance with the law. When using third-party services through the Elisa Viihde user interface, the purposes of use indicated by each specific service provider also apply to the collection of data about the use of the service.

To make the use of services quicker and easier, and to monitor the use of services, cookies may occasionally be transferred to the customer's device, or data about how and when the Service is used may be collected by other similar technologies as part of the application used by the customer. The customer has the option to disable the use of cookies in their browser by adjusting the browser settings to prevent storage. The customer acknowledges that preventing the use of cookies or other similar technologies may affect the functionality of the Service or prevent the use of the Service.

11. Other terms and conditions

Elisa may send all written notifications concerning this agreement to the invoicing address most recently provided by the customer or the email address or mobile phone number the customer has provided to Elisa, or by other appropriate means. The customer must ensure that Elisa has the customer's up-to-date contact details.