



SPECIAL TERMS AND CONDITIONS FOR SUBSCRIPTIONS ACCRUING BONUS WITH S-ETUKORTTI

16 JANUARY 2023

Bonus can be accrued from certain Elisa mobile phone, mobile broadband and fixed broadband subscriptions. You can check if your subscription is accruing Bonus in OmaElisa. Bonus can be accrued on these subscriptions from the subscription's monthly fee. In addition, Bonus can be accrued from standard-priced phone calls and video calls made in Finland to domestic mobile and landline phone subscriptions, from text messages sent from mobile phone to mobile phone in Finland and multimedia messages.

Bonus accrues upon condition that the customer owner's member/service number is attached to the Elisa subscription's customer data and the entire invoice has been paid no later than on the original due date of the invoice. The paid invoice is shown in the bonus calculation with a delay. As a rule, paid payments are transferred to the following month's bonus calculation.

If a customer owner or a person belonging to the customer owner household receives Bonus from their invoice and a discounted price for the product simultaneously, Bonus accrues from the discounted price. Bonus is only available for private households, not for business subscriptions. A subscription customer can accrue Bonus only for their own personal member or service number. If a customer owner has several subscriptions, they must provide their member/service number for each subscription belonging to their customer number and activate Bonus per subscription.

Bonus can be accrued by Elisa's private customers who have signed a contract on an Elisa subscription that entitles the customer to Bonus and who is a customer owner of a cooperative or belongs to a customer owner household. In order to receive Bonus, the customer owner or person belonging to a customer owner household must identify themselves and notify their personal member/service number to Elisa in OmaElisa. By notifying the member/service number, the customer gives permission to transfer the payment data to the cooperative for the purpose of calculating Bonus. The member/service number provided for the accrual of Bonus and the number of purchases entitling to Bonus can usually be reviewed on Elisa's subscription invoice. If the notified member number is incorrect or has changed, Elisa or the cooperative is not obligated to compensate the customer for any Bonus not received.

Bonus cannot be accrued if the owner of the subscription is a company. If the user of the subscription is a different person than the person who signed the contract, the user cannot accrue Bonus from the subscription. Bonus can be accrued for new invoicing periods that start after registration, provided that the customer owner or person belonging to the customer owner household has notified the correct member/service number to Elisa and the cooperative system has verified the member/service number. Elisa's cooperation agreement with S Group enables the payment of Bonus to the customer. The customer is also obliged

to notify their complete personal identity code to the S Group customer owner and customer register for the purpose of allocating the Bonus. In case of misconduct, Bonus will not be paid.

By ordering the subscription, the customer accepts these special terms and conditions for the subscription agreement. These terms shall be valid until further notice. In other respects, the existing special terms and conditions for mobile communications services and Elisa's general terms and conditions for consumer and corporate customers apply. If there are changes in the terms and conditions of the cooperation that affect the payment of Bonus, Elisa will notify customers of the changes by text message at least one month before the change enters into force.

You can check the Bonus eligibility of your subscription in OmaElisa.

As part of Elisa's terms and conditions, you as Elisa's customer agree to the processing of your personal data to the extent required by the cooperation and consent to Elisa disclosing your personal data to SOK for the purpose of verifying the member/service number as well as the euro amount of the subscription fees accruing Bonus to be recorded in S Group's customer owner and customer register. Correspondingly, you authorise SOK to disclose to Elisa information regarding your changed member/service number and to inform Elisa if you are no longer part of a customer owner household and therefore no longer eligible to accrue Bonus from subscriptions entitled to Bonus.

You are responsible for registering Bonus for your subscriptions in OmaElisa. Elisa is not obligated to refund Bonus that has not been received due to incorrect or missing information.