

## **Elisa Etuohjelma agreement terms and conditions 10.9.2024**

Elisa Etuohjelma is a benefit programme for Elisa's consumer customers. The programme consists of three tiers based on tier points. Elisa Etuohjelma members have access to various benefits, including discounts, surprises, prize draws and service offers.

Elisa Etuohjelma is open to Elisa's consumer customers. To have access to the programme's benefits, customers are required to have a subscription or service contract with monthly billing. Joining the programme is free of charge. Elisa Etuohjelma membership is personal and valid until further notice.

An up-to-date description of the content of Elisa Etuohjelma, current thresholds for the tier points required to reach each tier, and the criteria for calculating tier points are available at [elisa.fi/en/etuohjelma](https://elisa.fi/en/etuohjelma).

### **How to join Elisa Etuohjelma**

Customers can join Elisa Etuohjelma in OmaElisa (using strong identification), at an Elisa shop or through Elisa's customer service. Accepting these agreement terms is a requirement of membership. Once a customer has successfully joined the programme, they can see their membership and benefits in OmaElisa.

Employees of Elisa Corporation are also entitled to join the programme. The benefits provided for Elisa employees may be restricted by law.

### **Elisa Etuohjelma tiers**

Elisa Etuohjelma has three tiers: Silver, Gold and Platinum. Which tier a customer is at is based on tier points accumulated based on the duration of the customer relationship and the total monthly billing of the customer's subscription and service agreements with monthly billing. The programme may also include other ways to accumulate tier points; the valid methods of accumulating tier points and the valid criteria are available at [elisa.fi/en/etuohjelma](https://elisa.fi/en/etuohjelma).

The duration of the customer relationship means the continuous period during which a customer has had a monthly billed subscription or service agreement with Elisa Corporation without no interruptions of more than 30 days. The duration of the customer relationship is calculated from the beginning of the customer relationship with Elisa Corporation and when the agreement(s) were activated in Elisa's customer management system.

The invoicing taken into account in Elisa Etuohjelma includes subscription and service agreements with monthly billing. Device purchases or credit purchase agreements do not count as monthly billed agreement for Elisa Etuohjelma.

If monthly billing decreases, the tier may be lowered. Tier upgrades will take place within a day; downgrades are taken into account at the end of the month. Changes in tiers are updated automatically.

### **Benefits and how to use them**

Members of Elisa Etuohjelma have access to various benefits. The range of benefits consists of discounts and benefits from Elisa and in collaboration with our partners. Each tier offers different benefits, and they are updated regularly. Benefits may also be based on the member's purchasing history, geographic area or similar. They may be ongoing benefits or one-off benefits, or they may be tied to a specific time, place or activity.

Elisa Etuohjelma members can see their valid Elisa Etuohjelma benefits in OmaElisa, or by contacting Elisa's customer service or visiting an Elisa shop. The description of each benefit indicates how it can be used and



what restrictions it entails. Information about benefits is also available at Elisa shops and from Elisa's customer service.

Elisa Etuohjelma benefits cannot be exchanged for cash, and they can only be used during their period of validity. Elisa Etuohjelma benefits cannot be transferred to any other person or postponed to a later date.

Elisa Etuohjelma also includes other campaign benefits, including discounts on certain products or services, events and services intended for the programme's members, as well as other content. To use these benefits and content, Elisa Etuohjelma members may be required to accept and comply with related terms and conditions. Benefits provided by Elisa's partners are the responsibility of the providing partner, and Elisa has no liability to provide compensation if Elisa Etuohjelma members are unable to access or utilise such a benefit.

When Elisa Etuohjelma members use the programme's benefits, they must identify themselves in OmaElisa, at an Elisa shop or via Elisa's customer service. Elisa does not grant any programme-related benefits after their period of validity ends.

Elisa Etuohjelma benefits are subject to the terms and conditions of the Elisa Etuohjelma programme, as well as any product-specific terms and conditions, and Elisa's general terms and conditions for consumers.

### **Prize draws**

Silver, Gold and Platinum members of Elisa Etuohjelma can participate in prize draws, which are free of charge. After logging in, members can participate under Elisa Etuohjelma in OmaElisa.

The prize draws can concern various gift cards, tickets/access to events, or products. Prize draws held under Elisa Etuohjelma may entail certain prize draw-specific rules and/or restrictions, which will be indicated in conjunction with each prize draw. Employees of Elisa Corporation are not permitted to participate in prize draws or win prizes.

Any members registering after the participation period will not be accepted for Elisa Etuohjelma prize draws. The winners will be notified personally using the contact details supplied by the customer in OmaElisa. Winners will discharge the prize draw organiser from any and all liability that may result or is claimed to have resulted from participating in Elisa Etuohjelma prize draws, or by claiming or using a prize. All participants in Elisa Etuohjelma prize draws must commit to complying with these rules and the organiser's decisions related to the prize draw.

Elisa has the right to publish the first name and municipality of residence of prize draw winners.

It is not possible to convert the prize into cash or exchange it for a different prize. If the winner does not confirm receipt of the prize within one week, a new winner may be drawn. The prize draw organiser is responsible for paying any lottery tax.

### **Customer communication**

Communication under Elisa Etuohjelma mainly takes place by email or text message, or through the online service. By joining Elisa Etuohjelma, customers accept that Elisa may send them information about Elisa Etuohjelma and the benefits and discounts it offers, including those provided by partners. Customers can refuse receipt of direct marketing messages in OmaElisa. In this case, Elisa will not send information about Elisa Etuohjelma benefits.



## **Customer information and how it is used**

Elisa will link information about an Elisa Etuohjelma membership to other Elisa customer information.

Elisa processes personal data in accordance with valid data protection legislation. General information about the processing of personal data at Elisa is available at [elisa.com/dataprotection](https://elisa.com/dataprotection), and more detailed information about the processing of personal data in Elisa Etuohjelma is available at [elisa.fi/tietosuoja/etuohjelma](https://elisa.fi/tietosuoja/etuohjelma).

Third-party services may also be offered in Elisa Etuohjelma as benefits. The use of these benefits may mean that third parties will process information about the use of benefits and services.

## **Amending these terms and termination of Elisa Etuohjelma membership**

Elisa reserves the right to make changes to the content and terms of Elisa Etuohjelma or to end the programme. Members will be notified of any significant changes at least one (1) month before the change comes into force. Notification is considered to have been issued appropriately when it has been sent to an email address provided by a customer or when it is available in Elisa's online services ([elisa.fi/en/etuohjelma](https://elisa.fi/en/etuohjelma)).

An Elisa Etuohjelma member is considered to have received information about a notification sent to the email address they have most recently provided no later than the day following the sending of the notification, and if the notification was issued on the programme's website, no later than on seven days after the notification was issued.

Elisa Etuohjelma members can terminate their membership at any time by logging in to [omaelisa.fi/etuohjelma](https://omaelisa.fi/etuohjelma), by contacting Elisa's customer service or by visiting an Elisa shop. We will remove the Elisa Etuohjelma membership from the customer information, but no other customer information at Elisa will be affected. The termination of the Elisa Etuohjelma membership will also immediately affect the Elisa Etuohjelma benefits the customer in question has not used at the time.

An Elisa Etuohjelma member who does not have a subscription or service agreement with monthly billing will be removed from the programme within 90 days of joining the programme.

Elisa may terminate an Elisa Etuohjelma membership with a period of notice of three (3) months. If an Elisa Etuohjelma member uses the programme inappropriately or is otherwise in breach of these terms or any separate terms of specific benefits or content, Elisa reserves the right to terminate the Elisa Etuohjelma membership with immediate effect without any period of notice.

Elisa Corporation will not be held responsible for any system malfunctions in Elisa Etuohjelma or their potential consequences.

In addition to these terms and conditions, Elisa's general terms and conditions for consumers apply to Elisa Etuohjelma. In the case of any dispute, these terms and conditions will take precedence.

