



Elisa Netti Lite

Service description

elisa



Elisa Netti Lite

Elisa Netti Lite is a broadband Internet connection designed for the needs of corporate customers. The customer's location or remote worker can be connected to the Internet using an individual fixed or wireless subscription. The service includes the subscription and a WLAN broadband router and maintenance.

The service provides a cost-effective and high-performance Internet connection for home and small office business use. It also offers the benefits of corporate services to smaller companies, e.g. support channels for corporate customers, priority over consumer customers in fault repairs, a 24h repair time guarantee, and the electronic OmaElisa self-service channel.

For larger companies, the service can provide a standardised and technologically independent nationwide service and operating model, in which Elisa produces remote work connections to the homes of the company's employees under a single agreement. The service is provided to the employees using the best available technology. The customer receives uniform reports of all the remote connections in use and one invoice, which makes cost budgeting and monitoring easier, for example.

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1 Content of the service

An individual broadband service includes the following:

- two-way internet connection
- WiFi -router as a service (also later "router", "broadband modem")
- free router replacement service
- automatic firmware updates for the router
- public dynamic IPv4 -address
- 24/7/365 reception of fault notifications
- subscription maintenance and direct end-user support via the Service Desk for corporate customers
- self installation guide
- omaElisa online self service

	Fixed	4G/5G	4G/5G Fixed
Basic services			
Internet connection	x	x	x
Router	x	x	x
Wifi service in router	x	x	-
Wifi Mesh devices	-	-	2 pcs
Main connection technology	Fiber, Cable modem, G.Fast or VDSL	4G, 5G	4G, 5G
Router replacement technology	x	x	x
Fault repair SLA	P1K24h	P0V8h	P0V8h
YA Service Desk support	x	x	x
Self installation	x	x	-
Public IPv4 address (dynamic)	5 pcs	1 pcs free, available on separate order	1 pcs free, available on separate order
Additional services			
Service installation	x	x	x
Public IPv4 address (fixed)	-	available, not included in the price	available, not included in the price
Public IPv6 address (fixed)	-	available, not included in the price	available, not included in the price

Table 1. Elisa Netti Lite basic and additional services



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Netti Lite	Down- load (max) Mbit/s	Upload (max) Mbit/s	Download (min) Mbit/s	Upload (min) Mbit/s
VDSL				
100M/25M	100	25	65	17
G.Fast				
100M/50M	100	50	70	35
300M/100M	300	100	210	70
600M/100M	600	100	420	70
1000M/100M	1000	100	700	70
Fibre				
100M/100M	100	100	70	70
300M/150M	300	150	210	105
600M/300M	600	300	420	210
1G/500M	1000	500	700	350
Cable Modem				
100M/50M	100	50	70	35
300M/50M	300	50	210	35
600M/50M	600	50	420	35
1G/50M	1000	50	700	35
5G/5G Fixed				
100M	100	50	50	10
300M	300	50	100	35
600M	600	75	100	52,5
1000M	1000	100	100	70
4G				
100M	150	50	20	10
4G Fixed				
S	50	25	10	5
Ethernet				
100M	100	10	50	5

Table 2. Netti Lite download- and upload speeds, minimum and maximum



1.1 Additional services and versions

An individual broadband service can be implemented in different ways depending on the technical capabilities of the destination address.

Fixed connections

A broadband connection to sites connected to Elisa's public telephone network with traditional copper cables can be provided using the Elisa Netti Lite VDSL product.

Properties connected to Elisa's optical fibre can be offered broadband connections using various technologies depending on the property's internal network.

- If the property's internal network is only available via traditional telephone cables, the property can utilise the Elisa Netti Lite G.Fast service, which allows the high-speed fiber connection to the property to be distributed via the telephone network to the apartments in the property.
- In properties with a two-way TV antenna network implemented with internal coaxial cables, the Elisa Netti Lite Cable Modem service can be utilised. This also requires that the property is physically connected to Elisa's two-way cable TV network and that the property has a valid contract for Elisa's cable TV services.
- In properties with internal data networks, the speeds of the Ethernet network can be utilised with the Elisa Netti Lite Kuitu service. In some cases, a fibre connection can also be implemented using a fibre connection rented from another operator using the Elisa Netti Lite Ethernet service. However, the service is offered only outside of Elisa's traditional area.

Mobile connections

4G service is a mobile broadband connection that utilizes Elisa's 4G network. It is intended as a replacement for a fixed subscription in all types of properties.

Elisa Netti Lite 5G service is a mobile broadband connection that utilizes Elisa's 5G network. It is intended as a replacement for a fixed subscription in all types of properties.

Elisa Netti Lite 4G/5G Fixed service is a fixed mobile broadband connection that utilizes Elisa's 4G/5G networks. The service includes an outdoor unit and a separate indoor unit. The outdoor unit (5G outdoors router) is permanently mounted on the exterior wall of the property. The outdoor unit is placed on the wall in the best place for mobile network coverage. A flat cable is installed between the outdoor unit and the indoor unit, through which data traffic and electricity to the outdoor unit can be implemented. The flat cable will be routed between the window frames if possible. Alternatively, a separate pass-through can be made in the outer wall. The service includes 2 indoor units. The indoor unit is a router utilizing Wi-fi Mesh technology to share a 5G connection with all users.

Fixed public IPv4 address



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An additional paid service available for mobile subscriptions, where a fixed IPv4 address is opened for the subscription. It makes it possible to establish remote connections to join from the internet.

Fixed public IPv6 address

An additional paid service available for mobile subscriptions, where a fixed IPv6 address is opened to the subscription.

2 Prerequisites and restrictions of the service

2.1 Prerequisites of the service

The Elisa Netti Lite service is always installed on existing network. The customer is responsible for the internal network and its suitability for the desired use. If existing network plug is not available or there are other deficiencies that are preventing the installation, the order will be canceled. Unnecessary installation visits are always charged according to the price list.

Elisa Netti Lite VDSL and G.Fast services require a ready telephone socket connected to the house main distribution box at the installation site. If the socket has a working landline telephone in operation, its telephone number must be stated in the order.

Elisa Netti Lite Fibre service requires a data outlet that is connected to the house main distribution box using at least Cat 6 category data cabling. Service requires a fibre or an Ethernet switch that is owned by Elisa. Data cabling must be measured in advance and inspection reports must be presented upon request. In the case of an internal fibre network, the customer must ensure that the necessary fiber converters (required for the transition from fiber to copper cabling) are pre-installed on the route.

Elisa Netti Lite Ethernet service requires a fibre or real estate switch from another operator / regional network, as well as Elisa's valid agreement with the operator in question for the acquisition of services. Ethernet service is not available in Elisa's traditional copper network area.

Prerequisite for providing the Elisa Netti Lite Cable modem service is TV socket at the installation site connected to the building's antenna network, a valid Elisa Cable TV contract at the property and a 2-way Cable TV network implemented with coaxial cable.

Elisa Netti Lite 4G and 5G services are available in Finland in the area of Elisa's 4G / 5G network, when Elisa's 4G / 5G indoor coverage is ensured at the site.

Elisa Netti Lite 4G/5G Fixed service requires secured 4G/5G coverage outside the building, permission from the property owner to install an outdoor router on the exterior wall, and to make the necessary pass-throughs for cabling. The service can only be installed in a detached house or terraced house. Maximum installation height is 3 metres.



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The customer must properly protect the device from interference. It is recommended to connect the device to the mains in a surge-protected socket. The device must be switched off during a thunderstorm.

To use the service safely, customer must use antivirus and firewall software, and take care of hardware and software updates. The customer shall configure the required settings in the LAN, smartphones, tablets, computers and other equipment managed by the customer to enable the use of the Elisa Netti Lite -subscription for the desired purpose.

The customer is responsible for ensuring that the device included in the service is connected to the electricity and Internet network in order to be able to bring security and other updates in a controlled manner.

2.2 Restrictions of the service

Elisa Netti Lite subscriptions use the same restrictions as consumer subscriptions to ensure network usability and guarantee information security. For example, outbound traffic is blocked from port 25 other than Elisa's e-mail servers (port 25 blocking). In practice, this means that you cannot keep your own e-mail server. Netti Plus and Netti Pro do not have this limitation. Restrictions on the use of the service can be implemented by disabling certain traffic methods or communication ports from the network or by closing the interface that transmits the harmful traffic completely. Automatic systems may be used to restrict or block traffic. For more information on applicable restrictions, visit <https://elisa.fi/liikenteenhallinta>.

Elisa is not responsible for the wireless network's indoor signal quality.

The actual data transfer speed of services that utilize copper cables in the telephone network varies depending on the length and quality of the copper cable. The signal quality of the target address' internal network also affects the end result. The actual data transfer speed can only be determined upon delivery.

Availability of a broadband connection at an individual address can only be finally determined upon delivery. If there is no availability, Elisa will notify the customer of this immediately and the subscription will be cancelled.

In mobile subscriptions, radio link data transfer speed is affected by distance to the support station, obstacles blocking the radio signal (e.g. concrete walls, tree leaves, selective glass used in windows, etc.) and radio frequency disturbance from other devices.

Elisa does not guarantee a specific data transfer speed or service level for mobile data connections. By nature, mobile data communications are "yielding", so data transfer may temporarily slow down or be interrupted when more network capacity is required for other services.



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The notified subscription download and upload speeds are measured over a six-hour period. In addition to the Elisa communication network, the speed experienced may be affected by issues outside Elisa's control, such as Internet and Internet service congestion, the condition of the property's internal network, performance level of the customer's modem and computer, Wi-Fi use, or the processing load from using virus protection and firewall services and other software in use. Where required, a suspected fault in the traffic speed between the Elisa data network and the customer will be investigated by the Technical Customer Service. In the fault investigation, the point of measurement may also be the building's distribution point.

Elisa leases the connection for the customer's exclusive use.

2.3 Devices

Elisa owns the router device included in the service and is responsible for its maintenance.

The router included in the service has one to four 1000Base-TX LAN ports and a base station supporting the wireless WiFi standard (802.11b/g/n/ac).

In the event of a failure of the broadband router, Elisa will supply the customer with a new device. The user can easily replace the defective device. The defective device must be returned to Elisa. Returns are free of charge by post using the return number provided by Elisa. The return shall clearly indicate that the device is suspected to be defective.

The customer may also use their own broadband router. In that case, the customer is responsible for the functionality of the device he owns, its compatibility with Elisa's network, the security of the device and the updating of its firmware. The customer is also responsible for the costs incurred by Elisa due to the malfunction of the device, including the costs of fault limiting.

The broadband modem to be connected to the network must support:

- VDSL: ITU-T G.993.2 VDSL2 Profile 17a, VDSL bandplan 998, G.Vector sup-port (G.993.5), SRA (Seamless Rate Adaptation), INP (up to two (2)), ITU G.998.4 G.inp data packet retransmission, PTM mode, UPBO (Uplink Power Back-Off) and DPBO (Downlink power back-Off)
- G.fast: G.994.1, G.997.1, G.997.2, G.9700, G.9701
- Cable modem: EuroDOCSIS 3.0 standard, support for at least twenty-four (24) downstream and eight (8) upstream channels. The MAC address, manufacturer and model of the device must be notified to Elisa (if other than provided by Elisa)
- Ethernet and Fiber: IEEE802.3 - 2015, 10/100 / 1000Base-T autonegotiation

Elisa may utilise returned devices that are as good as new in service implementation.



If necessary, Elisa can update the software and settings of a terminal device connected to the network, as well as gather measurements that are used to develop the quality of the service. Elisa has the right to manage the terminal device connected to the network in order to ensure service availability. Elisa will do its best to give notice in advance of management activities carried out on terminal devices which affect customers' services. For instance, software updates and restarts can be regarded as management of terminal devices.

2.4 Service-related material and documentation

The intellectual property rights related to the service, the work related to its provision, and all the materials and documentation created on its basis belong to Elisa or a third party with whom Elisa has concluded the necessary licence and concession agreements and other agreements authorising the provision of the service, and they will not be transferred to the customer.

All material and documentation created in and related to the service will be considered Elisa's general-purpose standard material and documentation. No customer-specific material and documentation will be created in connection with the provision of the service.

2.5 Data created in or related to the service

Elisa has the right to use the usage and customer data generated by the use of the service and related to the service located in Elisa's information systems for the maintenance, development, analysis, and troubleshooting of the service provided for the customer.

3 Delivery and commissioning of the service

Delivery of an individual service includes the following steps

- gathering basic information
- establishment of the service
- delivery of equipment
- connection and commissioning
- router installation and testing

Gathering basic information is an important step in ensuring the success of service delivery and communication. The exact installation address is a mandatory prerequisite for determining the technical availability and for the success of the order. Before ordering a fixed connection the customer must ensure the exact installation location of the router and the type of internal network cabling. In order to assess the coverage of the wireless network, information on the area covered by WiFi is also required. In the case of 4G and / or 5G mobile subscriptions, checking the outdoor / indoor coverage before installation ensures the successful delivery. When replacing an existing subscription, you need to know:



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- landline number, if the subscription is installed alongside an existing landline telephone
- contract number of the replaced contract (found on the invoice)
- installation socket (telephone / TV antenna / data socket)

In addition to the exact delivery address, information on the customer's e-mail address and mobile phone number is required. E-mail is used for general communication and a mobile phone number for router delivery and for self-installation connection messages.

The establishment of the service in Elisa's systems requires an order from the customer, which shows the above-mentioned basic information. The customer can order individual broadband subscriptions through OmaElisa self-service. Based on the orders, Elisa documents the customer's data in the customer relationship management and network information systems.

In the case of self-installation, the delivery of the equipment includes the delivery of the router to the nearest post office or on request to the front door. The router comes with instructions for self-installation, in which the user is guided, if possible, to connect a new router to replace the old one in advance. In a service installation, the installer brings the router with him. An exception is the 5G Fixed mandatory installation service, where the equipment is always delivered directly to the installation site.

In the case of a fixed connection, the connection and commissioning of the service includes all intermediate connections and routings that are made at the public network.

The customer can install the router him/herself (self-installation) or Elisa can install it as part of the service installation.

For self-installation, the customer installs the router using the self-installation instructions that come with it. Self-installation is intended for situations where the old broadband is being replaced with a new one so that the technology does not change. The router will be delivered to the installation contact by mail. The day before the connection, the installation contact will receive a text message. The message tells you the connection date and asks you to connect the router. Failure to connect does not prevent the installation, but pre-connecting will make Elisa's installation more efficient and faster. No actual installation visit to the customer's premises is required. After the connection, Elisa sends an SMS text message, to which the customer acknowledges whether the installed subscription works normally. In case of problems, Elisa's technical support will be contacted quickly.

In a service installation, Elisa's technician calls in advance to agree on a more specific installation time. At the time of installation, the technician brings the router included in the service and connects it in place. The technician then ensures that the service works on its own equipment. The customer is required to be present at a pre-arranged time to allow the technician to reach the installation site. All work not included in the normal installation service must be agreed separately. For example, new socket installation, cabling, programming customer's own network equipment, additional copper-to-



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fiber or fiber-to-copper conversions are not included in the price of the service. Charges for additional work must always be agreed in advance.

The installation of the 4G/5G fixed service in a detached house differs from other installation services. Its installation service is a mandatory part of the service and includes:

- measurement and selection of the outdoor unit installation location
- installation of the outdoor unit on the wall of the house
- implementation of the pass-through in the outer wall of the house if necessary
- cabling (max. 10m)
- installation of indoor units inside and commissioning of the connection
- testing the operation of the connection via WiFi

3.1 Delivery time

The normal delivery time for a fixed subscription is 1-2 weeks. Delivery time is confirmed by order confirmation.

Service time for deliveries requiring an technicians visit on weekdays Mon-Fri from 8 am to 4.30 pm.

3.2 Professional services

Elisa's project manager is a professional service for customers who want delivery as a designed service. A project manager is appointed from both Elisa's and the customer's side for the delivery to be designed. In project deliveries, the customer is responsible for collecting basic data on the Excel sheet provided by Elisa. Based on the collected data, Elisa implements a delivery project, the content of which is agreed together in advance. It makes sense to implement the delivery project, for example, when a larger number of subscriptions are transferred to Elisa from other operators or when the customer does not have the resources to coordinate the decommissioning of old subscriptions and orders for new subscriptions.

The responsibilities of the project manager in a large delivery project may include:

- verification of the data collected
- coordination of subscription orders
- large-scale delivery planning
- ensuring the availability of installation resources and routers
- coordination of subscriptions installation and termination
- ensuring the implementation of customer-specific matters
- on-time change management
- planning communication with the client during the project
- special reporting (invoicing, subscriptions, orders, challenges, project reporting)

Through the service manager service, it is possible for the customer to receive support for managing the broadband service during the contract period when there are many end users. The tasks of the Service Manager can be arranged to include, for example,



arranging a monthly or quarterly meetings for special reporting or to review customer-specific feedback.

4 Use of the service

Elisa operates the network and, if necessary, corrects any faults in accordance with the agreed service level.

It is the user's responsibility to make a malfunction report when he / she detects technical problems in the service that prevent or interfere with the use of the service. Elisa's technical support helps to remotely limit the problem. If the problem is related to the use of a computer or other device, Elisa Yritysguru offers help in solving challenging user problems. If the root cause of the problem appears to be in the service part, Elisa will replace the device with a working version free of charge.

In case of problems, Elisa has the right to first try to fix the connection within a technically reasonable time. However, if the failure of the connection is due to the intranet or lack of coverage, the customer is required to rectify the deficiencies at his own expense.

4.1 Service levels (SLA)

For fixed subscriptions, the service adheres to the deadlines according to service level class P1K24h:

- fault limitation and repair measures are carried out on weekdays Mon–Fri from 7 a.m. to 6 p.m. (service hour category P1);
- actions according to a service request will be started within two (2) hours;
- the fault will be corrected within 24 hours (24h repair time).

For mobile subscriptions, the service adheres to the deadlines according to service level class P0V8h:

- fault limitation and repair measures are carried out on weekdays, Mon – Fri from 8 am to 4 pm (Service time category P0)
- the aim is to start actions according to a service request within 8 hours (Response time target V8h)
- the basic service level does not include a promised incident resolution time

The service time refers to the hours within which incident mitigation and resolution measures are taken

The response time refers to the time between the incident being notified and the start of processing.

The resolution time is the time which elapses between the reporting time and the resolution of the incident.



Response and resolution times are measured only within the framework of the service time. The content and application of the service levels are described in more detail in the Elisa SLA service description.

4.2 User support

Fault notification service is available 24 hours a day. Number for companies: +358 10 80 4400. <https://yrityksille.elisa.fi/en/contact-information>

Call price is 8.35 cents per call + 16.69 cents per minute (VAT 24%).

4.3 Professional services

As an additional service, Elisa provides specialist services to support the delivery of the customer solution and to facilitate the use and commissioning of the services. Elisa professional services are described in more detail in a separate service description. Customer-specific professional services are described in the offer and will be agreed upon in the delivery agreement with the customer.

Elisa professional services enable reporting related to service delivery and fault repair in accordance with the SLA service levels. Reporting services are charged by the hour in accordance with the professional services price list for Elisa's corporate customers. The minimum charge is one (1) hour.

4.4 Using the services

An online web-based transaction system, the Oma Elisa self-service, is used for administering the services. The customer's designated contact persons may use the Oma Elisa self-service to submit orders for new services, service changes, and cancellations, as well as to handle invoicing and service reports. The Oma Elisa self-service may also be used to administer the functionality of the services used by the customer. The Oma Elisa self-service and its use are detailed in a separate service description. Elisa's customer service and a designated Elisa contact person (if any) will serve customers in matters which cannot be managed via Oma Elisa.

4.5 Service reporting

Subscription reports for fixed broadband subscriptions are available from Elisa's electronic OmaElisa service channel as a self-service.

4.6 End of service

At the end of an individual broadband service, the customer must return the equipment included in the service to Elisa by post within one month. The return is free of charge for the customer. Return address is:

Agreement number 643163
HUB Logistics Finland Oy / Ratkaisu VK42+EP Palautus
Vanha Porvoontie 256 B, Door 3-5



FI-01380 Vantaa, Finland

The combined return of larger equipment items to Elisa will be agreed separately. Equipment that has been in use by the customer for 24 months or more does not need to be returned, but can be recycled by returning it to an Elisa store or other collection point for SER electrical waste.

With open-ended contracts, the customer has the option to redeem the equipment instead of returning it. The redemption fee may be charged to the company or the user themselves. The redemption price varies depending on the device and takes into account the make, model, age and life cycle of the device. Contact Elisa's corporate customer service or your contact person to find out the current redemption prices. Equipment that is not returned to Elisa within one month of the termination of the agreement may be subject to a redemption fee.

5 Service prices

The price of the service consists of opening, modification and installation fees as well as a monthly service fee. The service prices are described in the price list, Elisa Netti Lite pricelist.

The pricing of the Elisa Netti Lite is described in the offer and agreed upon in the service agreement made with the customer.

6 Processing of personal data and data security

6.1 Processing of personal data

Elisa is the controller, as specified in data protection legislation, for the personal data processed in the Service. In its capacity as the controller, Elisa processes personal data in accordance with the currently valid Elisa's data protection principles.

Personal data processed via the service may be processed (from) outside the EU/EEA. If Elisa transfers personal data outside the EU/EEA, Elisa shall ensure that the country in question ensures adequate level of data protection as under a Commission decision or, alternatively, appropriate safeguards under law are applied to the transfer. For example, Elisa concluding an appropriate agreement on the processing of Personal Data using the standard contractual clauses approved by the European Commission constitutes such a safeguard. Elisa has the right to use subcontractors in producing the services and processing personal data.

Read more about the personal data processing at Elisa from Elisa's data protection principles: http://esco.elisa.fi/rest/esco/blob/asiakastuki/Elisa_Data_protection_principles_eng.pdf



6.2 Data security

Elisa is responsible for the security of the router included in the service. Automatic security updates are delivered to the router remotely.

The wireless encryption of the router is implemented securely with WPA2-PSK encryption and a 13-character device-specific encryption key.

The user has the right to use and manage the router included in the service. The user name and password are specified in the operating instructions supplied with the device. The customer is responsible for the security of the settings they make.

7 Terms of agreement

The following Elisa terms and conditions will be applied to the service:

- Elisa General Terms and Conditions for Corporate Customers
- Elisa Special Terms Of Services: Data and Communication Services

You can find the current terms and conditions at:

<https://yrityksille.elisa.fi/ohje/elisan-sopimusehdot-yritysiasiakkaille>

By using the service customer agrees to be bound by the terms and conditions.

8 Appendices

APPENDIX 1 Elisa Netti Lite pricelist

APPENDIX 2 Elisa General Terms and Conditions for Corporate Customers
<https://yrityksille.elisa.fi/ohje/elisan-sopimusehdot-yritysiasiakkaille>

APPENDIX 3 Elisa Special Terms Of Services: Data and Communication Services
<https://yrityksille.elisa.fi/ohje/elisan-sopimusehdot-yritysiasiakkaille>

