Elisa Netti Lite

Service Description

Elisa Netti Lite

Elisa Netti Lite is a broadband Internet service that meets the needs of business customers. The customer's location or remote worker can be connected to the Internet using an individual fixed or wireless subscription. The service provides the subscription with the best available technology, a Wi-Fi router and support.

The service offers an affordable and high-quality Internet service for home and small office business use. It also gives smaller businesses the advantages of corporate services, such as corporate customer support channels, priority over consumer customers in fixing faults, a 24h repair time guarantee, and the online OmaElisa self-service channel.

For bigger businesses, the service can deliver a standardized and technology-independent national service and operating model, where Elisa provides remote work services to the company's employees' homes under one agreement. The service uses the best available technology for the employees. The customer gets consistent reports of all the remote services in use and one bill, which makes it easier to plan and track costs, for example.

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Contents

1 Content of the Service

Elisa Netti Lite is an internet service designed for the company's staff to work remotely or for the entrepreneur to use at their home office. It includes an internet plan, Wi-Fi router and installation as a service. The service differs slightly depending on whether it uses fixed or mobile technology. Table 1 shows the details of each service.

Content of the Service	Fixed	Mobile
Internet connection - With the best available technology	x	x
Wi-Fi router as a service - Fast and hassle-free replacement device service - Pre-tested for compatibility	x	x
Security - Secure router assessed by Elisa. - Elisa is responsible for device updates	x	x
Prioritized troubleshooting - Prioritized fault repair process - 24-hour repair time guarantee during service hours - Mon-Fri 7–18 hours	x	x
End-user support - 24/7 incident management - In Finnish and English	x	x
Wirelessly shareable - All home terminals - Family members	x	x
Additional services for private customers - Billable from the user, e.g., Elisa Viihde, Elisa Kotiposti	x	x
Deployment - Service installation or self-installation	x	x
Public dynamic IPv4 address	5 pcs	1 pc
Implementation technology	Fiber, Cable modem, G. Fast or VDSL	4G, 5G, 5G+
## Additional services		
Public fixed IPv4 address	-	x
Public fixed IPv6 address	-	x
Elisa YritysWIFI Lite	Fiber and G. Fast subscriptions	5G+ subscriptions
Elisa Mobilliturva yrityksille	-	x

Table 1. Elisa Netti Lite feature comparison

Table 2 shows the different speeds that are available for internet connections. Download speed is the speed measured when data is coming from the Internet to the user. Likewise, upload speed is the speed measured when data is going from the user to the Internet. The maximum and minimum speed indicate the usual speed range.

A secure router is included in the service's price. The compatibility tests check that the service works well with Elisa's technology and services and that it is data secure. Elisa automatically oversees the devices' software updates. Each program version is separately evaluated during the service's life span.

The service always comes with a Wi-Fi router that lets users or devices connect to the internet wirelessly. The Netti Lite router's wireless connection is for spaces up to 80 m^2. For bigger areas up to 240 m^2, get the extra service YritysWIFI Lite and enough mesh extenders (up to 3) to cover them.

The Elisa Netti Mobile Wifi service suitable for mobile work is recommended if the solution needs to move from one place to another.

Elisa keeps the service running and fixes most problems with proactive measures. If there is a problem, the end user will call or email Elisa's 24/7 disturbance reception. Faults are fixed during the service hours in this service description. If the problem is with a device in the service, a new device with self-installation instructions will be mailed to the user in 1-2 days. The user will mail back the faulty device to Elisa or take it to the nearest Elisa store.

Through the OmaElisa pages, the company's administrator and other designated persons can manage the change orders related to the subscription.

Netti Lite	Download (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
G.Fast 300M/100M	300	100	210	70
G.Fast 600M/100M	600	100	420	70
G.Fast 1000M/100M	1000	100	700	70
Fiber 100M/100M	100	100	70	70
Fiber 150M/150M	150	150	105	105
Fiber 300M/150M	300	150	210	105
Fiber 300M/300M	300	300	210	210
Fiber 600M/300M	600	300	420	210
Fiber 600M/600M	600	600	420	420
Fiber 1000M/500M	1000	500	700	350
Fiber 1000M/1000M	1000	1000	700	700
Fiber 2500M/2500M	2500	2500	1750	1750
Cable modem 100M/50M	100	50	70	35
Cable modem 300M/50M	300	50	210	35
Cable modem 600M/50M	600	50	420	35
Cable modem 1000M/50M	1000	50	700	35
5G/5G+ 100M	100	50	10	5
5G/5G+ 300M	300	50	50	10
5G/5G+ 600M	600	75	50	10
5G/5G+ 1000M	1000	100	50	10

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5G+ Omakaista 100M	100	50	70	20
5G+ Omakaista 300M	300	50	100	20
5G+ Omakaista 600M	600	75	100	20
5G+ Omakaista 1000M	1000	100	100	20
5G+ Fixed 100M	100	50	50	10
5G+ Fixed 300M	300	50	50	10
5G+ Fixed 600M	600	75	50	10
5G+ Fixed 1000M	1000	100	50	10
4G 100M	150	50	5	3

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 diverse 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 fiber 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 utilize 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 utilized. This also requires that the property be 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 utilized with the Elisa Netti Lite Fiber service.

Mobile subscriptions for fixed use
The Elisa Netti Lite service can also be implemented by utilizing the capacity of the public mobile network. Mobile technologies supported include 4G, 5G and 5G+. There are two implementation options:
- separate freestanding indoor mobile/Wi-Fi router Netti Lite 5G or Netti Lite 4G
- The outdoor router solution Netti Lite 5G+ fixed, which is installed permanently on the outer wall of the house, also includes a separate Wi-Fi router that can be placed inside. For this solution, a Netti Lite 5G+ Omakaista subscription utilizing network slicing of independent 5G technology can be acquired, with the help of which part of the cell capacity of the 5G network is reserved for Omakaista customers. Omakaista capacity is sold in limited quantities, which means that the services connected to it

are more stable in terms of speed, faster response times and work better even in congested areas.

Dynamic public and fixed public IP address

Each device, computer, or server connected to the Internet has its own unique identifier, or IP address. IP addresses are used to carry all message traffic over the Internet. By default, fixed Netti Lite subscriptions have a public dynamic IP address.

Netti Lite subscriptions operating on the mobile network have a private dynamic IP address by default. It provides the subscription with an extra layer of privacy and security by making it impossible to contact the address directly from the internet. However, it is possible to acquire a public dynamic IP address for these subscriptions as an additional service free of charge.

A public IP address differs from a regular private IP address by allowing you to connect from the Internet to devices connected to your subscription, such as a security camera in a property. In addition to the dynamic public IP address, there is one fixed public IP address available for Netti Lite mobile subscriptions as an additional service. In a dynamic public IP address, the address changes from time to time, and in a public fixed IP address, the address remains the same constantly.

There are two versions of a public fixed IP address: IPv4 or IPv6. IPv4 addresses are running out and IPv6 is replacing it in the future. Both versions are available now as needed.

Elisa YritysWIFI Lite

An additional service for wireless network expansion of compatible Netti Lite subscriptions for destinations where:
- The area to be covered is quite large (up to 240 m^2) on one level.
- or it should cover several floors.
- or due to challenging structures or the shape of the space, one base station is not enough to cover the entire area.

Elisa YritysWIFI Lite's wireless network extender forms a mesh network with the router, which allows the wireless network to be extended to areas where there would otherwise be poor coverage. The advantage of the service is that the extenders do not need to be physically cabled, but the network is formed wirelessly to the router. This simplifies and speeds up deployment compared to a wired network. The service can be equipped with a maximum of 3 extenders, which makes the solution suitable for buildings up to 240 m^2. The service can be set up using self-installation instructions or a paid installation service.

Subscriptions compatible with the additional service include:
- Netti Lite G.Fast
- Netti Lite Fiber
- Netti Lite 5G+
- Netti Lite 5G+ Fixed
- Netti Lite 5G+ Omakaista

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2 Conditions and limitations of the service

2.1 Prerequisites for using the service

The Elisa Netti Lite service is always installed in a ready-made internal network. The customer is responsible for the internal network and its suitability for the desired purpose. If there are deficiencies in the internal network, the order will be cancelled. Unnecessary installation visits are always subject to an installation fee according to the price list.

In the Elisa Netti Lite VDSL and G.Fast services, the installation site requires a ready-made telephone socket connected to the house main distributor box. If the socket has a landline telephone in use, its phone number must be provided with the order.

Elisa Netti Lite Fiber 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 fiber 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 fiber 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.

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/5G+ services are available in Finland within Elisa's mobile network when indoor coverage has been ensured.

The installation service of the Elisa Netti Lite 5G+ Fixed and 5G+ Omakaista services requires ensured mobile network coverage outside the building, permission from the property owner to install the outdoor router on the outer wall and to make the necessary penetrations for cabling. The service can be installed in a detached house, terraced house, or similar location max. 3 m in height. To guarantee the quality of the 5G+ Omakaista service, only a limited number of 5G+ Omakaista services will be opened in the same cell of the mobile network.

The customer must adequately protect the device from interference, such as surges caused by thunderstorms. The router included in the service should be plugged into a surge protected outlet.

The safe use of the service requires the customer to use antivirus and firewall software as well as to take care of the data security and updates of the terminal devices and software connected to the service. The customer makes the necessary specifications for their local area network, smartphones, tablets, computers, and other devices under their control to enable the use of the service for the desired purpose.

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The customer is responsible for ensuring that the router included in the service is regularly connected to the electricity and internet network also outside normal working hours, so that software updates can be brought to it in a controlled manner.

2.2 Restrictions on the use of the service

To ensure the availability of the network and data security, Elisa may restrict the use of the service. Restricting the use of the service can be implemented by disabling certain modes of traffic or data communication ports from the network, or by closing the interface that transmits harmful traffic altogether. Automated systems may be used to restrict or close traffic. For more information on current restrictions, visit https://elisa.fi/liikenteenhallinta.

Elisa is not responsible for wireless network coverage indoors. However, Elisa offers the chargeable Elisa YritysWIFI Lite additional service, which can be used to improve wireless network coverage by adding wireless network extenders to the customer's premises.

The actual data transfer rate for services that use copper cables in the telephone network will vary depending on the length and quality of the cable. The quality of the destination address's internal network also affects the result. The actual data transfer rate will be determined upon delivery.

The final availability of a broadband connection to a single address will be confirmed upon delivery. If there is no availability, Elisa will immediately notify the customer and the order will be cancelled.

Elisa does not guarantee a specific transfer speed or service level for data connections implemented using mobile technologies. In mobile data connections, the data transfer speeds of the radio path are affected by distance to the base station, obstacles in the path of the radio signal (e.g., concrete walls, leaves of trees, selective glazing in windows) and radio frequency interference 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. Elisa reserves the right to prioritize other data transfer traffic in the network over these data connections.

The declared download and upload speed of subscriptions is measured over a measurement period of six (6) hours. In addition to Elisa's communications network, the speed experienced in practice may be affected by factors outside Elisa's sphere of influence, such as congestion in the internet network and its services, the condition of the property's internal network, the performance of the customer's modem and computer, the use of a wireless LAN connection, the load caused by VPN, antivirus and firewall services and other software in use. If necessary, a suspected error in the speed between Elisa's data network and the customer is investigated through

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technical customer service. A house distributor can also be used as a measuring point in troubleshooting.

Elisa leases the connection for the exclusive use of the customer.

2.3 Devices

Elisa owns the equipment included in the service and is responsible for their maintenance. The devices include a broadband router, various technology-specific adapters, wireless Wi-Fi extenders for the YritysWIFI Lite add-on service and Netti Lite 5G+ fixed and Netti Lite 5G+ Omakaista products outdoor routers and their power supply devices (PoE injectors). The broadband router has 1-4 LAN ports and a wireless Wi-Fi access point covering a space up to 80 m2.

The customer can also use their own broadband router. In this case, the customer is responsible for the functionality of the device it owns, its compatibility with Elisa's network, the information security of the device and the updating of its firmware. The customer is also responsible for the costs incurred by Elisa due to the inoperability of the device, including the costs of fault limitation.

A networked broadband modem must support:
-   VDSL: ITU-T G.993.2 VDSL2 Profile 17a, VDSL band plan 998, G. Vector support (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 reported to Elisa (if not provided by Elisa)
-   Ethernet and Fiber: IEEE802.3 - 2015, 10/100/1000Base-T auto negotiation

Elisa may use returned, refurbished devices in the implementation of the service.

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 to ensure service availability. Elisa will do its best to give notice in advance of management activities conducted on terminal devices which affect customers' services. For instance, software updates and restarts can be regarded as management of terminal devices.

2.4 Material and documentation related to the service

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 license and concession agreements and other agreements authorizing the provision of the service, and they will not be transferred to the customer.

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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 generated in or related to the service

Elisa has the right to use the usage and customer data generated using 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 Service delivery and commissioning

The delivery of an individual service includes the following steps:
- Collection of background data
- Establishment of the service
- Equipment delivery
- Connection and commissioning
- Router setup and testing

Collecting basic data is a major step in ensuring the success of service delivery and communication. The exact installation address is an important prerequisite for determining technical availability and the success of the order. In fixed subscriptions, the customer must ensure the exact installation location of the router, the electricity supply to the router and the type of cabling in the internal network before ordering from the new installation site. To assess the coverage of the wireless network, information on the area to be covered by Wi-Fi is also required. In mobile subscriptions, advance clearance of mobile coverage ensures the success of the delivery. When replacing an existing subscription, you need to know:
- landline phone number if the subscription is installed alongside an existing landline phone
- the contract number of the contract to be replaced (found on the invoice)
- installation socket (telephone / TV antenna / data socket)

In addition to the exact delivery address, equipment deliveries require information about the user's email address and mobile phone number. E-mail is used for general order communication and mobile phone number for contacting device delivery and self-installation connection messages.

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

Delivery of the equipment, in case of self-installation, includes the delivery of the router to the nearest post office or, upon request, to the doorstep. The router comes with instructions for self-installation, in which, if possible, the user is instructed to connect a new router to replace the old one in advance. In the service setup, the installer

brings the router with him. The exceptions are 5G+ Fixed and 5G+ Omakaista installation service, where the equipment is always delivered directly to the installation site.

Connection and deployment of the service includes in the case of a fixed connection all intermediate connections and routing that are conducted in the public network.

Installation and testing of the router can take place as self-installation or service installation**.**

In self-installation, the client installs the router himself using the included self-installation instructions. Self-installation is particularly suitable for Netti Lite 4G and 5G products and Netti Lite Cable modem. It is also well suited for situations where the current broadband is being replaced with a new one so that the technology does not change. The router will be delivered to the installation contact person by mail. The day before the connection, the installation contact will receive an SMS notification. The announcement will tell you the connection date and ask you to pre-connect the router. Failure to connect the router 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, by replying to which the customer confirms whether the installed subscription is working normally. In case of problems, Elisa's technical support will contact you quickly.

In service installation, Elisa's installer calls in advance to agree on a more detailed installation time. At the time of installation, he brings the router included in the service with him and connects it in place. After that, the installer verifies the operation of the service on his own devices. The customer is required to be present at a pre-agreed time for the installer to be able to access the installation site. All work not included in the normal installation service must be agreed separately. E.g., Socket and cabling installation, installation of the customer's own network equipment, additional copper-to-fiber or fiber-to-copper conversions are not included in the price of the service. Charges for additional work must always be agreed upon in advance.

The installation content of the 5G+ Fixed and 5G+ Omakaista services includes:
-   Measurement and selection of the installation site of the outdoor unit
-   Installation of the outdoor unit on the wall of the house
-   Implementation of a trough to the outer wall of the house, if necessary
-   Cabling (max 10m) with necessary installation gutters inside the house
-   Installation of the indoor unit inside and commissioning the connection
-   Assessing the functionality of the whole via Wi-Fi

The 5G+ fixed and 5G+ Omakaista services can also be installed by customer. Installation options include wall mounting, railing installation or window installation. The installation package comes with ready-made fasteners for all the above cases. Elisa will provide information on the direction of the nearest base station in relation to the installation address. The customer is responsible for obtaining any permits and conducts the installation at his/her own risk. If the customer's installation causes problems in the operation of the service, Elisa has the right to charge the customer for the costs of retrofitting operations.

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A service installation is always required if a new fixed connection to a non-residential property is ordered.

3.1 Delivery time

Normal delivery time is 1-2 weeks. The delivery time is confirmed with an order confirmation.

Service hours for deliveries requiring an installer visit on weekdays Mon-Fri 8-16.30.

3.2 Professional services

Elisa's project manager is a service for customers who want delivery as a service. A project manager from Elisa and the customer manages the delivery together. The customer fills in the data collection template from Elisa. Elisa does a delivery project with the customer based on the data. A delivery project is good for big transfers of subscriptions to Elisa or when the customer cannot coordinate old and new subscriptions.

If agreed, the tasks of a project manager in a large delivery project may include:
- Verification of collected data
- Coordination of subscription orders
- planning of big deliveries
- Making sure installation resources and routers are available
- Managing connection deliveries and terminations
- Meeting customer-specific needs
- Handling changes
- Communicating with the customer during the project
- Special reporting (invoicing, subscriptions, orders, challenges, project reporting)

Through the Service Manager service, the customer can receive support for managing the broadband service during the contract period when there is a large contract base. The duties of a service manager can be agreed to include, for example: convening a monthly or quarterly follow-up meeting, for special reporting or reviewing customer-specific feedback.

4 Use of the Service

Elisa runs the network and fixes any disruptions according to the service level below. Elisa performs proactive remedial actions in its network to address most incidents before they affect users.

The customer should first check at http://elisa.fi/verkkoapuri if there is a reported disturbance at the location of use in case of a disruption. The page allows corporate customers to sign in to OmaElisa as the main user or as a staff member and start looking into connection disruptions through Broadband Corrector. The corrector evaluates the connection and asks questions to find out the most common solutions that work when there is a problem.

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Elisa's technical support provides remote assistance to minimize disruptions. If a broadband router breaks, Elisa will send a new device. The user can swap the device easily with the faulty one. The faulty device will be sent back to Elisa. The return is free via post with the return number that Elisa provides. The return message should clearly indicate that the device is returned because it is broken.

If the disturbance is in Elisa's network, Elisa will inform the customer of the progress of the repair measures and the time of rectification of the problem by SMS. If the problem is related to the use of a computer or other device owned by the customer, Elisa Yritysguru offers help in solving challenging user problems.

In case of problems, Elisa has the right to first try to repair the connection within a reasonable time. However, if the connection failure is due to the customer's own equipment, internal network or insufficient coverage, the customer is required to rectify the deficiencies at their own expense.

4.1 Service levels

Measures to limit and resolve disturbances in fixed connections are carried out during service hours on weekdays from 7 am to 6 pm. The fault report made by the customer is recorded in the system immediately and processed within two hours at the latest during service hours. The aim is to rectify the disruption within 24 service hours.

Measures to limit and resolve disruptions to mobile subscriptions will be conducted during service hours from 8 am to 4 pm. A fault report made by the customer is recorded in the system immediately and processed within eight hours at the latest during service hours. The aim is to rectify the malfunction as soon as possible.

4.2 Operational support

The fault service of companies receives fault reports 24/7 at *010 80 44 00
https://yrityksille.elisa.fi/yhteystiedot

 * Call rates: mobile network charge (mpm)/local network charge (pvm)

4.3 Consulting services

As an additional service, Elisa offers expert work to support the delivery of the customer solution and facilitate the use and implementation of services. Elisa's expert services are described in more detail in a separate service description. Customer-specific expert services are presented in the offer and agreed in the delivery agreement with the customer.

Elisa's expert services can be used to implement, for example, submission and bug repair SLA service level reporting. The reporting service is charged as hourly work according to the price list of Elisa's expert services for corporate customers. The minimum charge is 1 hour.

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4.4 Case

The customer uses Elisa's web-based OmaElisa self-service to administer the service.

4.5 Reporting

The subscription report for a fixed broadband subscription is available through Elisa's electronic service channel OmaElisa as a customer self-service.

4.6 Termination of Service

At the end of the service, the customer must return the devices included in the service by post to Elisa within one month. A return violation fee may be charged for devices that are not returned. The return is free of charge for the customer. The return address is:

Contract number: 643163
Hub Vantaa Ratkaisu VK42+EP Palautus
Vanha Porvoontie 256B
01380 Vantaa

The return of larger batches of equipment to Elisa is always agreed upon separately.

If a fixed-term contract is interrupted, the customer will be charged the remaining monthly fees in the contract as a one-off charge until the end of the contract period.

It is also possible to separately agree with the customer on redeeming the devices instead of returning them. The redemption fee is always charged to the company. The redemption price varies by device and takes into account the make, model, age and lifespan of the device.

5 Service pricing

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

Project manager and Service Manager expert services are always priced according to a separate offer.

The prices of the service are described in the offer and agreed in the service agreement with the customer.

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6 Processing of personal data and data security

6.1 Processing of personal data

With regard to the personal data processed in the service, Elisa is the controller of personal data referred to in data protection legislation. As the controller, Elisa processes personal data in accordance with the data protection principles in force at any given time.

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.

Further information on Elisa's processing of personal data is provided by Elisa's data protection principles: https://elisa.fi/asiakaspalvelu/aihe/sopimusehdot/ohje/tieto-suojaperiaatteet/

6.2 Security

Elisa is responsible for the data security of the router included in the service only if the conditions mentioned in the service description are met. Automatic security updates are delivered to the router via remote management, typically at night. The end user does not need to do anything because of the updates.

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

The user has access to, and control of the router included in the service. The username and password are indicated in the operating instructions supplied with the device. The customer is responsible for the data security of any settings changes it makes.

The device can also be delivered pre-installed in bridge mode at the customer's own risk. In bridge mode, all devices connected to the router are visible to the internet and there is no firewall in between. Since such a solution ignores the security features of Elisa's router, we strongly recommend that the customer uses security experts to install the bridge router and protect the connection from malicious use.

7 Terms

The following Elisa terms and conditions apply to the service:

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- General terms and conditions of Elisa's services for corporate customers
- Specific terms and conditions for Elisa's services: Communication and telecommunications services

The current terms and conditions can be found at:
https://yrityksille.elisa.fi/ohje/elisan-sopimusehdot-yritysasiakkaille

By using the service, the customer undertakes to comply with the terms of use.

8 Attachments

ANNEX 1   Elisa Netti Lite Price List
ANNEX 2   General terms and conditions of Elisa's services for corporate customers
https://yrityksille.elisa.fi/ohje/elisan-sopimusehdot-yritysasiakkaille

ANNEX 3   Special terms and conditions for Elisa's services: Communication and telecommunications services
https://yrityksille.elisa.fi/ohje/elisan-sopimusehdot-yritysasiakkaille