



SPECIAL TERMS AND CONDITIONS FOR ELISA'S FIXED BROADBAND SERVICES FOR CONSUMER SUBSCRIPTIONS

1 July 2025

General information and scope of application

These special terms and conditions of service apply to fixed broadband services provided by Elisa to consumer customers. These terms and conditions also apply to agreements that Elisa enters into with corporate customers when Elisa offers fixed broadband services aimed at consumer customers from its portfolio to its corporate customers. These terms and conditions do not apply to the provision of a universal service subscription.

In addition to these terms and conditions, Elisa's general terms and conditions for consumer customers, other possible service-specific special terms and conditions, service descriptions, and the price list are applied. If there is a conflict between the contents of agreement documents, the order of precedence is as follows: the agreement and possible campaign terms, service-specific special terms and conditions and service descriptions, any special terms and conditions for broadband terminal equipment, the price list, and general contract terms.

Customers are also allowed to use services produced and offered by service providers other than Elisa through the communications network. The service agreement does not apply to these services, and Elisa's responsibilities for these third-party services are in accordance with the general terms of agreement. Elisa is not responsible for ensuring that all of the features of the customer's terminal device are available in Elisa's network.

Delivery

In addition to what is stated in the general agreement terms and conditions and the service description, the delivery requires that the property or apartment is located in a coverage area defined by Elisa, the property or apartment is connected to a communications network, and the network has free capacity. If the delivery of the subscription requires modifications to the internal network of the property or apartment, Elisa has the right to charge a fee in accordance with the valid price list.

The estimated opening date of the service will be announced to the customer at the time of placing the order. A binding agreement is concluded when Elisa has accepted the customer's order, delivered the order confirmation to the customer, and confirmed the opening time of the service. Any delay will be calculated from the confirmed service opening time. The customer has the right to cancel their order made by phone or online by notifying Elisa of this within 14 days of receiving the order confirmation. A separate opening and/or delivery fee may be charged for the opening and delivery of the service.

Restrictions on use

In addition to what is stated in Elisa's general agreement terms and conditions, Elisa has the right to restrict the use of the service if the customer's unusual use of the network presents a risk of network congestion for other customers, or unusual or temporary network congestion.

Furthermore, Elisa has the right to close the service or restrict its use temporarily if any traffic, hardware or software that endangers or disrupts data traffic is detected in the service. Often, data traffic is endangered or disrupted due to malware, but it may also be caused, for example, by a server used for DoS attacks. The service can be reactivated through Elisa's customer service.

In addition, Elisa has the right to control traffic in its network, for example, in order to carry out services, to reduce the impact of congestion or to avoid network overloading. Traffic is controlled according to traffic type (e.g. streaming, P2P file sharing, VoIP).

Traffic is controlled in the network due to high and often unpredictable variation in traffic volumes, which may result in temporary congestion in different parts of the network. Mechanisms of traffic control are used for congestion management to ensure that critical applications and services continue to work reliably in these situations.

These mechanisms mainly have minor impact on customers (e.g. temporarily lower speeds or increased lag), mainly occurring during

network congestion. This impact is typically the result of network failures or external disturbances, such as DoS attacks.

Traffic control mechanisms include traffic queueing, prioritisation, and reduction and congestion signalling to customer applications. These mechanisms are used automatically, and their dynamic impact cannot be estimated in detail or on an application-specific basis. The impact of traffic control on customers, regardless of the application or service, is kept at minimum by continuously monitoring the performance of, and traffic in, the network and its parts, by optimising traffic flows, and by increasing network capacity.

In addition, Elisa may, for service availability, filtering of malicious traffic or other information security reasons, temporarily restrict the use of the service by disabling specific traffic methods (protocols) or communication ports, or by temporarily disabling the use of the data transfer service from a subscription. Automated systems may be used to restrict traffic or temporarily disable the data transfer services of subscriptions. Other traffic control mechanisms include port blocks that prevent others from taking advantage of any vulnerabilities in the terminal devices of a service user.

Billing and management of services

The monthly fee for the service is determined by the price list and the customer's address. Service price lists are available at elisa.fi. The billing period is one (1) month.

The OmaElisa online service is used for managing the services. In situations in which the service cannot be managed in the OmaElisa service, Elisa will provide the customer with another transaction channel. A separate fee may be charged for customer service measures or changes to the service.

Validity and end of the agreement

An agreement on a fixed broadband service can be fixed-term or indefinite. If the agreement is fixed-term, it is valid for the agreed period of time. After the fixed-term agreement period, the agreement continues for an indefinite period, unless the customer, no later than two weeks before the end of the agreement period, or Elisa, no later than one month before the end of the agreement period, has terminated the agreement to expire at the end of the fixed-term agreement period. If a fixed-term agreement continues with a new fixed-term agreement after the end of the agreement, a new fixed-term agreement is made with the customer.

The customer's obligation to transfer or terminate the contract when moving

If the customer moves out of the property or apartment, the customer must transfer their fixed-term fixed broadband service agreement to their new address by notifying Elisa. If no corresponding service is available at the new address, the customer has the right to terminate the agreement and related additional services.

If the customer has moved and has not terminated their fixed broadband service valid until further notice at the property or apartment, Elisa has the right to terminate the agreement immediately by notifying the customer.

Changing service-specific terms and conditions and service descriptions

Elisa may change these special terms and conditions for the service as defined in Elisa's general agreement terms and conditions for consumer customers.

The technical features of the service are described in the service description. Elisa may make changes that affect the service description, service technology and use, provided that the content of the agreement as a whole does not change and the change does not cause any significant harm to the customer. Changes can be reported at elisa.fi

Validity of service-specific terms and conditions

These terms and conditions will be valid from 1 July 2025 until further notice. The terms and conditions are available from Elisa free of charge at <https://elisa.fi/sopimusedot>