



Elisa Devices Service

Service description

elisa



Elisa Devices Service

The Elisa Devices Service provides the corporate customer (hereinafter “the Customer”) with comprehensive services related to the use and functionality of devices for a monthly charge, without investing their own money.

The Customer’s employees, i.e. the users of the devices (hereinafter “User/s”), have access to all necessary support from a single location, Elisa’s customer service for corporate customers (“the Fault Notification Service”), regardless of whether the situation pertains to User problems or a failure situation.

In the event of an error in a mobile device, Elisa’s maintenance logistics will replace the faulty device with a similar mobile device so that the User will always have an operational mobile device in use.

In computer devices category (hereinafter “PC-devices”) faulty devices will be replaced by Elisa’s maintenance logistics, or serviced by manufacturers On-Site warranty service including work material expenses as defined in manufacturers warranty.

The Service is billed in a clearly itemised form, and the Customer’s Admin User (the person with a right to administer Elisa’s services) can monitor and make changes for the Users of the devices in the electronic self-service channel OmaElisa. In addition, Users have access to the OmaElisa for employees in which they can view their own services and make proposals for the purchasing of a new device, for example.



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1 Content of Service

1.1 The Devices Service consists of basic and optional service

The device groups are Basic, Business Pro, Business Premium, Special Use and PC devices. In each group, the number and available models of devices vary according to the life cycles of the device models.

Basic phones

- Basic mobile device properties

Business Pro

- Economical pro use mobile devices

Business Premium

- Valuable premium use mobile devices

PC devices

- Windows and Mac devices

Special Use devices

- Devices for special use

The basic service, subject to a monthly charge, includes:

- standardised devices with device manufacturer's warranty
- a selectable agreement period of 12, 24 or 36 months
- An electronic ordering and management channel for the Admin User: OmaElisa
- An ordering channel for Users: OmaElisa for employees
- order approval process
- delivery service
- User support (Elisa customer and fault service for Corporate Customers)
- maintenance service with device logistics
- reporting
- environmentally-friendly and secure recycling service

Optional services subject to a separate charge:

- accessories
- device return service
- purchasing of a device for a User or the Customer
- a device's extension period (6 months) following the selected agreement period
- pre-installation
- damage cover service

1.2 Separate additional services available for the service

- **Elisa Oma Laitelasku**, for dividing device billing between the employer and employee. The employee is also able to purchase the device at the end of the agreement period.



- **Elisa Devices Service online training**, Elisa offers an online training package as an additional service, which eases the deployment of the device service. The training includes both End User and Admin User training, and the duration is altogether three hours (3). The training will be executed via online and the Customer gets a recording of the training material. The training is recommended for Customers, who need additional support in service deployment.
- **Elisa Mobile Device Management services**, through which deployment of new devices is made easier for the end user. With the use of Mobile Device Management, Customers can easily distribute all necessary mobile device settings and corporate applications to all devices.
- **Elisa Mobile Security Service** ensures protected mobile devices. Elisa Mobile Security Service protects mobile devices from web, device and application-based threats.
- **IT support services** to secure the productive use of the service device throughout its' life cycle

1.3 Environmentally friendly and secure recycling service

The Elisa Devices Service includes a device recycling service which is secure and environmentally friendly. Unless otherwise agreed with the Customer, devices are erased by means of overwriting, after which the device data cannot be accessed. If the device's data cannot be overwritten, its circuit board will be crushed so that the data cannot be accessed. In addition, any memory cards delivered with devices are crushed in a secure manner. Crushed devices are delivered to environmentally friendly metal recycling.

2 Professional services

When necessary, Elisa's Professional Services provide a tailored selection of services to support the delivery of the customer solution and to facilitate the implementation and use of the Service. Elisa's Professional Services are priced and described in more detail in a separate service description. Customer-specific services are described in the offer and are agreed upon in the delivery agreement made with the Customer.

As an additional service for mobile service deployments, Elisa offers the Mobile On-Site Support installation service. In such cases, the Customer places an order for Elisa's support person to visit the Customer's premises and provide support for Users in the deployment of the mobile devices and services.

3 Delivery of the service

The service is activated and ready for deployment approximately one to four (1-4) weeks after the order. Factors effecting service activation time include company structure and size. The devices ordered by the customer are supplied within one to three (1-3) working days from the time Elisa receives the order, provided that the products are available from the manufacturer. When making the order from the online portal, the product storage availability is shown to the



User. In case some products in the order are delivered as post-delivery, the User can choose whether they want to have the delivery delivered as a part-delivery or as turnkey.

The devices to be delivered may be included in device registration programs (such as DEP, KME and Zero Touch) with which the devices can be automatically directed to the device registration system used by the Customer. Alternatively, the devices may be pre-installed according to the Customer's wishes.

New devices are delivered as postal parcels to an address in Finland specified by the Customer. The deliveries are made by logistics partners selected by Elisa. Delivery fees and equipment recycling fees are included in the Service. If the order concerns a batch of more than 100 devices, the delivery time is agreed separately. When ordering Accessories within the same order as the Elisa Service Device, no separate delivery fees are charged. However when accessories are ordered separate to Elisa Service Device order, a delivery fee will be charged.

4 Use of the Service

4.1 User support

Elisa's customer service for corporate customers (the Fault Notification Service) provides the Customer and Users with assistance in technical issues and during service failures. Contact details, service hours and support numbers are delivered to device Users upon delivery of the devices. The Service includes technical telephone support for mobile devices and services.

User support covers the following functionalities:

- user guidance for making device orders and managing the service in the online portal
- user guidance for standardised mobile devices
- support for device installations
- assessment of the mobile device's need for maintenance
- assessment of fault situations and the launch of the fault repair process

4.2 Maintenance and replacement device service

The maintenance service covers the fault assessment of devices and the replacement of a device with a corresponding device. In the event of a device failure, the User contacts Elisa by calling the Fault Notification Service or by filling in a form in OmaElisa for employees. The Admin User can also request the Fault Notification Service by filling a form via the Admin OmaElisa. If User support determines the failure to be attributable to a device malfunction, it will log a maintenance call and order a replacement device for the User. Maintenance calls are received during the opening hours of the Fault Notification Service.

The replacement service does not cover device replacements due to repairs or maintenance included in the manufacturer's published maintenance program. Measures in accordance with



the maintenance program must be carried out by an authorized service center in accordance with the manufacturer's instructions.

The maintenance service is based on replacement devices which are sent to Users to replace faulty devices. In the three-step process the User contacts the Elisa's Fault Notification Service and receives a replacement device within an agreed time. The User keeps the replacement device. The User installs the replacement device according to the written instructions delivered with the device. The User returns the faulty device in the same freight bag in which the replacement device was delivered. Elisa's maintenance and replacement device service complies with a three-day response time.

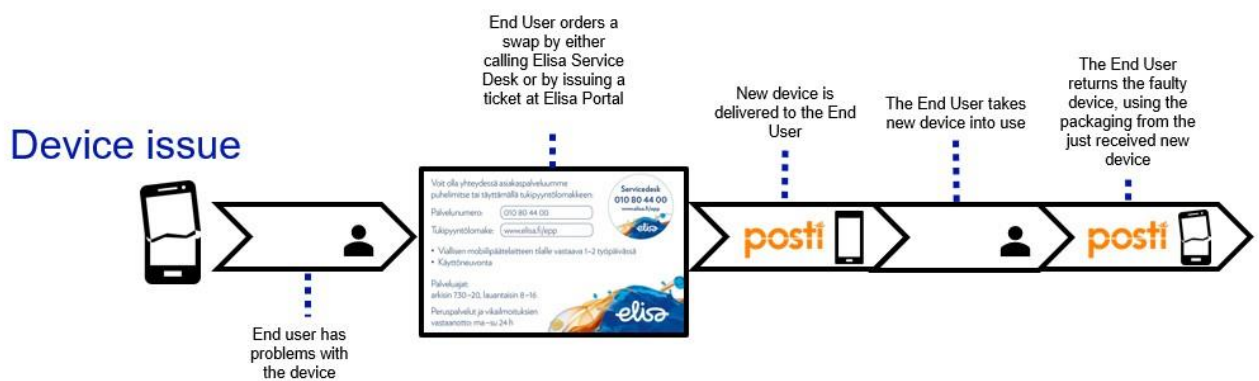


Figure 1: Upper level process of the replacement device service

The User is responsible for logging the maintenance request with the Fault Notification Service. The User must return the faulty device to Elisa immediately using the freight bag Elisa provides with the replacement device. The Customer is responsible for any costs arising from the repair of faults outside the warranty (see Faults outside the warranty or the Mobile device damage cover service).

Deployment of a replacement device

Elisa delivers replacement devices to Users in accordance with agreed response times. A freight bag, written instructions and a maintenance note will be delivered with the replacement device. The User acts according to the written instructions received.

- Prior to taking the replacement device into use, the User should make a backup of the device's data if possible.
- The User's SIM card, memory card and possibly battery are installed in the replacement phone. The User switches on the phone and enters their own PIN number.
- In problem situations, guidance is provided by the Fault Notification Service.

PC On-site repair service



Windows computers (Lenovo) are repaired in customers location. Devices are supplied with parts and labour coverage according to manufacturers product warranty. Services can be called directly from manufacturers support services, or via Elisa Työntekijän Omaelisa.

Returning a faulty device

The User clears and resets the faulty device to factory settings, and packs the device in the same freight bag in which the replacement device was delivered. After this, the User sticks the address label delivered in the freight bag on the bag and delivers the bag to outgoing mail. Data is always deleted from a device returned for maintenance in accordance with the maintenance process, provided that is technically possible. Devices that are beyond repair are cleared by destroying the circuit card.

Faulty devices must be returned without delay, latest within four (4) working days in freight bags delivered by Elisa. The information security of the bags is ensured by a closing mechanism that prevents the bags from being opened and closed without it being noticed. If a faulty device is not returned despite reminders, Elisa has the right to charge the Customer for a return penalty and ultimately the price of the replacement device.

Device manufacturer's warranty and faults outside the warranty or missing devices

Elisa's mobile devices are subject to the device manufacturer's warranty terms. Typically, the warranty period is 24 months, but 12 months for Apple devices. The warranty period of equipment (such as batteries and chargers) departs from the above, being typically 6 months. Following the warranty period, all repair costs are charged from the Customer.

PC- manufacturers warranties forLenovo is 36 months(battery 12 months), and Apple MAC warranty is 12 months,, including the battery.

The Customer is responsible for any faults outside the warranty caused by the User. The repair costs are billed directly from the Customer.

If the Customer itself reports the device to have been destroyed and unrepairable, the Customer's contact person can report the destroyed or missing device to OmaElisa for removal from use. Following such a report, Elisa sends the Customer a bill for the final sum of the relevant device's remaining monthly charges, with a 15% discount. Following the report, the User places an order for a new mobile device in the OmaElisa for employees which marks the beginning of a new agreement period.

4.3 Damage cover service (Mobile Devices)

The damage cover service pertaining to Elisa's Mobile Devices Service repairs any faults caused by Users outside the warranty against the payment of an excess. The damage cover service covers all damage, such as broken screens caused by dropping the device or damage caused by devices getting wet provided, however, that the device can be returned to Elisa. The damage cover service is an additional service which the Customer can deploy or remove



from use in OmaElisa. The service's deployment or removal from use has no impact to hardware already ordered; rather, the change is applicable to any new devices ordered. The service is available in two different device categories, Business Pro and Business Premium, which include various device makes and models.

The damage cover service does not cover cases where devices are stolen or lost nor manufacturing defects or normal wear and tear (including batteries and skins). Elisa's mobile devices are subject to the device manufacturer's warranty terms and warranty periods.

Device agreement-specifically a maximum of two incidences of damage are compensated for during the first year, three incidences of damage over two years and four incidences of damage over three years, nevertheless in such a way that the service covers a maximum of two incidences of damage a year. The damage cover service is valid for the entire agreement period selected by the Customer, but it will not be valid for any extension period. If a company or an employee purchases their device before the end of the agreement period, the damage cover service ends at the time of the purchase.

The damage cover service requires devices to be protected with a case that protects the rear side and body of the device. The screen must also be protected with a screen protector. The Customer must protect all sides of their devices in the manner they deem best, albeit meeting the aforementioned requirements, to meet the terms and conditions of the damage cover service. If a device is damaged and it is found that the device was not protected in accordance with the terms and conditions, the damage cover service will not cover the damage.

All costs relating to the Damage Cover Service are charged from the Customer, not the End User. In the event of damage, the Customer's excess is €30 per incident in the Business Pro category and €50 per incident in the Business Premium category. The excess is charged from the Customer in connection to the Mobile Devices Service charges. A device corresponding to the same condition classification will be delivered to the User of the damaged device. Devices covered by the damage cover service are equipped with a new screen protection in connection to device replacements, provided that such protection is available. In such cases, the Customer is charged €10 per screen protection. Users must continue protecting the rear side of the device with the original back case cover that was taken into use in the original device.

4.4 Online order, management and reporting (Oma Elisa)

The Service covers an electronic ordering and management channel, OmaElisa, through which the Admin Users designated by the Customer with proper user rights can order new devices and related accessories for the Service.

The Admin User can monitor and manage the devices' billing and user information through OmaElisa. The Admin User can create the desired service package and device selection in the OmaElisa for employees, in which the Customer's Users can make purchase proposals, which are then directed to the approval process.



Any concluding device agreements are automatically displayed in the Admin User's OmaElisa and in the OmaElisa for employees 2 weeks before the agreement period expires. Users can place new device orders in the OmaElisa for employees two weeks prior to the end of the old agreement and purchase or return their old device at the same time. Elisa sends a return bag for the old device directly to the User, and the User must return the old device within one month. If the old device is not returned despite reminders, Elisa has the right to charge the Customer for a return penalty and ultimately the market price of the device.

Service reporting is available through OmaElisa, and it includes:

- agreement IDs
- the User's name and telephone number
- the device's make, model, IMEI code or serial number.
- agreement price
- start and end dates for the agreement
- status of the agreement
- billing details

5 Optional services

5.1 Accessories

Service accessories and their prices are available in the OmaElisa ordering system. An order for a device can also include an order for accessories subject to a one-off charge, such as cases, tempered glass and car chargers. When ordering accessories in the same order as the Service Device, no delivery costs will be charged. When accessories are ordered separately a delivery payment will be charged from the Customer.

5.2 Elisa Oma Laitelasku

The use of the additional Elisa Oma Laitelasku requires a valid Elisa Devices Service agreement.

When deploying the Elisa Oma Laitelasku, the Customer specifies a maximum monthly cost for the devices, which constitutes the Customer's share of the monthly cost. If a User wants a device more valuable than the specified maximum monthly cost, the excess portion can be allocated directly to the User with Elisa Oma Laitelasku. The Customer can subsequently change the maximum sum.

Users deploy the Oma Laitelasku for themselves when making a purchase proposal on a device for which the total sum exceeds the maximum sum specified by the Customer. In connection to the deployment, Elisa makes a credit decision for the User. For the Oma Laitelasku agreement to be granted, this decision must be positive. When making the order, the User must accept the Terms and Conditions for the Elisa Oma Laitelasku. Elisa Oma Laitelasku allows Users to purchase devices at the end of an agreement period or also in the middle of an agreement period if, for instance, a User leaves the Customer's employment.



5.3 Device return service during an active contract period

The Customer (Admin User) may return devices in use in the middle of the service period. The return request for an individual device is made through the Admin User's OmaElisa, in which case a freight bag will be sent to the User for returning the device.

The User packs the device to be returned (including the device, memory card and accessories) into the freight bag for returning the device to Elisa. If the device is not returned within a month of the freight bag's delivery, Elisa has the right to charge the Customer for a return penalty and the device's remaining monthly charges. The Customer may use the return service for a maximum of 10% of their devices. Greater return needs are subject to separate negotiations. The return cost of an individual device return is billed by summing up the device's remaining service charges and applying a 15% discount. The return cost is billed from the Customer as a lump sum, following which the service agreement ends.

5.4 Extension period

Following the original service period, the Customer may transfer a device to an extension period of six months. The transfer of a device to the extension period is reported through the Admin User's OmaElisa. If no action is taken with regard to a concluding device agreement, the device transfers to an extension period automatically. The monthly charge for the extension period is 50% of the device monthly charge during the original service period. The invoicing during the extension period is fully billed to the company, and any possible Elisa Oma-laitelasku-contracts expire at the beginning of the extension period. The extension period is not binding, hence it can be cancelled whenever necessary during the six (6) month long extension period. The maintenance replacement service and the damage cover service will not be available for the device during the extension period. If the device breaks during the extension period, a new device must be ordered for the User through OmaElisa. A notice concerning the termination of the extension period is also submitted through OmaElisa. After the extension period, the Customer decides whether to return the device or have it remain in the Customer's possession without any separate charge. (See (the Customer's liabilities in the section entitled Device purchase.)

5.5 Device purchase

The Customer has the possibility to purchase devices for itself or Users in the middle of a service period or after the end of a service period. A device's one-off purchase price is twice the device's monthly charge.

Example of a purchase calculation at the end of an agreement period (basic purchase price):
The monthly charge for the device has been €20. Purchase price: $2 \times €20$ i.e. €40.

Example of a purchase calculation in the middle of an agreement period:

A device purchased 10 months prior to the end of the agreement. The monthly charge for the device has been €20. The purchase price is calculated by summing up the device's remaining service charges and applying a 10% discount plus the basic purchase charge, $€180 + 2 \times €20$ i.e. €220.



Device purchases are made through OmaElisa or the OmaElisa for employees, and the purchased devices will be billed as a lump-sum payment. After purchasing, responsibility for the purchased devices transfers to the Customer or User, and all of Elisa's responsibilities will become void, such as maintenance responsibilities, the damage cover service as well as secure and environmentally-friendly disposal. The Elisa Oma Laitelasku service allows Users to purchase their device at the end of an agreement period. In such cases, the purchase is carried out via OmaElisa for employees, and the purchase price is billed directly from the User. The purchase price includes any taxes to be paid and, as a result, the tax authority also approves the purchase of the device.

6 Pricing

The Customer's prices are always listed exclusive of value added tax (0% VAT), unless otherwise expressly stated. The prices displayed to Users in the OmaElisa for employees are inclusive of value added tax (24% VAT). The device prices are monthly charges pursuant to the selected service period. Customer-specific prices are updated in real time in the customer view of the OmaElisa service. The prices for the Customers' devices are determined according to the currently valid price list, and they remain the same for the entire agreement period. Services not included in the Agreement are charged in accordance with the current price list or a separate offer.

The prices of the services included in the Agreement are specified in an appendix (EPP price list).

If the Customer cancels or terminates the Agreement prematurely, Elisa reserves the right to charge from the Customer the fixed monthly charges for the months outstanding at the time of such cancellation or termination.

If the Service provided by Elisa includes products or services outsourced from a third party, and if said third party makes changes to its pricing, Elisa has the right and duty to start negotiations about pricing. Furthermore, Elisa always has the right to change its prices if a change in legislation or regulations issued by the authorities require a price change, or if the authorities change their fees related to the Service. Elisa is obligated to inform the Customer of any changes immediately after receiving information about the decisions.

7 Billing

The Service is billed with one or more billing agreement, on separate billing rows. Other services for the devices are billed separately.

8 Validity of the Agreement

During the validity of the Agreement, a single device and the management and



additional services concerning it are entered into an electronic device register starting from the date of order. The agreement period concerning a single device and any related services commences after the device has been delivered to the User.

9 Termination of Service

Devices are delivered to the Customer for the service period selected by the Customer. After the service period, the Customer can 1) order a new service package and return the old package, 2) return the service package without ordering a new one, 3) transfer the device to a continuation period or 4) purchase the device for the Customer or a User. The Customer and User are informed of the end of a device's service period one month prior to the end of the service period. Should the Customer fail to react to the notice concerning the end of the service period, the device is transferred to an extension period (see Extension period). Devices ordered by the Customer are delivered to the Customer immediately and billing will commence as of a device's delivery date.

Upon the termination of this delivery agreement (fixed-term agreement or termination of the delivery agreement), new devices will no longer be delivered, and the service and billing of devices already delivered will continue to the end of the agreement period.

When the Service comes to an end, the Customer is obligated to return devices to Elisa in a return bag delivered to the User by Elisa, once it has received the return notification. If the Customer fails to return the device of a terminated agreement within one month of the delivery of the return bag, Elisa has the right to charge a return penalty and ultimately the device's market price from the Customer. The return penalties are presented in the price appendix.

10 Processing of personal data

Elisa and the customer as the controllers

Elisa and the customer both act as independent controllers in terms of the different parts of the service. For the personal data processed in the following parts of the service, Elisa is the controller of the personal data, as specified in data protection legislation: [During the normal use of the service, where personal data is transferred in the deployment of the service. Deployment of the service describes the process of ordering the devices that are included in the Elisa Devices Service.](#) And, for the personal data processed in the following parts of the service, the customer is the controller of the personal data, as specified in data protection legislation: [In case the customer's data is uploaded to Elisa's systems prior to the service deployment. This includes uploading User's contact details prior to the ordering of the devices included in the Elisa Devices Service. For example, when a User has been added as an Acceptor, or in case the customer would want the User data being available and selectable when making orders. Optionally User data is entered during the device order process.](#)

In its capacity as the controller of personal data in the service, Elisa processes personal data in accordance with the currently valid Elisa's data protection principles.



Then, the 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 about the processing of personal data at Elisa is provided in Elisa's data protection principles:

http://esco.elisa.fi/rest/esco/blob/asiakastuki/Elisa_Data_protection_principles_eng.pdf

When the customer acts as the controller in the service, Elisa is the processor of the said personal data. Then, the service description together with the agreement on the processing of personal data constitute the instructions for the processing of the customer's personal data. The customer's personal data is processed in a manner described in the agreement and service description in order to implement the services.

A more detailed description of the processing of the customer's personal data and processed personal data is attached to this service description: [\[Elisa Devices Service\]](#) Description of the personal data processing activities and processing instructions.

11 Terms and conditions

The following Elisa terms and conditions apply to the service:

- General terms and conditions of Elisa's services for corporate customers

You can find the current terms and conditions at:

<https://yritysille.elisa.fi/ohje/elisan-sopimusehdot-yritysasiakkaille>

By deploying this Service, Customer agrees to abide by the terms of this Agreement.

