

Special terms and conditions for the Elisa 4G/5G Kotinetti internet connection

The Elisa Kotinetti service is provided as a turnkey solution. The service package includes the installation service and ensuring the functionality of the service during the installation work carried out by Elisa. You may not execute the installation yourself: if this is the case, Elisa will not be liable for the functionality of the service. The installation fee will be charged also for devices installed by oneself.

The service package includes:

- An external router with an internal unit: an external router, a connection with a PoE network cable to the internal unit. The internal unit powers the external device.
- Wi-Fi device: a Wi-Fi device (will be connected to the Ethernet port of the internal unit).
- Subscription: an Elisa Netti Kotiin XL (600M) subscription, Elisa Netti Kotiin XXL (1000M) subscription or Elisa Netti Kotiin M (150M) subscription.
- The Elisa 5G Kotinetti subscription includes one public IPv4 address (dynamic).
- The Elisa 5G Kotinetti subscription is intended for data transfer on a fixed location and does not include roaming abroad, voice nor messaging properties.
- Installation service: Installing the external router on the wall, lead-through of the cable (drilling a small hole in the external wall), and installing the Mesh routers (WLAN deployment). The external router is installed on the exterior wall of the building with a fixed mounting. A Power-over-Ethernet (PoE) network cable is taken from the external router into the building. There is a device at the end of the cable that powers the external router. The PoE device is comparable to a laptop charger. A network cable is taken from the PoE device to the Wi-Fi router, which ensures the operation of the wireless network. The Wi-Fi router is installed in the immediate vicinity of the lead-through.

If the customer wishes to deviate from the standard installation solution offered by Elisa, and if the use of, for example, an aerial access platform is required in such a case, a higher fee for the installation service will be charged on a case-by-case basis. The extra charge will be agreed upon between Elisa and the customer prior to carrying out the installation work.

The customer will pay the total price for the installation stated in the order confirmation either in one or several payments, as per the agreement.

The customer is responsible for preparing the area surrounding the installation and commits to being available at the agreed time of installation. The customer must also see to it that the owner of the property grants permission for the installation work.

The installation time of the devices required for the Elisa 4G/5G Kotinetti internet connection varies depending on the location and will be determined on a case-by-case basis.

Right to cancel and installation

Elisa 4G/5G Kotinetti devices are subject to a 14-day return policy, applicable to remote sales. If the devices have already been installed, the customer is charged €100 as

compensation for the decrease in value. Use of the device installation service indicates an approval for providing the service. There is no right to return for the installation service.

If the Elisa 4G/5G Kotinetti has been completely installed and is ready to use, the fee for the installation service will not be refunded. In this case, the customer will be charged the full installation service fee. This does not limit the customer's right to appeal to service liability.

If the customer and Elisa jointly establish that the Kotinetti service is affected by a fault whose extent is larger than minor, and Elisa has been notified of the fault within three (3) months of the installation of the Kotinetti equipment, the customer has the right to receive reimbursement for the fee related to the installation of the Kotinetti equipment. After this period, the right to receive reimbursement for the installation fee shall no longer exist.

Dismantling the installed components will leave visible marks on the exterior and interior walls and other parts of the building. Elisa does not guarantee that the building's exterior wall or other structures will be in their original condition after removing the installed device. The customer is responsible for the costs of repairing the damage caused by the removal of the installed device and returning the building to its original condition.

Housing companies

Regarding the installation of the external router, a lead-through is made in the structure of the property to bring the cable connection into the building. In the case of housing companies (limited liability housing company), the owner of the apartment must apply for and obtain an alteration work permit from the housing company for carrying out the installation. The housing company may set conditions for the alteration work permit, which the owner of the apartment must take into consideration during the installation.

Validity of the special terms and conditions

These special terms and conditions come into force on 11/05/2023