GENERAL AND SCOPE OF APPLICATION

These special terms and conditions of service apply to Saunalahti and Elisa mobile services offered to Elisa's consumer customers. In addition, these terms and conditions apply to agreements that Elisa enters into with its corporate customers when Elisa offers Saunalahti mobile services from its portfolio to its corporate customers. In addition to these terms and conditions, Elisa's general agreement terms and conditions remain in effect. These service-specific special terms and conditions describe if there is a conflict between the content of agreement documents, the order of precedence is as follows:

1. Agreement and any campaign terms and conditions
2. Service-specific special terms and conditions and service descriptions
3. Price list
4. General agreement terms and conditions

Customers are also allowed to use services produced and offered by service providers other than Elisa, e.g. via the Elisa services network. However, this agreement does not apply to these services, and Elisa's responsibilities for these third-party services are in accordance with general agreement terms and conditions. Elisa is not responsible for ensuring that all of the properties of the customer's terminal device are available in Elisa's mobile network.

ENTRY INTO FORCE OF THE AGREEMENT AND DELIVERY OF SERVICES

The agreement enters into force once Elisa has approved the order placed by the customer, for example, by delivering an order confirmation or initiating the service. If a consumer customer orders the service through remote sales (telephone or Internet), the consumer customer has the right to cancel the order within 14 days of the delivery of the order confirmation, unless the consumer customer has renounced its cancellation right before that. Elisa reserves the right to check the customer's order information to verify that the service can be provided. Elisa may at any time for security reasons temporarily restrict the use of the service by disabling specific traffic methods (protocol) 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 use of any vulnerabilities in the terminal devices of a service user. Traffic monitoring, analysis, and other control and modifications are carried out using automated systems. More information about the traffic management practices applied by Elisa is available at elisa.fi/koneeroketut

NUMBER TRANSFER AND TERMINATING A FIXED-TERM AGREEMENT

Regardless of having a fixed-term agreement, the customer is not permitted to transfer their number to another operator or to terminate their fixed-term agreement with a two-week notice period. If the customer transfers their number to another operator, the fixed-term agreement between the customer and Elisa will remain in force until the end of the remaining term. After this, the customer must pay the remaining monthly charges of the fixed-term agreement until the end of the fixed-term agreement period. As part of the fixed-term agreement, the customer must pay the remaining monthly charges of the agreement period in a single instalment. In deviation from these terms and conditions, the customer has the right to terminate a fixed-term agreement due to a change in the customer's life situation in accordance with Elisa's general agreement terms and conditions.

USE OF CUSTOMER AND IDENTIFICATION DATA

Elisa may handle identification and location data for the implementation and use of services, for invoicing and technical development, and for marketing purposes in accordance with the valid legislation. The information to be handled includes the mobile device type and other information related to network equipment or location data, and other identification data related to the use of services (such as subscription numbers), as well as the time and duration of connections. The identification and location data is handled as long as the aforementioned actions so require.

USING THE SUBSCRIPTION ABROAD (ROAMING)

Elisa's roaming agreements with foreign operators enable Elisa subscriptions to be used abroad in the coverage zones of foreign operators in ways defined by Elisa. Elisa may have subscriptions or roaming relationships with other operators, and the customer will be notified in advance if Elisa major changes the roaming terms. Additionally, the customer must pay any roaming charges that foreign operators may charge by foreign operators and their quality may differ significantly from Elisa's services and their quality.

Normal roaming charges in accordance with the roaming price list are charged for using the subscription abroad. Calls, messages and data transfer charges are usually higher abroad than in Finland. Valid, country-specific price lists and additional information are available (in Finnish) at elisa.fi/ulkomailla. If the customer spends a lot of time in border regions, the customer must change the network or order a service with forgetting service number in the device settings. When Elisa's network is selected manually, a call or data transfer connection is not transferred to a foreign network without the customer knowing it. Elisa is not responsible for any expenses caused by any unintentional use of a foreign network.

USING THE SUBSCRIPTION IN EU/EEA COUNTRIES

Roaming in EU/EEA countries is governed by the EU roaming regulation (Regulation (EU) 2015(2010) of the European Parliament and of the Council). The purpose of the regulation is to enable the use of subscriptions in EU/EEA countries at domestic prices through the non-application of roaming charges when roaming within EU/EEA countries. However, the regulation includes a description of the conditions required to continue roaming. Rather than returning to the domestic network, the customer may remain in the EU/EEA country.

Elisa handles the Finnish roaming mechanism in accordance with the Regulation.

- additional roaming charge to be collected in accordance with any sustainability mechanism agreed to between Elisa and the Finnish Communications Regulatory Authority,
- data transfer to be restricted in accordance with the price of reasonable use, and permanent roaming to be monitored and restricted in order to prevent misuse
- optional pricing mechanisms to be used if agreed upon with the customer

According to the sustainability mechanism decision, Elisa can charge an additional roaming fee on top of domestic prices for roaming.

Elisa can apply the policy of reasonable use, allowing it to restrict the use of data transfer and to collect an additional charge for data transferred in excess of the level of reasonable use in accordance with the roaming regulation.

Elisa and the customer may also agree on another roaming prices. The customer has the right to change its roaming prices to be in accordance with the roaming regulation by notifying Elisa of the change as soon as possible. Any changes in price will enter into force seven (7) days after the receipt of the notification and confirmation will be sent to the customer of any changes.

Any changes to the regulation and related official decisions and guidelines may also result in changes to the terms and conditions and prices of services. Elisa will notify the customer of any changes in accordance with its agreement terms and conditions.

The aim of the roaming regulation is not to enable permanent roaming in EU/EEA countries. Elisa has the right to monitor the use of the subscriptions in EU/EEA countries and intervene in any misuse. "Misuse" includes the uninterrupted use of the subscription in EU/EEA countries during a monitoring period of four (4) months and situations in which more than 50% of subscription traffic takes place in EU/EEA countries during a monitoring period of four (4) months.

A notification of any suspected misuse can also be issued, demanding that the customer return to their domestic network within fourteen (14) days. The notification includes a description of the conditions required to continue roaming. Rather than returning to the domestic network, the customer may present written reasons for the uninterrupted use of the subscription in EU/EEA countries (e.g. work-related, family relationships, studies or work). If acceptable reasons are not provided in writing within the deadline, Elisa has the right to collect additional charges for roaming.

OTHER SPECIAL TERMS AND CONDITIONS

Changing service-specific terms and conditions

Elisa may change those special service-specific terms and conditions as defined in Elisa's general agreement terms and conditions for consumer and corporate customers.

Special terms and conditions for Latausliittymä from 1 February 2021

Latausliittymä (service provided from 1 February 2021) is a transfer service provided for personal customers. The agreement will end and the subscription will be closed automatically if the balance of the pre-paid subscription has been used up for full or partial use of the pre-paid subscription was opened on or after 1 February 2021 and it has been transferred to another operator, you can request Elisa to refund any extra balance to you. Elisa has the right to charge a refund fee, equaling the costs arising from the refund. Refunding is only possible for Latausliittymä opened on or after 1 February 2021 and transferred to another operator. If a subscription has expired or it was opened before 1 February 2021, refunding is not possible.

Validity of service-specific terms and conditions

These terms and conditions are valid from 1 May 2019 until further notice. These agreement terms and conditions are available from Elisa free of charge.