

28.11.2007

## Special terms for the Elisa Puhekaista Service (VoIP Service)

Elisa Puhekaista is an Elisa Oyj service which makes it possible to use a broadband connection for placing and receiving calls.

In the case of an existing broadband subscription, the normal delivery time for the Service is 10 business days. The exact delivery time for the Service will be indicated in a subscription confirmation sent by post. The date for number transfer, if any, coincides with the delivery date for the Service.

Service delivery includes a terminal adapter, which Elisa will send to the customer by post together with installation instructions. The warranty period for the terminal adapter is 12 months. After the expiration of the warranty period, the responsibility shall be transferred to the customer and Elisa shall no longer be responsible for device maintenance, except in the case of a rental device (corporate customers). The installation of the terminal adapter is the responsibility of the customer. The Service may only be used with a phone connected to a terminal adapter supplied by Elisa. The terminal adapter used in the Service uses one IP address. Elisa Puhekaista does not function with fixed IP addresses that require the assignment of the IP address to the device. The installation of an indoor network for a dwelling or a building is not included in the Service.

The customer is responsible for the cost of acquiring terminal devices, such as a broadband modem and a touch-tone telephone, required for the Service. The customer is responsible for the acquisition, installation, programming and maintenance of the said terminal devices.

The customer should make sure that the broadband modem used is Ethernet-connectable (an external modem connected to the computer via network card) and that it has one connection port available.

Elisa Puhekaista will not function if the broadband or dedicated terminal uses an NAT facility that does not support the SIP protocol used by Elisa.

The compatibility of Elisa Puhekaista with peripheral devices such as caller ID display, fax and alarm devices varies. We recommend that the customer should contact the device representative to confirm compatibility.

Voice quality and characteristics may differ from the quality and characteristics of voice services carried over fixed telephone or mobile communication networks.

Service quality may be affected by communication band needs of the customer's other applications. It is advisable to avoid loading large files during a voice call.

Calls made from the Service are always routed through Elisa's network. International calls are made by dialling first 00 and then the number to be called.

It is characteristic of the Elisa Puhekaista Service that it does not function if the broadband connection is out of order or if there is a power outage.

If calls are made from the Service to another Elisa Puhekaista with an Elisa Broadband connection or to the regular telephone network, call traffic takes place in an operator network that is well secured. If calls are made or received through the Service using connections other than an Elisa Broadband connection, call traffic takes place unencrypted in the public Internet network.

The Service includes no printed telephone directory nor lines in a printed telephone directory.

The termination of the Elisa Puhekaista Service will not result in the termination of the Elisa Broadband connection. The termination of the Elisa Broadband connection will not result in the termination of the Elisa Puhekaista Service.



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Unless otherwise agreed in writing between the parties, the general contractual service terms for residential or corporate customers shall apply to the production and delivery of the Service.

Elisa Puhekaista does not come under separate Service Level Agreements.

In order to ensure trouble-free fax use, a G3-level fax machine should be used, with the internal fax error-correction mode turned off, and the rate should be set at 9,600 kbit/s, with the ADSL terminal device set to the bridged mode.

If the terminal adapter is a rental device, Elisa can replace the device during the Service term by sending a replacement adapter to the customer by post. If separate redemption terms have been agreed upon with the customer, the rental terms shall primarily apply to the terminal adapter.