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## Service Description of the Elisa Kirja service

Elisa Kirja is a service for purchasing, reading, listening to and storing electronic books.

The Content service offers e-books, audiobooks and picture audiobooks from several publishers for sale. E-books are in the ePub or PDF formats and audiobooks in the MP3 format. A picture audiobook is an MP3 audiobook with picture and browsing features available through the Elisa Kirja application. In the Content service, Customers can browse the book selection by category, read book presentations, author presentations and reviews from other users, as well as read or listen to extracts of books before buying.

E-books obtained from the Elisa Kirja service can be read with the Elisa Kirja application (for tablets and smartphones), computers and reader devices for electronic books (e-readers). Audiobooks can be listened to with the Elisa Kirja application (for tablets and smartphones), computers or MP3 players. Picture audiobooks can be listened to with all MP3 players, but the picture features and book browsing only work in the Elisa Kirja application.

### **The Content service includes the following:**

When a Customer registers for the Content service, the basic service includes the right to use the Elisa Kirja service, the user IDs necessary for using the Content service and a personal bookshelf. The Content service offers the possibility to purchase and review electronic books, along with other functions. A registered Customer can download content purchased from the Content service again. Registration is free of charge. The Content service is used with an Internet browser by going to the address [www.elisa.fi/kirja](http://www.elisa.fi/kirja).

When using the Content service, it is possible to purchase electronic books and other products from the selection available in the Content service. Users of the Content service can add books to their personal checklists, publish their own bookshelves, review books, read author presentations, book introductions and reviews by others, and read or listen to extracts of the books before making a purchase.

Advertisements from Elisa or its business partners may be displayed in the Content service.

### **Using the Content service**

The Elisa Kirja service can be used with an Internet browser by going to the address [www.elisa.fi/kirja](http://www.elisa.fi/kirja). Using the Content service requires a user ID and password, which are used to login to the Content service in order to purchase books and access the personal bookshelf and order history. The Internet browser can also be used for editing the information of one's own user

account. Books purchased by registered Customers are safely stored in the bookshelf, from where they can be downloaded again.

The Content service can also be used with separate applications, enabling access with various tablet devices and smartphones (e.g. Apple, Android). The applications can be downloaded separately from the application store of each device. Additional information on the applications available at each time can be found in the Content service ([kirja.elisa.fi/sovellukset](http://kirja.elisa.fi/sovellukset)).

As a rule, books available in the Content service are protected, either using Adobe's copy protection technology (Adobe DRM) or a so-called "watermark". Downloading and reading Adobe DRM-protected books requires a copy protection ID. As the copy protection ID, either an Adobe ID or the user ID of the Elisa Kirja service is used, depending on when the Customer has become an Elisa Kirja customer. Watermarking enables individual books to be linked to the Customer who purchased them, if necessary. This is used to prevent any cases of misuse.

### **Purchasing and reading electronic books**

Books can be purchased by using the Content service with an Internet browser on a computer, tablet device or smartphone. Purchasing books may also be possible through the Elisa Kirja application (e.g. with Android devices). Books purchased can be paid for through an online bank or by credit card. In Finland an electronic invoice is also available. Paying by credit card or invoice is possible if the Customer does not have a bad credit history.

E-books can be read with the Elisa Kirja application (for tablets and smartphones), computers and reader devices for electronic books (e-readers). Audiobooks can be listened to with the Elisa Kirja application (for tablets and smartphones) or computers, or they can be transferred to an MP3 player from a computer. Picture audiobooks can be listened to with all MP3 players, but the picture features and book browsing only work in the Elisa Kirja application.

Reading books protected with Adobe's technology on a computer requires the Adobe Digital Editions software, which can be downloaded from the software supplier's website at <http://www.adobe.com/products/digitaleditions/>.

### **General**

This Service Description is an appendix to the Special Terms and Conditions of the Elisa Kirja service. In addition, the Special Terms and Conditions for Elisa Kirja Service and Elisa Oyj's General Terms and Conditions for Consumers apply to the agreement.