

## Contractual private persons

The default language of communication for private customers is Estonian. You can change this if you wish:

### 1. Contract owner or person with full authorisation:

1. Sign in [to the Elisa self-service](#)
2. Click on the "Users and permissions" menu button.
3. The list of authorised and personalised users will open.
  - a. If your desired user is on the list, proceed accordingly:
    1. Click on the "View" button at the end of the desired user row
    2. In the form that opens, find "Language" and select the option you prefer.
    3. To allow the user to carry out authorised activities in the future, make sure that the user's personal identification code is included in the user details.
    4. Click on "Save changes" to confirm.
  - b. If your desired user is not on the list, proceed accordingly:
    1. Click on the "Add user or authorisation" button.
    2. Fill in the fields and click on the "Add user" button to confirm.

### 2. User of a number that is personalised by a personal identification code:

1. Sign in [to the Elisa self-service](#)
2. Click on the "Users and permissions" menu button.
3. Click on the "View" button at the end of the desired user row
4. In the form that opens, find "Language" and select your preferred option.
5. Click on "Save changes" to confirm.

## Elisa and Zen calling card customers

The default language of communication for calling card users is Estonian. If you wish, you can change this via the device's service menu by inputting the code \*135\*92#.

## Contractual business customers

The default language of communication for business customers is Estonian. You can change this if you wish:

### 1. Person indicated on the B-card or a person with full authorisation:

1. Sign in [to the Elisa self-service](#)
2. Select "Business customer" and click on the account with the company's name.
3. Click on the "Users and permissions" menu button.
4. The list of authorised and personalised users will open.
  - a. If your desired user is on the list, proceed accordingly:
    1. Click on the "View" button at the end of the desired user row
    2. In the form that opens, find "Language" and select the option you prefer.
    3. To allow the user to carry out authorised activities in the future, make sure that the user's personal identification code is included in the user details.

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Specifications:  
Reg. code 10069659  
VAT REGISTRATION NUMBER: EE  
100130171



4. Click on "Save changes" to confirm.
- b. If your desired user is not on the list, proceed accordingly:
  1. Click on the "Add user or authorisation" button.
  2. Fill in the fields and click on the "Add user" button to confirm.

**2. User of a number that is personalised by a personal identification code:**

1. Log in to the [Elisa self-service](#).
2. Select "Business customer" and click on the account with the company's name.
3. Click on the "Users and permissions" menu button.
4. Click on the "View" button at the end of the desired user row
5. In the form that opens, find "Language" and select your preferred option.
6. Click on "Save changes" to confirm.

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