

## Hands on Site Service (HOS)

Elisa Hands on Site Service includes connection and testing tasks for customer placed equipment in Elisa's co-locations.

### Service tasks

Elisa performs following tasks according to the customer's requests:

- Reporting from the site to customer assigned contact point
- Visual check of equipment
- Equipment restart (power OFF /ON)
- Disconnect – Connect cables
- Cleaning connectors
- Replace patch cables
- Coupling between ODFs
- Perform physical loop on interface
- Remove-, put in-, replace cards in the equipment\*
- Performance test, bit rate etc\*
- Management of faulty parts; Elisa returns the faulty parts back to the customer\*

\* needs extra validation between parties

### Ordering

Fill in the form, save it on your computer and send as an attachment to [cscs@elisa.fi](mailto:cscs@elisa.fi).

### Pricing of the service

Normal service hours are working days Monday to Friday from 8 am to 4 pm local time (UTC +2).

Service requests are executed within 5 working days. Urgent service requests (1-3 days) are charged double. Elisa does not accept service requests less than 1 working day in advance.

Service	Delivery time	€/hour
Normal	Mon-Fri 8 am-4 pm	€98
Evening	Mon-Fri 5 pm-8 am	€196
Saturday	00:00 am-12 pm	€196
Sunday	00:00 am 12 pm	€294
Urgent service	1-3 days	price x 2

The minimum charge is 2 hours.

This price list is valid for the time being. The prices quoted are exclusive of VAT. Taxes and any other official charges valid at any given time will be added to final prices.

### Terms of agreement

Elisa's General Terms for the Operator products will be applied to the agreement. The Service description is valid from 1 January 2022.