

Elisa Operator Services Network Solution

The Elisa Operator Services Network Solution is scaled according to the needs of the user customer within the agreed contract period. Connections can be added, changed, or removed flexibly to meet changes in the user customer's business operations or operating environment. Depending on the location, it is possible to choose from a variety of options within a network solution, such as speed, traffic class, SLA service level for fault repairs, or verification level for access connections. The network solution is implemented using the different access connection technologies of the Elisa Ethernet 2.0, Ethernet Spoke, Wholesale Internet DIA or Wholesale Internet Broadband services according to the needs of the user customer and availability.

Characteristics

Managing a network solution is easy using single invoicing and subscription listing, for example.

By centralising the customer's connection needs, the Ethernet Network Solution also facilitates the service operator's own service management:

- the implementation schedule is easier to coordinate
- route-secured connections can be implemented more reliably
- the status and load factor of the network solution delivered with Elisa managed devices can be conveniently checked as part of the service operator's own service management with the aid of snapshots in the Focus portal

For individual connections, the available features and additional services are described in more detail in the product specific service descriptions.

The Elisa Operator Services Network Solution covers the whole of Finland.

Requirements and restrictions

Elisa Operator Services Network Solution is only available in Finland. The other conditions and limitations of the connections are described in more detail in the product specific service descriptions.

Requests for offers and availability

Requests for offers and inquiries about availability can be made through a designated account manager or the Elisa Carrier Services Customer Support (cscs@elisa.fi).

The form for offers can be downloaded from www.elisa.com/carrierservices.

Orders and delivery time

Orders are sent to the designated account manager by email using an order form provided by Elisa.

The delivery time of the network solution is agreed with the customer. The target delivery time for individual connections is ten working days from the date when the order has been accepted in Elisa's completed network area.

The delivery time is always confirmed connection-specifically in the order confirmation, including in cases where the connection requires construction or extension of a network.

Billing

The start date of the billing period is agreed in the network solution agreement.

Network solutions are billed in a separate group invoice.

Elisa network maintenance and modification work hours

Elisa network service time windows for planned network maintenance and modification work are 0:30–5:30 am on every second and fourth Wednesday of the month.

Elisa reserves the right to perform network maintenance and modification during other hours as well.

The goal is to always inform customers of maintenance and modification work and the related impact in advance and to minimise any resulting disruptions and/or breaks in the services.

User support

Fault notifications should be made through the Elisa Carrier Services Online order and delivery system or by phone to the Service Desk (24h), service in English tel. +358 10 26 096, service in Finnish tel. +358 10 804 400.

Data protection

The service involves the processing of various forms of personal information, such as the installation address and contact details of the persons involved in the installation. The personal information of the contact persons is processed in order to implement the service. Regarding the personal data processed in the service, the teleoperator operator is the personal data controller and Elisa is the processor of the data within the meaning of the applicable data protection legislation.

Personal data processed for the purpose of implementing the service may be processed outside the EU/EEA. Elisa will ensure that in any country where personal data is processed, an adequate level of data protection in accordance with the decision of the European Commission, or that proper legal protective actions are taken when transferring data, such as a data transfer agreement on the transfer of personal data outside the EEA in accordance with EU model clauses.

Elisa has the right to use subcontractors to produce the services and process personal data.

Terms and conditions

The service is subject to Elisa's General Terms for Operator Products. The Service Description is valid from 11 November 2023.