

## Optical Access Fibers

### Optical Access Fiber 1 FTTH

The Optical Access Fiber 1 FTTH connection is a free and connected optical fiber where one end is connected to the lessee's detached house building distributor and the other end is connected to the cross-connection rack in the centre or centralizer.

### Optical Access Fiber 1 FTTB

The Optical Access Fiber 1 FTTB connection is a free and connected optical fiber where one end is connected to the lessee's other than detached house building distributor and the other end is connected to the cross-connection rack in the centre or centralizer.

### Optical Access Fiber 2 FTTB

The Optical Access Fiber 2 FTTB connection is a free and connected optical fiber pair where one end is connected to the lessee's other than detached house building distributor and the other end is connected to the cross-connection rack in the centre or centralizer.

### SLA Service Level

The service includes the Basic Service Level.

Service Level Category	Service Hours Category	Response Time	Repair Time
POV8h Basic Service Level	PO: Mon-Fri 8 am-4 pm	target 8 h	target 24 h

### Interference measurements

A fault notification will always be required before starting measurement work.

### General

Centre and centraliser refer to Elisa Corporation's centres and centralisers. Targets from which a service is distributed to several premises are classified as other than detached house buildings, whether or not they are located in detached house buildings or other than detached house buildings.

Fibers used fulfil the requirements laid down in ITU-T G.652. Optical Access Fiber connection can be used to provide services to individual or business customer. Optical Access Fiber connections are not provided for other telecommunication use, for example to the base station or to the data center.

### Ordering and delivery time

Orders are placed through the Elisa Carrier Services Online order and delivery system. Delivery time is about 2 weeks. Delivery time will be confirmed in an order confirmation. Elisa and the customer may also agree about another delivery time on a case-by-case basis.

### Elisa's network maintenance and change work timetable

Elisa will perform scheduled network maintenance and change work on the second and fourth Wednesday each month at 00:30 a.m.–05:30 a.m. Elisa reserves the right to perform network maintenance and change work as needed. The maintenance and change work are attempted to announce in advance and to minimize outage and downtime of the services.

### User support

Elisa's technical support provides assistance in technical issues and case of faults in the service. 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

Personal data is processed in the service, such as installation addresses and contact details for the onsite persons. The personal data is processed for service implementation. Concerning the personal data processed in the service, the telecommunications operator is the personal data controller stated in the data protection legislation and Elisa is the processor. Personal data processed in the service can be processed outside the EU / EEA area. Elisa ensures that in a country where personal data is processed, the level of data protection is adequate and in accordance with the European Commission's decision, or alternatively, that the transfer is subject to a legally appropriate safeguard measure such as a data transfer agreement in accordance with the EU standard contractual clauses on the transfer of personal data outside the EEA. Elisa has the right to use subcontractors in the provision of services and in the processing of personal data.

## Terms of agreement

Elisa's General Terms for Operator products will be applied to the agreement. Service description is valid from 01 September 2023.