

Elisa SLA

Elisa operator customers have the option to sign a Service Level Agreement (SLA) on the service they have acquired from Elisa. The availability of specific services at various service levels has been defined in the service description of each service. Service levels are applied to Elisa's services delivered in Finland.

The Elisa SLA basic service level is included in the service price if so stated in the service description. Elisa SLA special service levels subject to a separate charge can be agreed on separately. Service levels for international services will be agreed on separately on a service-specific basis.

Basic SLA levels in fault repairs

The basic service level is indicated as a combination of service hours and fault repair categories. Depending on the service, the available basic service level is POV8h or P1V2h.

Fault limitation and repair measures are carried out on weekdays (Mon–Fri) between 8 am and 4 pm (POV8) or on weekdays (Mon-Fri) on 7 am and 18 pm (P1V2). Service hours refer to the time frame during which Elisa performs fault limitation and repair measures.

The targeted response time in fault repairs is eight hours (POV8) or 2 hours (P1V2). Response time refers to that time frame during service hours within which the fault limitation and/or repair measures commence. Repair time refers to that time frame during service hours within which the fault has been repaired. Both time frames are calculated from the moment the fault notification is entered (the time of signing on to the Elisa system).

Special service levels

Elisa's general service level categories associated with fault repairs on special service levels are presented as a combination of the above-mentioned service hour and repair categories as follows:

Repair time category	Response time	Repair time
Fault repair category K6h	30 min.	6 h

Service hour category	
Fault repair category	
	K6h
P1	P1K6h
P2	P2K6h
P2.5	P25K6h
P3	P3K6h

Example: P3K6h defines the service time as 24 hours/365 days and the response time for the initiation of troubleshooting measures as 30 minutes.

Elisa's general service hour categories associated with fault repair on special service levels are as follows:

Service hour category	Service time
Service hour category P1	On working days Mon-Fri 7 am-6 pm
Service hour category P2	On working days Mon-Fri 7 am-9 pm and Sat 8 am-6pm
Service hour category P2.5	Mon-Sun 7 am-11 pm
Service hour category P3	24hours/365days

Service hours refer to the time frame during which Elisa performs fault limitation and repair measures.

Performing fault repair work

On the basic service level, fault notifications are accepted around the clock in the order and delivery system via Elisa Carrier Services Online or by phone to the Service Desk (24h), service in English tel. +358 10 26 096, service in Finnish tel. +358 10 804 400.

Fault repair work will be performed during the service hours specified for the basic service level. Customers may, on a case-by-case basis, place an order for the work to be performed as overtime outside regular service hours, but this must always be agreed upon separately, and overtime work will be performed only if the necessary resources are available. Agreed overtime work is charged separately.



Service level pricing

The basic service level is included in the monthly charge paid by customers for each service, unless otherwise mentioned in the service description for the service in question.

The special service levels are always subject to an additional charge. The prices have been specified in the delivery agreement, and if no price is specified, the prices stated in the effective price list shall apply.

Elisa has the right to charge the customer separately for procedures that are outside the scope of the agreed special service level. Examples of such procedures include:

- Fault repair has been carried out at the customer's request outside the specified service hours
- The customer has requested accelerated fault repair
- The fault was caused by the customer
- At the customer's request, the fault repair targeted a device or service that the agreement does not cover

Sanctions and bonuses

Providing a lower special service level can be sanctioned if so agreed on separately.

If the response and repair times specified in the agreements are exceeded, the case will be escalated in accordance with the supplier's internal escalation processes.

Correspondingly, a bonus to be paid to the supplier can be agreed on when the agreed service level is exceeded by a certain margin.

Other terms and conditions

Elisa is responsible for the service levels in accordance with the agreement made with the customer, this service description and Elisa's general agreement terms and conditions for operator products. Elisa reserves the right to make changes to the Elisa SLA basic service level and special service levels but always in a way that does not lower the customer's service level. The service description is valid from 13 September 2024.