



Elisa Carrier Business
General escalations for Elisa operator products

Ordering and Delivery

Standard communication channel:
Availability inquires, quote requests, orders and delivery

Preferred	Elisa Carrier Services Online (EC SO)	24h	https://ecso.it.elisa.fi/
	Carrier Services Customer Support (CSCS)	Mon – Fri 8 am – 4 pm GMT+2	cscs@elisa.fi

Escalation:
Availability inquires, quote requests, orders and delivery

Level 1	Carrier Services Customer Support (CSCS)	Mon – Fri 8 am – 4 pm GMT+2	cscs@elisa.fi
Level 2	Team Manager	Mrs. Kati Tuononen	Escalations always through and only through Level 1
Level 3	Team Manager	Mr. Jussi Saastamoinen	

Service Management

Standard communication channel: Failure indications

Preferred	Elisa Carrier Services Online (EC SO)	24h	https://ecso.it.elisa.fi/	
	Service Desk	24h in English		+358 10 260 96
		24h in Finnish		+358 10 804 400

Escalation (Escalation possible after customer chosen SLA exceeded) Failure indications

Level 1	Service Desk	in English		+358 10 260 96
		in Finnish		+358 10 804 400
Level 2	Cyber Security and Service Operations Center (cSOC) via Service Desk	cSOC	Escalations always through and only through Level 1	
Level 3	Head of Department	Mr. Mikko Pomell		

Billing

Standard communication channel: Billing enquires

	Carrier Services Billing (CSB)	Mon – Fri 8 am – 4 pm GMT+2	csb@elisa.fi
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Escalation: Billing enquires

Level 1	Carrier Services Billing (CSB)	Mon – Fri 8 am – 4 pm GMT+2	csb@elisa.fi
Level 2	Team Manager	Mrs. Kati Tuononen	Escalations always through and only through Level 1
Level 3	Head of Department	Mr. Antti Karjalainen	

elisa

Thank you!