

The logo for Elisa is written in a bold, blue, cursive script. The letters are connected and have a fluid, handwritten appearance. The 'e' starts with a small loop on the left, the 'l' is a simple vertical stroke, the 'i' has a small dot above it, and the 's' and 'a' are rounded and connected to each other and the 'i'.

**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 (ECSO)	24h	<a href="https://ecso.it.elisa.fi/">https://ecso.it.elisa.fi/</a>
	Carrier Services Customer Support (CSCS)	Mon – Fri 8 am – 4 pm GMT+2	<a href="mailto:cscs@elisa.fi">cscs@elisa.fi</a>

## Escalation:

### Availability inquires, quote requests, orders and delivery

Level 1	Carrier Services Customer Support (CSCS)	Mon – Fri 8 am – 4 pm GMT+2	<a href="mailto:cscs@elisa.fi">cscs@elisa.fi</a>
Level 2	Team Manager	Mrs. Kati Tuononen	<b>Escalations always through and only through Level 1</b>
Level 3	Team Manager	Mr. Jussi Saastamoinen	

# Service Management

## Standard communication channel: Failure indications

Preferred	Elisa Carrier Services Online (EC SO)	24h	<a href="https://ecso.it.elisa.fi/">https://ecso.it.elisa.fi/</a>
	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	<b>Escalations always through and only through Level 1</b>

# Billing

## Standard communication channel: Billing enquires

	Carrier Services Billing (CSB)	Mon – Fri 8 am – 4 pm GMT+2	<a href="mailto:csb@elisa.fi">csb@elisa.fi</a>
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## Escalation: Billing enquires

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

*elisa*

Thank you!