

## Copper-based Leased Line Connections

### Copper-based Leased Line connection (2-wire)

A copper-based Leased Line connection (2-wire) is a connection in the same centre or centraliser area that has one end connected to the cross-connection rack in the centre or centraliser, and the other end to the building's distribution point or similar connection point of the lessee.

### Copper-based Leased Line connection (4-wire)

A copper-based Leased Line connection (4-wire) is a copper-based connection in the same centre or centraliser area, with one end connected to the cross-connection rack in the centre or centraliser and the other end to the building's distribution point or similar connection point of the lessee.

### Upper band of copper-based Leased Line connection (shared line)

The upper band of a copper-based Leased Line connection is a frequency band above 20 kHz in the telephone network of the customer connection, which is separated from lower frequency ranges by means of band division filters.

The upper band for a copper-based Leased Line connection is only rented in cases where the Leased Line connection uses an analogue basic telephone subscription. If the connection does not have an analogue telephone connection, the lessee must rent the entire Leased Line connection. Filters connected to A and C Leased Line connection interfaces and telecommunication devices using the upper frequency band must comply with European standards that meet the requirements of Traficom regulation 38B/2003M or ITU-T recommendations. The lessee is responsible for the band division filter at the end customer's premises.

### Fault Measurements

Starting fault measurement prerequisites service advice from lessee. Connection is measured from Elisa's switching point to the customer's switching point in the building MDFs. Measuring device is selected by purpose.

### General

Switching centre or concentrator area means Elisa's switching centre or concentrator area.

### 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 portal 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 1 March 2019.