

DDoS Defence additional service for Elisa IP Transit

DDoS Defence, an additional service for Elisa IP Transit, aims to detect volumetric denial-of-service attacks. After an observation, the service aims to protect the subscription by separating attack traffic from normal traffic to the subscription. Attack traffic is not routed to the subscription; it is rejected.

Content of the service

The ability of the service to detect attacks is based on observations made based on Elisa's backbone network traffic statistics of abnormal traffic volumes over time.

When the agreed thresholds are exceeded, the system interprets that a volumetric denial-of-service attack is targeting the target address, and the system generates an alarm. The alarm triggers automatic rerouting of traffic to the target address to a filter system. The filter system aims to separate attack traffic from normal traffic. Traffic interpreted as attack traffic is rejected. Normal traffic is routed to the IP Transit customer.

Technical specifications, settings

Customer's IP address ranges

For the deployment of the service, Elisa needs information about the IP address ranges to be protected. These addresses must also be routed via the IP Transit subscription.

Routing filtered traffic to the customer

Protected traffic must be delivered using either GRE tunnelling or a separate logic channel (VLAN/E-line). The method to be used is agreed with the customer.

Additional services

- Regular report to the customer by e-mail
- Forwarding alarm data to the customer (SNMP trap/syslog)

Report

Elisa submits the report to the customer as agreed (daily, weekly) by e-mail to the address specified by the customer.

The report indicates:

- The traffic volume observed
- Alerts
- The 100 most recent filtering events

Alarm data

If the customer so desires, Elisa's system can send an SNMP trap or syslog message at the beginning and end of an alarm. The customer can forward this information to their own network monitoring system.

Requirements and restrictions of the service

The service only detects volumetric denial-of-service attacks through the IP Transit subscription offered by Elisa.

Ordering and delivery time

Delivery agreement

The customer and Elisa agree on the commencement of a new service or other significant deployment with a delivery agreement. The delivery agreement specifies the information required for delivering the service on a case-by-case basis.

Other orders

The customer orders change, individual and additional deliveries by separate order.

Service delivery and putting into production

Service delivery commences with a meeting between the customer's and Elisa's specialists, specifying the thresholds and other technical parameters. Elisa aims to configure the service and have it ready for deployment within five business days of the meeting.

After deployment, the functioning of the service can be tested by manually rerouting traffic to the filtering hardware. The testing takes place during business hours as separately agreed.

Elisa's responsibility for service and maintenance

Elisa's responsibility for service and maintenance is based on one of the following alternatives: basic responsibility as the telecom operator that serves as the telecom network administrator, responsibility as the service provider, or responsibility based on another ongoing service or maintenance agreement (e.g. the maintenance of devices not included in the services).

Elisa's service and maintenance service includes both prevention and repair. Elisa is not obliged to repair, free of charge, any defects, disturbances or faults caused by circumstances beyond Elisa's control. Elisa is liable for the services and networks it administers and their data security.

Elisa is not responsible for connections or attempted connections or other corresponding occurrences from the data communication networks or from a third party to the customer or equipment in the customer's possession. Additional security and protection systems, such as blockers and firewalls, must be agreed separately.

Fault reports

Fault reports are made through the Elisa Carrier Services Online order and delivery system or by calling the 24-hour Service Desk on 010 804 400.

Terms and conditions

The service is governed by Elisa's General Terms for Operator Products.