Additional Service Price List

Expedited Fault Repair, Access and Broadband Products	
Remote Fault Repair	
Weekdays 8 am – 6 pm	€ 250
Saturdays 8 am - 2 pm	€ 750
On-Site Fault Repair	
Weekdays 8 am – 6 pm	€ 250
Saturdays 8 am - 2 pm	€ 750

Carrier Service Online (ECSO) - portal Custom Work	
Single ECSO portal task	€ 25 /each
Bulk changes as a separate order	€ 98 /hour
Billing based on actual time, minimum charge of 2 hours.	

Billing	
Report	€ 50 /each
Expert work	€ 98 /hour
Billing based on actual time, minimum charge of 2 hours.	

Billing & collection fees	
Late payment fee (standard compensation)	€ 40
Payment agreement or its modification	€ 9,90
Account statement for the month underway	€ 25,99
Account statement, for max. two years from time of request, (The minimum charge is one hour, and the work is invoiced based on the work performed)	€ 165 /hour
The late payment interest is in accordance with the interest act. **These prices apply to the billing and collection fees for Elisa's operator products.**	

Elisa Carrier Business

Expert services	
Expert analysis work	€ 98
Expert onboarding support	€ 98
Advanced expert analysis tasks	€ 168 /hour
Technical consulting and solution consulting	€ 198 /hour
Architectural work and advanced technical consulting	€ 249 /hour
Billing based on actual time, minimum charge of 2 hours.	

Other One-Time Fees	
Documentation changes	€ 50 /connection
Contract reports	€ 50 /each
Additional engineer visit Billing based on actual time, minimum charge of 2 hours	€ 98 /hour
Change to connection features without an on-site technician	€ 210

Project Management	
Delivery and change coordination	€ 168 /hour
Project Manager	€ 198 /hour
Billing based on actual time, minimum charge of 2 hours	

All prices in this price list are exclusive of tax. VAT and any other taxes and other payments stipulated by the authorities will be added to the prices shown here.