

Elisa WDM Service

Elisa WDM Service provides customer with communications solution using Wavelength Division Multiplexing (WDM) technology.

Service is suitable for interurban high capacity routes. Optical wavelength technology allows connections to be implemented with minimal delays and variation. The delivery point is Elisa's equipment space, or the service can be supplemented with an optical connection, in which case the delivery point is a distribution room. The property's internal network is not part of the service.

Speed options and services

10G

- Ethernet 10G LAN/WAN

100G

- Ethernet 100G LAN/WAN

Ethernet interfaces and interconnection maximum lengths:

- GbE 1000BASE-LX IEEE 802.3 (10 km)
- GbE 1000BASE-ZX IEEE 802.3 (40 km)
- 10 GbE 10GBASE-LR IEEE 802.3ae (10 km)
- 10 GbE 10GBASE-LW IEEE 802.3ae (10 km)
- 10 GbE 10GBASE-ER IEEE 802.3ae (40 km)
- 10 GbE 10GBASE-EW IEEE 802.3ae (40 km)
- 100 Gbe 100GBASE-LR IEEE 802.3ba (10 km)
- 100 Gbe 100GBASE-ER IEEE 802.3ba (40 km)

(LR/ER with LAN PHY –standard, LW/EW with WAN PHY –standard).

The service delivery interface is "gray light". Elisa WDM service is not redundant.

Additional services

The additional, optional services for the Elisa WDM Service include:

- Redundant backbone
- SLA Special Service Level
- International connections to Estonia and Sweden and international interface to Russia via Lappeenranta and Kotka

Service prices

Elisa WDM service is offered and delivered according to a quote. Service implementation and availability is determined

separately for each case. Quote requests are made through Elisa Carrier Services Online order and delivery system. The pricing of the service is described in more detail in the quote, and shall be agreed upon in the delivery agreement with the customer.

Order and delivery

Orders are placed through the Elisa Carrier Services Online order and delivery system. Delivery time is from 4 to 8 weeks. Delivery time will be confirmed in an order confirmation.

Elisa SLA and failure reports

Elisa WDM Service includes Elisa SLA basic service level. The response time in Elisa's customer connections at the basic level on weekdays is not more than four hours from the receipt of the failure report. The normal service hours are Mon–Fri from 8 am to 4 pm. Fault repair can be continued after the service hours if ordered separately by the customer. The response time means the number of hours during which Elisa will launch measures to eliminate the failure on the basis of a fault alarm and/or customer report. Measures are launched immediately to repair any failure or faults in Elisa's backbone network, including concentrating central hubs, the maximum response time being half an hour. Fault reports should be made through the Elisa Carrier Services Online or by phone to the Service Desk (24h), number +358 10 26 096.

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 am–05:30 am. Elisa reserves the right to perform network maintenance and change work as needed.

The breaks are announced in advance with an e-mail sent to your company's contact person.



User support

Elisa's technical support provides assistance in technical issues and service failures.

Fault reports should be made through the Elisa Carrier Services Online or by phone to the Service Desk (24h), number +358 10 26 096.

Data protection

Personal data is processed in the service, such as installation address 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

The service has minimum contract period of 12 months. The terms of agreement for the service will be agreed upon in the service/delivery agreement. In addition, Elisa's General Terms for Operator products will be applied to the agreement.

