

## Leased Line

### Subscriber Line

Subscriber Line is a link in the same switching centre or concentrator area. One end of the connection is linked to the distribution frame in Elisa's switching centre or hub equipment premises.

### Fixed Line

Fixed Line is a link between the customer's switching points in the building MDFs in the same switching centre or hub area.

### The Upper Band (shared line)

The Upper Band (shared line) is a frequency band separated from the subscriber line in the telephone network by band division filters and is located in frequencies over 20 kHz.

### Analogue Subscriber Line or Fixed Line

- Analogue 2-wire or 4-wire subscriber line
- The line complies in quality with that applicable to data transmission

### Shared Use of Subscriber Line

The upper band of the subscriber line is only leased in cases where the subscriber line involves a basic telephone subscription. If the connection does not have a telephone subscription, the lessee shall rent the entire subscriber line.

The filters connected to subscriber line at interfaces A and C and telecom hardware using the upper frequency band should conform to European standards or to ITU-T recommendations in compliance with the requirements of regulation FICORA 38B/2003 M. The lessee shall be liable for the band division filter in the premises of the end-customer.

### 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. Fixed lines in the gateway network are delivered on the basis of bids.

### 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 order and delivery system 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.

