

## Optical Access Fibers

### Optical Access Fiber 1 FTTH

The Optical Access Fiber 1 FTTH connection is a free and connected optical fiber where one end is connected to the lessee's detached house building distributor and the other end is connected to the cross-connection rack in the centre or centralizer of same fiber area.

### Optical Access Fiber 1 FTTB

The Optical Access Fiber 1 FTTB connection is a free and connected optical fiber where one end is connected to the lessee's other than detached house building distributor and the other end is connected to the cross-connection rack in the centre or centralizer of same fiber area.

### Optical Access Fiber 2 FTTB

The Optical Access Fiber 2 FTTB connection is a free and connected optical fiber pair where one end is connected to the lessee's other than detached house building distributor and the other end is connected to the cross-connection rack in the centre or centralizer of same fiber area.

## Interference measurements

A fault notification will always be required before starting measurement work.

## General

Centre and centraliser refer to Elisa Corporation's centres and centralisers.

## 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.

## Terms of agreement

Elisa's General Terms for Operator products will be applied to the agreement.

