

Service description

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Telia Telecom Facility Services

1.1 Service solution

This document describes the products and services that Telia provides in its equipment shelters. Examples of such solutions are:

- Colocation space for equipment
- Colocations for equipment
- Electricity for equipment
- Connections to the public telecommunications network
- Installation services
- Maintenance services
- Rented cabinets for equipment

This service description is supplemented with an enclosed price list.

Colocation space and Colocation locations for equipment are available in equipment shelters located in Finland and managed by Telia. Availability is discussed case-by-case.

1.2 Description of functionalities

1.2.1 Facilities

Telia's equipment shelters provide a secure, monitored environment for telecommunications equipment while meeting the requirement set given for telecommunications equipment facilities. The facilities have been divided in three price categories consistently with Traficom's "Regulation on priority rating, redundancy, power supply and physical protection of communications networks and services" (TRAFICOM 54 B/2014 M) and based on the other uses of the facilities:

Price class A – Priority class 1
Price class B – Priority class 2
Price class C – Priority classes 3-5

1.2.2 Facilities rental

Colocation space for equipment is rented by the square meter according to the customer's needs. The customer can rent a separate lockable room or lockable colocation space separated from a larger equipment shelter with light-weight partitions. There are the dedicated operator rooms in some facilities where have been installed the operator cabinets for the customer use, which should be used in prior. The cost of preparing the facilities is charged as a one-off. A separate offer must be prepared for each equipment shelter. When renting the services of this document the valid price list will prevail.

Company information

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1.2.3 Facility products

Facilities rental

Depends on the priority class and service level of the equipment shelter. The facilities are prepared and equipped according to agreement.

Power supply at the facilities

The facilities are equipped with a 230 VAC non-redundant power supply. Electric power is charged according to consumption. In addition, a 48 VDC power supply (battery-backed DC power) is available for the equipment. In larger equipment shelters, there is also a 230 GEN VAC power supply (backed with diesel-generated reserve capacity) available for the equipment, and some shelters also have an uninterruptible 230 UPS VAC power supply for the equipment. Power backup is subject to a separate charge in accordance with the reserved need for power. Electrical installations are carried out according to the customer's needs by Telia and charged separately. If the equipment shelter is equipped with better power backup capacity, we will offer it on a case-by-case basis.

- 230 VAC, non-redundant power supply
- 230 VAC GEN, redundant power supply
- 230 VAC UPS, redundant power supply
- 48 VDC, redundant power supply

1.2.4 Rental of colocations for equipment

Colocations are available for rent in equipment shelters managed by Telia. Colocations are usually located in shared equipment room housing equipment belonging to either Telia or its customers.

The prices of colocations are determined by the priority class of the facilities. The cost of arranging the colocation is charged as a one-time charge.

1.2.5 Colocation products for equipment

Shelf location

Small shelf space for equipment on the wall or in an equipment rack/cabinet with 19" mounting, depth max 600 mm, height max 500 mm.

Narrow rack location

Equipment cabinet or rack positioned on the wall or in an equipment row, 300 mm x 300 mm x 2200 mm (width x depth x height). Free working space in front of the cabinet.

Rack location

19" equipment cabinet or rack positioned on the wall or in an equipment row, 600 mm x 300 mm x 2200 mm (width x depth x height). Free working space in front of the cabinet.



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Cabinet-location

19" standard equipment cabinet positioned on the floor, size max 600 mm x 600 mm x 2200 mm (width x depth x height). The location has free working space in front of and behind the cabinet. The maximum weight of the equipment is 350 kg per square meter.

Large cabinet location

19" standard equipment cabinet positioned on the floor, size max 800 mm x 1000 mm x 2200 mm (width x depth x height). The location has free working space in front of and behind the cabinet. The maximum weight of the equipment is 350 kg per square meter.

Rented cabinet for equipment

Telia will provide and install a cabinet, dimensions 600 (800) mm x <1000 mm x 2000 mm (width x depth x height).

Electricity for equipment

The facilities are equipped with a 230 VAC non-redundant power supply. Electric power is charged according to consumption. In addition, a 48 VDC power supply (battery-backed DC power) is available for the equipment. In larger equipment shelters, there is also a 230 GEN VAC power supply (backed with diesel-generated reserve capacity) available for the equipment, and some shelters also have an uninterruptible 230 UPS VAC power supply for the equipment. The use of the electricity intended for the equipment is charged separately according to the maximum power of the equipment. Electrical installations are carried out according to the customer's needs by Telia and charged separately. If the equipment shelter is equipped with better power backup capacity, we will offer it on a case-by-case basis.

- 230 VAC, non-redundant power supply
- 230 VAC GEN, redundant power supply
- 230 VAC UPS, redundant power supply
- 48 VDC, redundant power supply

In-house network connection

Telia rents the in-house network connections between the cable terminals at the stations. Copper and fibre cables are available.

1.2.6 Network connections at the equipment shelter

The facilities allow connections to be established from the customer's equipment to the local MDF and further on to the public telecommunications network.

1.2.7 On-site services

The facilities are equipped with the following basic services:



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- Power supply: non-redundant 230 VAC or redundant 48 VDC
- 230 VAC GEN, redundant (not in all equipment shelters)
- 230 VAC UPS, redundant (not in all equipment shelters)
- Grounding
- On-site cooling system (not in all equipment shelters)
- Goal temperature 15–28 °C
- Monitored physical access
- Monitored environmental conditions

1.3 Colocation arrangements

Telia prepares the space for the customer's use. On-site power supply and grounding will be arranged. The arrangement costs of the colocation are charged to the customer as a one-time charge.

The customer can use its own equipment cabinets in the facilities, or the cabinet can be provided by Telia if the suitable cabinet is available at the station. In this case, the solution is usually implemented as follows:

- Cabinet size: 600 mm x 600 mm x 2000 mm, installed on site
- Cabinet size: 600 (800) mm x ≤1000 mm x 2000 mm, installed on site

Supplementary services:

The necessary paired, coaxial, fiber optic or LAN cables, installed
The necessary cross-connection capacity, installed

1.3.1 Cablings

On-site cabling is carried out by Telia or by permission and under the surveillance of the person in charge of the facilities. Cablings in priority classes 1 and 2 can only be executed by Telia. Without Telia's permission the customer may only install cables in the facilities it has rented.

1.3.2 Access to the site

The agreement usually allows the customer's equipment to be isolated in a locked room inaccessible to others. If the customer's equipment is placed in a room containing equipment that belongs to Telia or Telia's other customers, access to these premises is arranged in line with Traficom's "Regulation on priority rating, redundancy, power supply and physical protection of communications networks and services" (TRAFICOM 54 B/2014 M) and Telia's security guidelines.

Access arrangements are agreed separately for each equipment shelter. If the customer has been assigned its own lockable colocation area, we aim to arrange access to this area by keys or access cards subject to delivery and monthly charges. Telia has the obligation to monitor physical access. This is why the customer must provide a list of the people admitted inside the facilities. Entry into the facilities by access cards is monitored with an electronic access control system.



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Any changes the access arrangements may cause to the lockup process or the access control system are charged as one-time charges. If access cannot be arranged in any other way, we will provide an entrance service; in this case the facilities will be accessed and used for work under the surveillance of Telia's employee. The service is subject to charges stated in the hourly price list.

Valid identity card (Turvasuojaajakortti)

Working in the Telia's fixed and mobile network equipment and wiring areas telecommunications operators, telecommunications contractors and their subcontractors' personnel must possess a valid identity card from 01.03.2013 onwards.

An exception to this requirement:

- The person is working with Telia or its 100% owned subsidiary
- An alien accompanied by a person who has the valid identity card or a person employed by Telia. This person is responsible for the actions of the people discharged into the premises.
- Rented equipment rooms with the customer's own access card, in case the card in question does not include access to Telia's other equipment- or switching facilities.

1.3.3 Service and maintenance of the facilities

The maintenance of the facilities includes the following basic services:

Facilities maintenance and annual repairs

Maintenance and fault repair of facilities technology equipment and power supply

Property maintenance (ploughing, waste management, etc.)

Overall on-site cleaning (each party takes care of its own installation waste)

Tasks related to on-site security

Maintenance and its level vary case-by-case; the details are introduced accurately in the rental agreement.

1.3.4 Installation, changes and dismantling of the equipment

The customer sees to it that its equipment is installed in the colocation space or colocation it has rented. If the customer makes changes to its equipment which might affect the facilities or the related services (increasing the need for power or space, for instance), these changes must be agreed upon in advance. When the rental agreement expires, the customer sees to it that the equipment is dismantled. The rented facilities must be left in the same condition they were prior to the rental.

1.3.5 Customer service

Customer inquiries are submitted to FM customer service at wholesale-delivery@telia.fi.

Availability inquiries and orders are submitted via Telia Finland Oyj's web order interface at operaattorit.telia.fi.



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If you have problems related to the use of the colocations, please contact our 24/7 Help Desk. To contact Help Desk, you need a colocation ID determined by your FM Telecom Facility Services agreement.

1.4 Terms of the services

Telia's responsibilities

Telia prepares the rental facilities before the equipment is installed as agreed with the Customer. The customer will be charged for any costs resulting from arrangements and installations.

Telia is responsible for the maintenance of the facilities. Telia provides the people assigned by the customer with an access to the rental facilities under the terms and conditions specified in the Agreement. If the customer is dissatisfied with the service, it may bring the matter forth to the accountables mentioned in the agreement.

Customer's responsibilities and obligations

The customer pays monthly rent for the colocation and the use of electricity as well as additional charges as specified in the Agreement. The customer is liable for all costs related to the installation and maintenance of its equipment. The customer agrees to transfer its equipment at its own cost to another location within the same equipment shelter indicated by Telia, in case Telia's operations so require. The customer's equipment must not cause interference to Telia's or any other equipment that function. In the event of any interference, the parties will immediately take actions to fix the inconvenience. The customer is liable for any direct damage caused to Telia by the its equipment or the people responsible for the equipment, and for any damage resulting from the keys, access cards, etc., being lost or falling into the hands of a third party.

Colocation rental procedure

The availability of a colocation is investigated case-by-case based on an availability enquiry. After the availability has been confirmed, the parties agree on the delivery time and on additional services if needed. If the delivery of the service is delayed, or if it becomes obvious that Telia cannot meet the delivery time, Telia must immediately inform the customer of the delay along with the reason for the delay and agree on a new delivery time.

Amendments and additions to the agreement

All amendments and additions to the agreement, except for changes in the contact information, prices, or delivery terms or changes required by the authorities, enter into force only when approved by both parties in writing.

