

Telia FM-Centre services

1.1 Service solution

Telia FM-Centre services is provided by Telia Finland Oyj (hereafter Telia). The customer-specific service solution includes, for example, the following products and services:

- Equipment cabinet
- Electricity for equipment
- Interfaces to the public telecommunications network
- Installation service
- Maintenance service

1.2 Description of functionalities

1.2.1 Equipment facilities

Meeting the requirements set for telecommunications equipment facilities by Liikenne- ja viestintävirasto Traficom "Regulation on resilience of communications networks and services" (54 B/2014 M), Telia's equipment facilities provide a secure, monitored environment for telecommunications equipment.

Some of the facilities offers equipment facilities of a higher security class, meeting the requirements of VAHTI 2/2013 ST III -standards and adapted to the needs of public administration. Upgraded security space is provided only upon separate offer and order. Access to these spaces requires booking of supervised access through the Helpdesk. The entire visit to higher classified space is always supervised.

1.2.2 Rental of equipment cabinet locations

Equipment cabinet locations can be in a shared equipment facility with equipment of several different customers. As regards these equipment locations, the equipment cabinet must be locked. It is not possible to store stand-by equipment or cables outside the equipment cabinet, but all customer materials must be placed in the equipment cabinet or the space belonging to it. A one-time charge is collected for the costs resulting from arranging the equipment location, and a monthly rent is collected for the equipment location.

1.2.3 FM-Centre products

Telia Cabinet:

A 19" standard equipment cabinet placed on the floor, maximum size 600 mm (800 mm) x 1000 mm x 2200 mm (width x depth x height). An equipment location includes about one metre of free working space both in front of and behind the cabinet. The maximum weight of equipment per square metre is 350 kg (unless the mounting location of the cabinet can be strengthened with additional support legs).

Telia will acquire and install an equipment cabinet of 800 mm x ≤ 1000 mm x 2000 mm (width x depth x height). The standard composition of the cabinet is as follows:

- lockable doors on both front and back
- installation rails on both front and back
- sockets of 230 VAC (2x PDUs)
- fuses of 2 * 16A/32A for alternating current
- approximately one metre of free working space in front of and behind the cabinet

The minimum rental period of an equipment cabinet is 12 months.

Equipment space from shared cabinet:

The following basic elements are included in the service:

- Shared cabinet space for beginning 2 RU/equipment
- Cabinet size 600 mm (or 800 mm) x 1000 mm x 2200 mm (width x depth x height)
- Power delivery 230 VAC (N+1 backup UPS/GEN)
- Earth point in the cabinet
- Interconnection cabling to Telia's distribution field
- Installation and maintenance service

Availability of locations

- Helsinki, Tähtimäki DC, 00130 Helsinki

1.2.4 Network connections at an equipment facility

The equipment facilities enable connections from the equipment location rented by the customer to Telia's cross-connection point or the local MDF and further to the public telecommunications network. The facilities contain equipment related to Telia's backbone network, and it is possible to connect to the equipment by means of internal network cabling.

1.2.5 Cablings in equipment facilities

Cabling work in the equipment facilities is carried out by Telia and under Telia's supervision. Telia is responsible for the maintenance of the in-house networks of the equipment space and facility (connections both within the equipment space and from the equipment facility to the house MDF). The customer is allowed to perform cabling work only in the equipment space it has rented.

1.2.6 On-site services

The equipment facilities are provided with the following basic services:

- 230 VAC, UPS redundant
- 400 VAC/50 Hz, 3-phase
- 48 VDC (Telia's telecom facilities)
- Generator redundant
- Grounding
- On-site cooling system
- Target temperature 23°C ± 4°C
- Relative humidity 10–80% (ETSI standard EN300019 1-3 V2.1.2 CLASS 3.1)
- Fire detectors with smoke and heat sensors that forward an alarm to a control centre and the fire brigade
- Monitored physical access
- Monitored environmental conditions
- A raised floor, about 50 cm (not in all facilities)
- Camera surveillance
- Cleaning service for floor surfaces



Facility maintenance

The maintenance of the facilities includes the following basic services:

- Facilities maintenance and annual repairs
- Maintenance and fault repair of facility technology equipment and power supply
- Property maintenance (ploughing, waste management, etc.)
- Tasks related to on-site security

Arranging an equipment location

Telia prepares the equipment location for the customer's use. Power supply and grounding are provided to the equipment location. A one-time charge is collected from the customer for the costs resulting from arranging the equipment location.

Power supply at the equipment facility

The equipment facilities have 230 V alternating current, which is UPS and generator redundant. In addition, in addition 48 VDC power is available for the equipment at the facilities. The power is battery redundant direct current, which is further generator redundant.

The use of equipment power is charged for separately. Electrical installations are carried out by Telia according to the customer's needs and charged for separately. The following electricity products are available at the facilities, depending on the facility:

- 230 VAC UPS N+1 + GEN redundancy N
- 230 VAC UPS N+1 + GEN redundancy N+1
- 230 VAC UPS 2 N + GEN redundancy N+1
- 48 VDC, 1 supply
- 48 VDC, 2 supplies

Equipment cabinet

The customer may use their own equipment cabinets at the equipment facility, if Telia does not provide a cabinet as a hosted service. The customer's own equipment cabinet is charged the same installation and monthly fee as Telia's cabinet.

Cabling services

The necessary paired, fibre-optic or LAN cables, installed.

Physical access to the facility

The customer's access Helsinki equipment facilities using Telia's access key. The person who acknowledges the receipt of the key is also responsible for the activities of any accompanying persons at the equipment facility. The instructions provided by Telia's security unit must be complied with at the facility.

If access cannot be arranged in any other way, we will provide our Supervised access service to the persons designated by the customer; in this case the entry to the facility and working there take place under the supervision of a Telia employee. The service is subject to the charges indicated in the hourly price list.

1.2.7 Installation and maintenance of equipment

Equipment installations

The customer is responsible for the actual installation of its equipment in the space or location it has rented, unless otherwise agreed.



Service description

Confidential

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Telia's FM-Centre engineers install and connect equipment at the customer's request. The details must be checked separately in each agreement on the introduction of the service at an equipment space.

Telia's Smart hands engineers are at your service in the following issues:

- Preparing for the installation, e.g. the installation of cabinets, shelves, etc.
- Equipment installations
- Connecting customer equipment cables
- Designating equipment and cables
- Small-scale maintenance work according to the customer's instructions

Availability and restrictions:

- The installation service is available at business hours (Mon-Fri 8.00am-4.00pm)
- The installation service must always be agreed on in advance
- The customer is responsible for acquiring any customer-specific tools required for installation and maintenance work
- Installation and maintenance are only available in Helsinki

Telia can provide the customer with **maintenance service** (Smart hands/Standby), which includes on-site repair and maintenance work. The customer advises and assists the Smart hands engineer over the phone and is responsible for the accuracy of the instructions.

The tasks are specified separately in the agreement on the introduction of the service, where the equipment to be maintained is delimited. The customer is responsible for the purchase of spare parts for the equipment. Spare parts must be available, for example, in the vicinity of a rental equipment space.

Availability and restrictions:

- The customer must have a valid maintenance agreement (Standby), so that Helpdesk can receive a service request and forward it to an on-duty engineer.
- The maintenance agreement is made in connection with the agreement (Service agreement) on the introduction of the service (Standby), which is subject to a monthly stand-by charge.
- The aim is to start the maintenance work as soon as possible at the customer's request.
- Work carried out is invoiced for according to the valid hourly price list.

Changes to equipment

If the customer makes such changes to its equipment as might affect the equipment facility or the services related to it (e.g. need for more power or space), these changes must be agreed upon in advance.

Dismantling the equipment

When the rental agreement expires, the customer sees to it that the equipment is dismantled. The rented space must be left in the same condition it was in before the rental period. The dismantling/cleaning of a rented space / equipment location left for Telia is subject to a charge according to the hourly price list.



Insurance

Telia's insurance covers only Telia's own property in the premises.

Customer's and other parties who bring their equipment or other property to the premises are responsible for the insurance of the property in question. It is also the customer's responsibility to obtain the necessary insurance to cover any possible business interruptions or their consequences, according to their business needs.

Space specific agreements, implementation and changes

The customer and Telia sign a written service agreement. All changes or additions to the agreements, except for changes in contact details, prices, delivery terms or changes required by the authorities, will enter into force after the written approval of both parties.

The invoicing of the cabinet or equipment space begins on date of introduction, unless otherwise agreed.

Telia's right to open a cabinet

Telia has the right to open customer's cabinet without notice in the following cases:

- Maintenance of power feed or cooling of the data center
- Limit fire or other emergency in a cabinet
- Maintenance or delivery of connection, data security or server-based service provided by Telia, and in connection with installation and maintenance work (Smart hands) ordered via Telia

1.3 Other issues

1.3.1 Availability of services

Equipment space and locations are primarily available on Telia's equipment facilities in Helsinki and Lahti. Other locations availability is investigated on a case-by-case basis. The level of fittings varies according to the equipment facility.

1.3.2 Customer service

Questions related to the service, availability enquiries and orders are submitted to Telia's FM customer service by email at: wholesale-fi@telia.fi.

If you have problems related to the use of the equipment locations, please contact our Helpdesk +358 800 174344, wholesale-cc@telia.fi, which is available to you 24/7. When dealing with Helpdesk, you must have an equipment location ID according to the agreement on the introduction of the service.

1.3.3 Changes in the service description

Telia has the right to change this service description. If the service description is changed substantially to the customer's detriment, Telia notifies the customer of the change at least one month before the change comes into effect. In other cases, Telia informs the customer of changes in the manner and schedule it considers appropriate.

