

TERMS OF USE OF THE IOT PLATFORM

Telia will enable the client to use the Internet of Things (IoT) platform according to these Terms of Use.

1. Definitions



- 1.1. **Platform** – an English-language management environment provided by Telia to the client, through which the client can visualise and analyse the data collected by devices connected to the Internet and transmitted to the environment.
- 1.2. **Administrator** – a user of the Platform designated by the client who uses the Platform in its full functionality as described in the environment, including setting the rights of use of the Platform for other users of the client.
- 1.3. **User** – a user of the Platform who uses the Platform in the extent of the level (rights) assigned by the Administrator.

2. Terms of use of the Platform



- 2.1. For the use of the Platform, Telia enables the client to access the Platform (incl. providing the Administrator with a username and password, if necessary).
 - ✓ The accounts for the Users of the client are created by the Administrator, who will also set up the required usernames and passwords.
 - ✓ The Administrator has the right to change the passwords of all User accounts at any time.
- 2.2. The client is obligated to prevent third parties from obtaining usernames and passwords granting access to the Platform.
- 2.3. The client undertakes to ensure that all Users comply with the requirements established in these Terms.
- 2.4. The client acknowledges and agrees that all transactions and operations performed using the account provided to the client will be deemed performed by the client, and the client will take full responsibility for all relevant operations and transactions.
- 2.5. If the client gives access to the Platform to third parties, the client will also be liable before Telia for the activities of third parties in their use of the Platform. The client ensures that any party who has been granted such access will contact the client directly in the event of any inquiries relating to the use of the Platform. If Telia is contacted, it has the right to charge a fee from the client for handling the requests in accordance with the price list.
- 2.6. The client is responsible for ensuring the presence and functioning of an Internet connection and other resources necessary for the use of the Platform.
- 2.7. Telia has the right to change the range, content, parameters, restrictions, procedures, menu structures of service provision, logic of use, terms, instructions, etc. of the services used through the Platform at any time without giving prior notice to the client. Changes are deemed to have been communicated to the client from the moment that the relevant change has been carried out on the Platform.

3. Interfaces with the Platform



- 3.1. Provided that the relevant technical prerequisites are fulfilled, the client will be able to interface their own physical or virtual resources or applications with the Platform, within the possibilities and options provided on the Platform.
- 3.2. In order to monitor or ensure the functionality of the interfaced resource, it may be necessary to install additional software ('software agents') to the client's IT resources (incl., for example, to

virtual machines).

- ✓ The client acknowledges and accepts that if the client chooses not to install such additional software, some of the functionality dependent on such software may not be available (and such a situation is not considered a malfunction or disruption).

3.3. In the case of installing any software, the client is also obligated to perform the necessary updates as the software provider makes them available.

- ✓ In the case of non-performance of updates, the client is solely liable for the consequences of such omission.
- ✓ In the case that the failure to perform updates may interfere with the functioning of the Platform or endanger Telia's systems or those of Telia's other clients, Telia has the right to restrict the use or completely remove the specified software from the Platform. Depending on the criticality and impact of the situation, Telia is not obligated to notify the client thereof in advance.

3.4. The client undertakes to keep their infrastructure (interfaced with the Platform) and the software used therein up-to-date and secure.

4. Telia's contact details



4.1. Inquiries can be communicated to Telia:

- ✓ By calling the client support number **+372 606 9944** or sending an email to help@telia.ee
 - Fault reports should be communicated by phone; other questions can also be sent by email.
 - Client support receives and handles inquiries during working hours.
 - After contacting support, the client must be available by phone.

5. Platform availability



5.1. Telia monitors the functioning of the Platform around the clock on all days of the week and, if necessary, performs operations that help secure or regain access to the Platform, including to the services provided through it.

5.2. Telia ensures a 99.5% cumulative availability of the Platform in each calendar month.

5.3. Should a malfunction or a disruption (e.g., software error) preventing the use of the main functionalities of the Platform occur, Telia will eliminate the malfunction or disruption within 3 working days of becoming aware of the malfunction, unless agreed otherwise with the client.

5.4. In the case of a malfunction or disruption which obstructs the use of an additional functionality of the Platform but does not obstruct the functioning of the main functionality of the Platform, or when the non-functioning of the Platform is a result of the client's activities, Telia will eliminate the malfunction or disruption within a reasonable time period after becoming aware of the malfunction. A reasonable time period is considered to be the elimination of a malfunction no later than within 5 working days.

5.5. The Platform is an environment that has not been created by Telia. Therefore, the client should take into consideration that Telia may not be able to guarantee the further development of the Platform or influence the creation of additional functionalities and the implementation of vendor-dependent bug fixes and changes.

6. Data retention and creation of backup copies



6.1. The data communicated to the Platform is stored on the Platform for one year, unless agreed otherwise with the client. After the expiry of the aforementioned deadline, the data will be deleted

automatically.

- ✓ Upon the termination of a service contract concluded between Telia and the client, the data is deleted within 30 days of the termination of the contract. The transfer of data upon the termination of the contract is carried out in accordance with the rules of IT services.

6.2. Telia makes backup copies of the data communicated to the Platform regularly, at a frequency of once per 24 hours.

- ✓ The maximum recovery time objective (RTO) is 5 working days, on the condition that the recoverable volume of data and data connections allow for that deadline to be met.
- ✓ The maximum possible data loss is 24 hours.
- ✓ Telia will retain the backed up data for 30 days, starting from the time it is backed up.
- ✓ Restoration of data from backup copies, if the loss or damage of data has occurred due to the client's activity or inactivity, is carried out according to the price list.
- ✓ If data loss was caused by Telia's activity, data is restored free of charge for the client.

7. Maintenance services



7.1. Telia is entitled to carry out maintenance services related to the operation of the Platform as required.

- ✓ Telia carries out maintenance services in a manner that interferes the least with the use of the Platform.
- ✓ The functioning of the Platform may be disrupted during the maintenance services; these disruptions are not deemed to be malfunctions.
- ✓ Telia will notify the client one week in advance of any maintenance services that will have a significant impact on the functioning of the environment.

8. Additional terms and conditions



8.1. In matters not stipulated in these Terms of Use, the parties are guided by the rules of IT services, the general terms and conditions, and the price list, where applicable.

- ✓ Telia has the right to terminate access to the Platform and to close down the use of the Platform in its entirety by giving the client prior notice in accordance with the general terms and conditions.

8.2. If personal data is included in the data transmitted by the client to the Platform, it will be processed by Telia as the processor in accordance with the rules of IT services, unless agreed otherwise by the parties at the request of the client. The details of the processing of personal data are established separately between the parties.