

Service name:

# 1U HOSTING

## 1. Service description



- 1.1. As part of the service, Telio provides the client with 1 RU of the equipment cabinet located in Telia's data centre.
- 1.2. The service is accompanied by an Internet connection according to the selected plan, 1 (one) public IP address for each RU and non-duplicated and uninterruptible power supply through UPS 1A.
- 1.3. The data centre where the server is hosted has air conditioning, an automatic gas extinguishing system, a security system, and video cameras.
- 1.4. Information on the server room and additional services is available on the website.

## 2. Service availability



2.1. Service levels for ensuring 1U Hosting:

Extent of impact	Maximum response time	Maximum repair time	Maximum allowed service outage or disturbance within one month
none	within 8 hours during working time	-	-
low	within 4 hours during working time	within 8 hours during working time	up to 16 hours during working time
medium	up to 4 hours around the clock	up to 8 hours around the clock	up to 8 hours around the clock
high	up to 4 hours around the clock	up to 4 hours around the clock	up to 4 hours around the clock

- 2.2. The extent of the impact of the service is determined by Telia.
- 2.3. If the initial time frame of the repair has turned out to be incorrect and it is not possible to meet the relevant obligations, the parties shall agree on the schedule of further activities.
- 2.4. Scheduled maintenance service does not affect the maximum allowed service outage within one month.

## 3. Data centre visits and ancillary products



- 3.1. Visits to the data centre are accompanied by a security technician of Telia, and such visits are charged according to Telia's price list. The maximum response time during working time is 4 hours, and during non-working time 8 hours.
- 3.2. The client has the right to order ancillary products for the service according to the price list, including:
- ✓ additional IP addresses;
  - ✓ duplicating power supply to the server from another power system or through the automatic fire alarm system (AFAS);
  - ✓ additional power supply 1A.
- 3.3. The client has the right to order additional paid work provided in the price list, including:
- ✓ rental of a physical server or network device;

- ✓ cabling (patch cabling);
- ✓ (dis)assembly of equipment and/or components. The client ensures that the security technician has the necessary instructions to perform the work;
- ✓ packaging disposal;
- ✓ receipt and storage of equipment/components in the data centre storage room.

## 4. Placing orders and reporting failures



4.1. You can send an inquiry to Telia by calling the client support number +372 606 9944 or sending an email to [help@telia.ee](mailto:help@telia.ee). The client can also send notices to the Business client service via the IT client support web form on the desktop of the Computer workplace or on the home page of the management software agent.

4.2. The client must submit notices with the “medium” or “high” service level impact in a format that can be reproduced in writing and undertakes to duplicate them by telephone at the telephone numbers specified in clause 4.1.

4.3. After submitting a failure notice, the contact person of the client or the person who has sent the notice shall be available by telephone for the contact person of Telia.

## 5. Client's obligations



5.1. The client is responsible for any offences and violations of third party rights caused by the client's activity or inactivity.

5.2. During the use of the service, the client undertakes not to download, store, display, transmit, enter or apply the materials or contents of Telia's infrastructure in any other way that is not in compliance with applicable legislation, and the client is solely responsible for any damage caused to Telia or third parties.

5.3. The client undertakes to refrain from any activity that interferes (or may interfere with), or obstructs (or may obstruct) the service, violates (or may violate) the security of the system, infrastructure or communications network. Furthermore, the client shall keep the current software updated and secure in their infrastructure. The client is responsible for any damage that may be caused by third parties as a result of the client violating the terms of the current clause.

5.4. The client is responsible for ensuring that the equipment provided by them complies with the standards, regulations, and the current legislation of the Republic of Estonia. The equipment must be in working order, safe, rack mountable in the equipment cabinet, and comply with the direction of airflow in the hot and cold zones of the data centre.

5.5. The client undertakes to follow all orders given by the security technician of Telia during the entire visit to the data centre.

5.6. Photographing, filming, and the use of any other method or medium for recording, playback or transmission is prohibited in the data centre.

5.7. If the client violates any terms of any service agreement and/or these terms of service, Telia has the right to suspend the client's service and restrict the client's access to the infrastructure in the interests of Telia's infrastructure security, regardless of extent of the violation or whether the client agrees with Telia's assessment of the violation of the contract by the client.

5.8. The client shall appoint in the service agreement the authorised person(s) who have the right to request access to the server room on behalf of the client.

## 6. Service fee



6.1. The client undertakes to pay for the use of the service according to the price list.

6.2. In addition to the monthly fee, the client undertakes to pay for the ordered additional services and inquiries.

## 7. Applicable conditions and processing of personal data



7.1. In addition to these terms of service, the parties shall be guided in mutual communication by the IT service policy, the general terms and conditions, and the price list.

7.2. If Telia comes in contact with personal data in providing the service, Telia as the processor will process such data in accordance with the provisions of the IT service policy. The parties will record the details of processing personal data separately, if necessary.

