

Service name:

MICROSOFT SQL DATABASE SYSTEM MANAGEMENT SERVICE

1. Service description



1.1. Telia manages the Microsoft SQL database system (MSSQL) on the servers specified by the Customer in accordance with these Service Conditions.

1.2. Within the scope of the Service, Telia provides:

✓ 24/7 automatic MSSQL monitoring, which observes:

- system network-level responsiveness (the system is pinged regularly; if it fails to respond 3 times in a row, an alarm is generated);
- free disk space, memory, and CPU availability (status thresholds: *Warning* and *Critical*):

	<i>Warning level</i>	<i>Critical level</i>
Disk space	Resource usage at 85%	Resource usage at 95%
Memory	Resource usage at 85%	Resource usage at 95%
Processor	Resource usage at 85%	Resource usage at 95%

Upon reaching the above critical default value, Telia has the right, if technically possible and without a separate request or confirmation from the Customer, to increase the affected resource (*Critical*) by up to 20% to prevent the Service failure;

- additional database checks as agreed upon by the Parties.

✓ Handling of monitoring alerts:

- Telia responds to all *Critical* level alerts from monitoring;
- Telia responds to all alarms indicating a Service outage or disruption within the scope of MSSQL instances managed under the Contract (hereinafter referred to as Instances);
- the Customer may request, for an additional fee, the forwarding of monitoring notifications via email.

✓ Monthly verification and, if necessary, installation of MSSQL security and software updates.

- As a rule, updates are installed on the third Tuesday and/or third Thursday of each month between 23:00 and 07:00 as part of scheduled maintenance, for which Telia is not obligated to notify the Customer in advance. If the vendor releases a critically important security update, Telia will perform the installation at another time if necessary, notifying the Customer in advance where possible.
- Depending on the architecture of the Customer's solution, the update process may cause a service interruption. Such an interruption is not considered a Service failure.
- If the application related to the database is not managed by Telia, updates will be installed according to the agreement between the Parties. In the absence of such an agreement, updates will be performed under the above-mentioned conditions.

✓ On-demand tasks performed during the Standard Business Hours:

- database system log file verification;
- database system backup performance verification;
- changes to the Customer's database or MSSQL configuration;

- configuration management (making changes to the configuration of MSSQL-related systems within the managed Instance);
- index review and adjustments, if necessary.
- No more than once a month, performing work related to the following version updates:
 - cloning an existing database instance from the production environment to the pre-production, test or development environment;
 - cloning refers to a copy of the database structure and data, made available as a separate instance or on a designated server;
 - cloning does not involve version updates to the database (e.g. changes to the MSSQL software version), changes to the database structure or scheme (e.g. adding, deleting or transforming tables) or data processing (including pseudonymisation, anonymisation or implementation of other privacy-related measures);
 - cloning is done at a time agreed by the Parties.
- Deployment of new application/database code or packages to test or production databases (Customer performs the testing/validation);
- creation of backups from production database;
- restoration of former production databases from backup, if needed;
- ✓ log file and load graph analysis;
- ✓ management of high availability features, including *Failover cluster, Database Log Shipping, Database Mirroring, AlwaysOn Availability Groups, SQL replication*;
- ✓ monitoring system checks and improvements;
- ✓ suggestions to the Customer concerning hardware/software/functionality updates based on monitoring data;
- ✓ Customer notifications about current or potential future issues;
- ✓ agreed component management (configuration, attribute, and parameter changes) per request or need by the Customer;
- ✓ provision of information about the Customer's application, if available.

1.3. For the provision of the Service, Telia has the right, if necessary, to configure applications required for service delivery on the server or in the database, including agent programs.

2. Rights and obligations of the Parties



2.1. Obligations of the Customer:

- ✓ to ensure Telia has the necessary permissions and access to perform service-related tasks (e.g. management, maintenance);
- ✓ to use only vendor-supported MSSQL versions;
- ✓ to ensure at least MSSQL and its Instance configurations are backed up. The Customer ensures Telia access to the backup system, so that Telia would be able, if necessary, to restore the configurations of the OS and MSSQL Instances as part of the Service failure recovery;
- ✓ to ensure all required licences for the MSSQL usage are in place and comply with vendor licensing terms.

2.2. Telia is not responsible for:

- ✓ any consequences or errors arising from the use of an unsupported MSSQL version. In such cases, MSSQL may not be monitorable or centrally manageable, nor can updates or guaranteed availability be ensured;
- ✓ failures, data leaks, viruses or other incidents caused by the Customer's actions or inaction (e.g. refusal to apply security updates).

2.3. Telia may suspend the system without prior notice if there is a potential immediate threat to

the Customer's or Telia's systems (e.g. spread of ransomware).

2.4. If the MSSQL version is not supported by the vendor, Telia may deliver the service on a best-effort basis:

- ✓ Telia ensures that it responds to requests and monitoring alarms at the agreed times;
- ✓ further actions, including possible recovery, depend on the Customer's orders and technical feasibility;
- ✓ critical security updates are applied as feasible;
- ✓ the start of limited service provision is communicated to the Customer in advance;
- ✓ upon restoring the manufacturer's version updates, the services will be provided in full from the date agreed between the Parties in accordance with the Service Conditions;
- ✓ the Service fees are not reduced during the best-effort service period.

3. Service availability

3.1. A failure in the context of this Service is defined as unplanned downtime or malfunction of the managed MSSQL Instance (classified as 'High' or 'Medium' impact).

3.2. Telia will ensure that the Service failure is rectified according to the Service Level Agreement (SLA) chosen by the Customer.

	Request trigger	Maximum response time		Maximum resolution time	
SLA level 1	Customer request	up to 8 hours during the Standard Business Hours			
	Monitoring alert with Critical severity	up to 8 hours during the Standard Business Hours			
SLA level 2	Customer request	up to 8 hours during the Standard Business Hours			
	Monitoring alert with Critical severity	up to 8 hours 24/7			
SLA level 3	Customer request	up to 4 hours during the Standard Business Hours	up to 6 hours outside the Standard Business Hours	up to 6 hours during the Standard Business Hours	up to 12 hours outside the Standard Business Hours
	Monitoring alert with Critical severity	up to 6 hours 24/7		up to 6 hours during the Standard Business Hours	up to 12 hours outside the Standard Business Hours
SLA level 4	Customer request	up to 2 hours 24/7		up to 2 hours during the Standard Business Hours	up to 4 hours outside the Standard Business Hours
	Monitoring alert with Critical severity	up to 2 hours 24/7		up to 2 hours during the Standard Business Hours	up to 4 hours outside the Standard Business Hours

3.3. For the purposes of this Service, repairing means the restoration of the Service to its pre-failure state or similar, or restoration of the originally agreed upon database configuration.

- ✓ The resolution time applies under the following conditions:
 - MSSQL is configured as highly available (including, but not limited to, having two or more MSSQL instances in the configuration);
 - the Customer's solution is designed and configured in a way that allows the time resolution to be met; and
 - the infrastructure on which the managed MSSQL is installed is administered by Telia or Telia has sufficient access to it.
- ✓ The resolution time does not apply if resolving the Service failure requires restoring MSSQL from backup. In such cases, Telia will resolve the Service failure in accordance with the technical possibilities.

3.4. In circumstances where it is not possible or practical to comply with the time commitments (e.g. the initial diagnosis proved to be wrong for objective reasons or the Customer has not provided the required access), the Parties will coordinate further action and time to resolve the

Service failure through contact persons.

3.5. Although Telia is responsible for the functioning of the Service as the service provider, the resolution of the Service failure may depend in whole or in part on processes or infrastructure under the control of the Customer or a third party (e.g. a software vendor or another service provider of the Customer), and in such cases, it may not be possible to resolve the Service failure by the above deadline; for example, Telia cannot ensure resolution of the failure if a connection, process or software fails due to a version compatibility matrix.

3.6. It will not be considered a Service failure and the above times to respond and/or repair will not apply if the Service failure is caused by the Customer's act or omission, scheduled work or force majeure.

4. Telia's contact details



4.1. Customer support phone: **+372 606 9944**.

4.1.1. Failure reports must be communicated by phone. Other questions can also be sent by e-mail. The Customer must remain reachable by phone after contacting support.

4.2. Customer support email address: help@telia.ee.

4.3. Telia responds to the Service support requests and Change requests within 8 hours during the Standard Business Hours.

4.4. Submitted requests can be tracked via the IT portal.

5. Non-contractual work



5.1. The Customer has the right to order works and additional services from Telia, the performance of which is not included in the monthly fee, including:

- ✓ restoration of MSSQL and its Instances due to the Customer's actions or omissions;
- ✓ resolution of incidents or problems related to the MySQL Instances which have occurred in the Customer's area of responsibility and/or due to an act or omission of the Customer;
- ✓ MSSQL recovery testing;
- ✓ custom database usage monitoring (e.g. query counts);
- ✓ script writing;
- ✓ major version upgrades of MSSQL;
- ✓ recovery planning and testing;
- ✓ backup services for the Customer's data restoration;
- ✓ in-depth performance analysis with developer input;
- ✓ additional upgrades;
- ✓ cloning of more than one database/Instance or to multiple destinations;
- ✓ work outside the agreed Standard Business Hours of the Service.

5.2. Non-contractual work ordered by the Customer is carried out according to the Customer's order during or outside the Standard Business Hours, as required and according to technical possibilities.

- ✓ Depending on the work ordered, the Customer ensures Telia access to the backup system, if necessary, so that Telia is able to restore the configurations of MSSQL and its Instances.

6. Service fee



6.1. The amount payable for the Service depends on the volume of services used during the Invoicing Period (including the number of Instances). In addition to the monthly fee, the Customer is obliged to pay for paid (additional) services ordered.

6.2. The Service fees are described in the Price List.

7. Additional terms and conditions



7.1. In addition to the Contract and the Service Conditions, the Parties are guided by the Rules of IT services, the General Terms and Conditions and the Price List.

7.2. If Telia comes into contact with personal data in the course of the provision of the Service, such personal data will be processed by Telia as a processor in accordance with the Rules of IT Services. Where necessary, the Parties will separately establish the details for the processing of personal data.