

Name of service:

# SECURE TERMINAL INTERNET

## 1. Service description



1.1. As part of the service, a business client can:

- ✓ use the internet connection with your devices at the agreed location (connection point) via the Telia communications network;
- ✓ select a suitable upload and download speed (connection speed) that complies with the technical solution offered at the location of the internet plan's connection point;
- ✓ use one dynamic public IP address. Special configuration, such as a static IP address or address range, can be ordered for an additional fee;
- ✓ a network-based security filter that improves the security of data traffic between the connection point and the internet in order to automatically deflect identified cyber threats. If desired, the security filter functionality can be turned off via self-service or by contacting Telia.

## 2. Conditions for the use of service

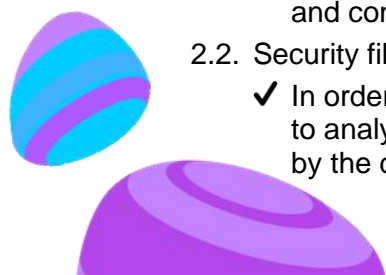


2.1. Internet connection:

- ✓ Telia selects the technical solution with which the internet connection can be provided based on the technical options available at the location of the connection point. Telia may, if necessary, change this technical solution on the basis of and pursuant to Telia's general terms and conditions;
- ✓ The connection speed parameters (corresponding service level (SLA)), prices and other parameters of the internet plans of the Secure Net, as well as the options for using Telia's other services, can be found in the price list and on [Telia's website](#). When using a mobile technical solution, then conditions for using mobile internet, provided on Telia's website, must also be followed;
- ✓ The actual connection speed of the internet plan at a particular moment of use depends on the client's devices and other internet-based services used at the same time. The speed of the internet service provided by mobile communication technology also depends on the strength of the mobile phone signal at the location of the mobile device and the network load at a particular point in time;
- ✓ More detailed information on the quality of the internet service, the methodology used to measure connection speeds, as well as other technical parameters (incl. communication protocols and service servers) and the conditions for using the internet can be found on Telia's website (see [terms and conditions for using the internet connection services](#));
- ✓ In order to establish an internet connection, the client must obtain and install equipment in the connection point that complies with the parameters established by Telia (e.g. router, etc.). More information about the required equipment can be found on [Telia's website](#);
- ✓ The client may not unilaterally change the location of the connection point established in the contract. Otherwise, it constitutes a material breach of the contract, in which case Telia has the right to suspend the provision of the service until the breach is terminated or to cancel the contract by notifying the client thereof pursuant to Telia's general terms and conditions.

2.2. Security filter:

- ✓ In order to create a security filter, Telia will install a device in its communication network to analyse data traffic, which operates in accordance with the functionalities prescribed by the device manufacturer. This device is managed and maintained by Telia in



accordance with the manufacturer's instructions. As part of the management, Telia monitors the operation of the security filter, updates the software installed in the device;

- ✓ As part of the service, the client can get an overview of the operation of the security filter, the detected and blocked threats, blocked unsafe websites and malware in the agreed manner and for an agreed period. The client is responsible for drawing conclusions based on the information included in the overviews, incl. disconnecting network devices from the client's intranet and maintenance, if necessary. Telia does not respond to or resolve cyber threats identified or blocked by the security filter. Telia will be at no point responsible for the cyber threats incurred by the client or any other consequences to IT property, regardless of the use of the security filter.

### 3. Service fee



- 3.1. A monthly fee must be paid for the use of the service, depending on the technical solution of the internet connection and other parameters (e.g. speed).
- 3.2. The fees of the service are listed in the price list, which can be found on Telia's website.
- 3.3. When ordering additional paid services or other services (e.g. router rental, specially configured IP addresses, different service level, etc.), an additional monthly fee must be paid for them.
- 3.4. The calculation of fees starts from the date of activation of the Secure Terminal Internet or another service, and the fee for the service must be paid according to the invoice submitted by Telia by the due date indicated therein.
- 3.5. If additional work (e.g. constructing a line, upgrading the internal network, installing a router and similar necessary equipment) is required to use the internet service, the client must bear the costs of obtaining the necessary services and equipment, however, they can be ordered from Telia.

