

Service name:

AWS CLOUD SERVICE

1. Service description



- 1.1. Within the framework of the service, Telia registers the client's *Subscription ID* required to operate the Amazon Web Services (hereinafter AWS) cloud service, and creates the virtual environments needed to use the services (*tenant*) and the accesses required to use them, as necessary.
- 1.2. The creation, configuration, management and reporting of cloud service resources used by the client is carried out in the AWS management interface (hereinafter also referred to as the Administrative Interface). The Administrative Interface also reflects the configuration of used resources, as well as the changes made to it.
 - ✓ If the client wishes, Telia creates, configures and manages cloud resources in the Administrative Interface for an additional fee.
- 1.3. The content and functionality of the service is limited to creating access to the Administrative Interface and billing for the resource used.
- 1.4. The client can use AWS cloud services according to the limitations and capabilities of the Administrative Interface. Among other things, but not only, it is possible via the Administrative Interface to:
 - ✓ install the operating system from predefined templates;
 - ✓ start and stop server resources;
 - ✓ monitor used resources and logs.
- 1.5. The client is independently responsible for their selected settings and choices in the Administrative Interface, including, for example, the selection of the data location.
- 1.6. Within the framework of the service, Telia does not ensure the client the availability of the resources (e.g., Internet connection) required for using the cloud service(s). Telia is not responsible for ensuring the functionality of cloud services, nor for storing data and configurations saved during the use of the cloud services.

2. Client's obligations



- 2.1. The client guarantees Telia the rights and accesses needed to provide service for the duration of the use of the service, incl. the necessary rights for giving the required approvals in the course of creating accounts on behalf of the client.
- 2.2. The client is aware that in order to provide the service, Telia has a corresponding administration account in the Administrative Interface for the purpose of providing services. Upon termination of the use of the service, the client undertakes to make the corresponding changes in the Administrative Interface, to ensure that it has the necessary administration account.

3. Reporting obligation



- 3.1. Telia has the right to require the client to fulfil the reporting obligation, in order to ensure the operation and quality of the service and to plan the resources necessary for providing the service.
 - ✓ The reporting obligation consists of the client's obligation to report the estimated volume of the service to be used by the client during the following reporting period.
 - ✓ The reporting format will be agreed separately between the parties.
 - ✓ Unless otherwise agreed by the parties, the reporting period for the volume of service will be 1 calendar month.
- 3.2. If the client has failed to comply with the reporting obligation for 3 consecutive reporting

periods or significantly exceeds the reported volume, Telia has the right to restrict the use of the service in the Administrative Interface.

4. Contacting the helpdesk



4.1. Inquiries can be sent to Telia:

- ✓ By calling the helpdesk number **+372 606 9944** or sending an email to help@telia.ee
 - Fault reports should be forwarded by phone; other questions can also be sent by email.
 - After sending a request, the customer should be reachable by phone.
 - Inquiries that have been sent can be viewed in the IT portal <https://it.telia.ee/>.

5. Service availability



5.1. Telia responds to the client's inquiries as follows:

Extent of the impact	Maximum response time
High	up to 4 hours around the clock
Medium	up to 4 hours around the clock
Low	up to 4 hours during working time
None	up to 8 hours during working time

5.2. If necessary, Telia will forward the requests to AWS. The mediated requests shall be closed after they have been forwarded and Telia shall not monitor their subsequent resolution.

5.3. In light of the fact that Telia is mediating the AWS cloud service, Telia is not responsible for the availability of AWS cloud service components and cannot guarantee the resolution of problems that hinder the operation of the Administrative Interface. More detailed information on the content and availability of AWS services and the Management Interface is available on the manufacturer's website <https://aws.amazon.com/>.

6. Service fee



6.1. The amount payable for the service depends on the volume of services used during the billing period. Fees related to AWS cloud services used by the client are available to the client in the Administrative Interface.

6.2. Due to the fact that Telia alone mediates the AWS cloud service, Telia may not be able to inform the client in advance regarding changes to the unit prices of components or other conditions reflected in the Administrative Interface.

6.3. Telia has the right to set a monetary limit for the use of cloud services, above which Telia has the right to restrict the use of the service in the Administrative Interface, notifying the client thereof, if possible. The financial limit is fixed in the contract.

6.4. In addition to the monthly fee, the client undertakes to pay for the inquiries made to Telia and the ordered additional services in accordance with the price list, as well as for the inquiries of third parties to whom the client has given access to the Administrative Interface.

7. Additional terms and processing of personal data



7.1. In addition to the contract and these Terms of Service, the parties will be guided in mutual communication 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 when providing the service (for example, if there is access to the client's personal data via the Administrative Interface), Telia as the processor will process such data in accordance with the provisions of the Rules of IT services. Where necessary, the parties will separately fix the details for the processing of personal data.