

Service name:

# MICROSOFT 365 BACKUP SERVICE

## 1. Service description



- 1.1. As part of the Service, the Customer can back up their data stored in the Microsoft 365 cloud.
- 1.2. Telia provides the Customer with the Microsoft 365 backup service via the hardware and software required for its management located in the Telia server room.
  - ✓ Data backup will be performed with the appropriate central backup software to Telia's high availability infrastructure.
  - ✓ Telia manages the corresponding hardware and software to enable data recovery.
  - ✓ As part of the Service, Telia will provide user-based licences.
- 1.3. The Telia resources used to provide the service are located in an access-controlled server room, which is equipped with air conditioning, an automatic gas extinguishing system, a surveillance system, and video cameras.
- 1.4. The availability and functioning of the Internet connection and other resources required for the use of the service will be ensured by the Customer.

## 2. Making backup copies and restoring data



- 2.1. Within the framework of the service, Telia shall regularly make backup copies with the frequency agreed upon in the Contract.
  - ✓ Unless a different frequency is agreed upon in the Contract, Telia shall make backup copies once a day (RPO i.e. potential data loss is 24 hours) with 30 generations being stored.
- 2.2. The data to be backed up will be agreed upon at the start of the Service and later based on proposed changes submitted via Telia's Customer Service.
- 2.3. Backup copies are made without shutting down the Customer's applications, which could cause data loss for the Customer but which is not considered as data corruption or loss of data by Telia.
- 2.4. The maximum recovery time objective (RTO) is 24 hours on the condition that the recoverable data volume and data connections allow for that deadline to be met.
- 2.5. Restoring data from backup copies, if the loss or damage of data occurred due to the Customer's activity or inactivity, shall be carried out according to the Price List.
- 2.6. If the data loss was caused by Telia's action, the restoration of the data shall be free of charge for the Customer.
- 2.7. Telia will delete all backup copies upon termination of the service. If desired, the Customer can order the retention of backups until the originally set expiration date for an additional fee before the service is terminated.

## 3. Backup service infrastructure availability



- 3.1. Telia ensures the cumulative availability of the Telia infrastructure used to provide the Service in each calendar month as follows: 99.80% (i.e., the maximum duration of failures shall not exceed 86 minutes in a single calendar month).

## 4. Contacting customer support



4.1. Requests can be communicated to Telia:

- ✓ By calling the customer support number **+372 606 9944** or by sending an e-mail to support [help@telia.ee](mailto:help@telia.ee).
  - Customer support receives and responds to requests within 8 hours during the Standard Business Hours.
  - The Customer must remain reachable by phone after contacting support.
  - Submitted requests can be tracked via the IT portal at <https://teenindus.telia.ee/>.

## 5. Service fee



5.1. The Customer pays for the Services in accordance with the Service Conditions, the Price List, and the invoice provided by Telia, based on the combination of service parameters used during the invoicing period (the number of Microsoft 365 user-based licences, whose data is being backed up, and the volume of data backed up in GB). In addition to the monthly fee, the Customer is obliged to pay a fee established in the Price List for paid (additional) services ordered by the Customer.

## 6. Customer's contact person



6.1. The Customer shall designate in the Agreement at least one technical contact person, i.e. the Main User, who shall have administrator access to the corresponding web interface (administrative interface) for the purpose of restoring the backed-up data. If the Customer so wishes, the Customer may designate Telia as the Main User.

6.2. The contact person will be identified and, if necessary, orders will be coordinated via the phone number or email address specified in the contract.

## 7. Additional terms



7.1. In addition to the Contract and these Service Conditions, the Parties are guided in their relations with each other by the Rules of IT Services, the General Terms and Conditions, and the Price List.

7.2. If Telia encounters 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.