

Service name:

TELIA WAF PROTECTION

1. Service description



1.1. As part of the service, Telia provides its customers with 24/7 access to the WAF Protection Platform (hereinafter the 'Platform'), which can be used to automatically detect and respond to Internet-based web server clogging attacks, website disruption, and attempts to exploit publicly known security vulnerabilities.

1.2. Using the service will help to increase the service speed of the web server and the performance of serving online requests during peak hours.

- ✓ The service will be provided to systems designated by the customer via the IPv4 and/or IPv6 protocol addresses. The service is provided in Telia's data centres via Telia's external network connections, no equipment is installed at the customer's premises for the operation of the service.
- ✓ The Platform works as a cluster solution and is available to the customer as a shared resource. Telia reserves the right to distribute or redistribute customers' traffic between the different parts of the cluster to spread and harmonise the load on the different parts of the cluster, to ensure the smoother and more seamless operation of the service, and to carry out routine maintenance on the different parts of the cluster. These activities generally occur unnoticed by users of the customer's website or are subject to short delays.
- ✓ Platform protection is active around the clock (24/7/365). As part of the service, all traffic from the customer's web server is routed through the Platform to analyse the queries made to the web server and the responses to those queries sent out by the web server. In the event of an attack being detected, the Platform protection feature is automatically triggered, i.e. dangerous queries are blocked.
- ✓ In the case of normal web traffic / web page usage, the Platform's protection capacity will not apply.
- ✓ The customer can get an overview of the identified cyber threats and the implemented protection measures from the corresponding report, as well as from the customer's web traffic logs.

1.3. To use the service, the customer chooses a service package that suits their needs.

Service package	Peak hour web traffic load	Limit to the number of websites	Maximum response time for resolving inquiries
Light	Up to 10 Mbps	1 IP address / website (1 root domain)	Up to 8 hours on working days (9.00–17.00)
Standard	Up to 25 Mbps	Up to 2 IP addresses / websites (2 root domains)	Up to 4 hours on working days (9.00–17.00)
Plus	Up to 25 Mbps	Up to 4 IP addresses / websites (4 root domains)	Up to 4 hours on working days (9.00–20.00)
Premium	Up to 50 Mbps	Up to 8 IP addresses / websites (8 root domains)	Up to 4 hours on working days (9.00–20.00)

- ✓ A more detailed description of the service parameter options included in the package and how to access the Platform is published on the website.

1.4. The Service operates on the principle of 'as is' without a guarantee of additional operation. The Platform may not be able to detect, eliminate, prevent or block all website disruption and web server clogging attacks that may occur, nor may it be able to prevent attacks through security vulnerabilities that have not yet been discovered or disclosed.

- ✓ In the event of a large-scale attack (including against other Telia customers using the Platform), the customer's website may be disrupted. Telia reserves the right, at its sole discretion, to make the necessary changes to the Platform settings to restore the normal situation and the smooth functioning of the websites.
- ✓ When using the service, false positive detections may occur which may interfere with the customer's use of the website. In order to avoid this, Telia may make changes to the customer's configuration either on its own initiative or at the customer's request.
- ✓ If the Platform requires changes to the configuration to increase the effectiveness of the protection capacity or to improve the functioning of the website, Telia will make the corresponding changes (within the limits of the capacity of the solution) based on the customer's request and the input received from the customer.

1.5. In no event shall Telia be liable for any attack or the consequences of such attacks, even if all agreed protection measures have been implemented.

1.6. In the event that any traffic through a customer connection compromises or may compromise the security or integrity of Telia's network, Telia has the right to block all customer traffic or route it to DDoS filtering, without notice, to prevent further damage.

1.7. It is possible for the customer to temporarily disable the Platform by modifying the DNS records accordingly. In doing so, the customer is independently responsible and takes into account the possible consequences.

1.8. If, during the period of use of the service, the volume of traffic on the customer's web server (in any direction) during peak hours (irrespective of the time of the customer's peak hour) exceeds three or more times per week the volume allowed in the service package selected as an hourly average, the customer undertakes to order additional capacity or to switch to a service package with a higher volume. If the customer has not made the change within 3 months, Telia has the right to unilaterally make the change, notifying the customer thereof.

- ✓ In order to ensure the smooth and seamless operation of the website, Telia does not limit the amount of traffic.
- ✓ Short-term high-volume web traffic is allowed at any time and does not require a change of service package.

2. Starting the service and prerequisites



2.1. The customer's website protected as part of the service must support the HTTP/1.x or HTTP/2 protocol. HTTP/3 is not supported by the service. The service is normally provided on TCP protocol ports 80 and/or 443, unless otherwise agreed. The remaining ports are closed.

2.2. In order to provide the service, Telia allocates a certain number of IPv4 and, if necessary, IPv6 addresses to the customer according to the selected service package. Each IP address can be associated with one DNS root domain and an unlimited number of sub-domains. IP addresses can be added later, if needed.

2.3. When ordering a service, the customer:

- ✓ chooses the most suitable service package;
- ✓ defines the list of root and sub-domains of the websites and the corresponding IP addresses to which the selected service package applies, as well as the known technical needs and details of the Platform configuration;
- ✓ designates the contact person(s) entitled to request changes to the Platform and to receive notifications and reports in relation to the service.

2.4. The customer must provide the rights and access necessary for the provision of the service, including the ability to manage and modify the DNS records associated with the web domain.

2.5. The customer is obliged to take into account the fact that, although Telia, as the service

provider, is responsible for the operation of the service, some of the processes and daily operations of the service are wholly or partly dependent on processes or infrastructure that are entirely under the control of the customer.

3. Contacting the helpdesk



3.1. Inquiries can be sent to Telia:

- ✓ By calling the helpdesk number **+372 606 9944** or sending an email to help@telia.ee.
 - The helpdesk receives and handles inquiries during Working Hours.
 - Telia will start resolving an inquiry during Working Hours within 4 hours from receipt of the inquiry.
 - It is essential that the person who made the inquiry is reachable by telephone. If necessary, an authorised contact person should also be available for contact.
 - Fault reports should be sent by phone; other questions can also be sent by email.
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 - You can keep track of the inquiries made in the IT portal at <https://it.telia.ee/>.

4. Service fee



4.1. The monthly service fee depends on the package chosen and the additional services ordered. Fees for the service and additional services are described in the price list.

4.2. Changes to the service configuration will be made in accordance with the price list.

5. Additional terms and conditions of the agreement



5.1. In addition to the contract and these terms of service, the parties will be guided in their relationship by the rules of IT services, general terms and conditions, and the price list.

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