Service name:

TELIA DATA CENTRE NETWORK

1. Service description

1.1. As part of the Service, Telia provides the Customer with a central firewall and local area network service for the resources located in the Telia data centre, managed by Telia under a contract between the Customer and Telia (including in a shared environment). Telia provides the Service through firewalls and local area network devices located in Telia data centres. Corresponding isolated VLAN network(s) are allocated to the Customer.

1.2. As part of the Service, the Customer can also use the connection to their resource from outside the data centre firewall (without firewall functionality, hereinafter: 'unwalled connection'), in which case the connection from the public Internet is guaranteed, but Telia cannot guarantee security at the same level as using the firewall.

1.3. As part of the Service, Telia responds to and resolves cyber threats detected or prevented by the firewall device and isolated IP network anomalies. The firewall may not detect, eliminate, prevent or preclude all cyber threats or attacks that occur. In order to ensure greater protection, the Customer may need to use an additional cyber security service.

1.4. Telia makes changes to network traffic (e.g. changing IP network rules, opening/closing/modifying ports) and IP network configuration according to the Customer's request.

- ✓ The monthly fee includes configuration changes up to the extent of 1 hour per calendar month.

1.5. Telia retains firewall logs for 90 days.

1.6. Telia enables a shared Internet connection with speeds of up to 10 Gbps to the resources located in the Telia data centre used by the Customer.

1.7. Telia enables to use the local area network connection speeds of up to 25 Gbps used in data centres.

1.8. The connection speed between Telia data centres is up to 100 Gbps.

1.9. The Customer can also subscribe to the required number of public IP addresses for an additional fee. The Customer can use both IPv4 and IPv6 address ranges.

1.10. Telia enables the Customer to establish IP-sec connections to the firewall for an additional fee, in which case Telia ensures the security of the connection on the firewall side. The performance and security of the connection of the equipment on the Customer's side is ensured by the Customer.

1.11. Telia ensures that the components of the firewall service are up to date and are managed sustainably in accordance with the ISO 9001 service standard.

1.12. The hardware and software components used as part of the Service comply with ISO 27001 and ISO 50001 security and service standards. Telia data centre network service infrastructure is located across two different data centres, with all infrastructure components ensuring high availability. When building their solution, the Customer can take into account that it is designed to operate business critical systems.

1.13. The data centres housing the hardware used to provide the service are located in the Estonia, and are equipped with air conditioning, an automatic gaseous fire suppression system, a surveillance system, and video cameras.

2. Obligations of the Customer

2.1. In order to ensure the quality of the Service and to plan the resources necessary to enable

the Service, Telia has the right to require the Customer to fulfil a reporting obligation.

- ✓ The reporting obligation consists of the Customer's obligation to report the estimated volume of the Service to be used by the Customer during the following reporting period.
- ✓ The reporting format is agreed separately between the Parties.
- ✓ Unless otherwise agreed by the Parties, the reporting period for the volume of service will be 1 calendar month.

2.2. When using the Service, the Customer undertakes to comply with, among other things, the provisions of the Rules of IT services, including the obligation not to use the resources made available within the Service in any illegal manner or for any illegal purpose, and to refrain from any activity that jeopardises the security of Telia's infrastructure.

3. Telia's contact details

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

3.2. Failure reports must be communicated by phone. Other questions can also be sent by email.

3.3. After contacting support, the Customer must be available by phone.

3.4. Customer support via email **help@telia.ee**.

4. Service availability

4.1. Telia will ensure cumulative availability of the Service for 99.99% of each calendar month (i.e. the total maximum duration of Service failure will not exceed 43 minutes per calendar month).

4.2. The Service is not available in the case of a Service failure.

4.3. Telia responds to change requests of the Customer within 8 hours during the Standard Business Hours.

5. Service fee

5.1. The amount payable for the Service depends on the volume of services used during the Invoicing Period. The Service fees are described in the Price List.

6. Applicable conditions and processing of personal data

6.1. 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.

6.2. 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.