

Name of service:

FIREWALL SERVICE

1. Service description



1.1. Under this service Telia shall provide its Client with a firewall device for the analysis and logging of data traffic between the office and the internet, and for elimination of detected cyber threats. Telia shall manage and maintain the device in accordance with the Terms of Service.

1.2. This service will enable the Client to adopt a remote work solution that allows client users to safely access the resources in the client's intranet on their laptop and smart device via public internet.

1.3. Upon launching the service, Telia shall set up remote management of the firewall device and configure the parameters, port forwardings of computer networks connected to the device, and the rules for remote work and for the use of internet.

1.4. The devices required for using the service shall be supplied and installed by Telia. Parties shall enter into a corresponding contract for the use of the devices.

1.5. The necessary software for the functioning of the service has been installed in the device. The use of the firewall device and the software installed therein and the processing of logs shall take place in accordance with the terms established by the manufacturer. Logs shall be retained for one (1) year.

1.6. The content and functioning of the service in regard to the management of the firewall device shall be limited to the management functions offered by the device manufacturer.

1.7. This service does not include Telia reacting to or resolving the cyber threats or intranet anomalies detected or blocked by the firewall device.

1.8. The client is entitled to receive a report to the e-mail address indicated by them regarding the internet traffic of the device as well as detected/blocked cyber threats. The client shall be responsible for drawing conclusions from the security threats and anomalies detected or blocked, incl. disconnecting network devices from the client's intranet and maintenance, if necessary.

1.9. Telia shall at no point be responsible for the cyber threats incurred by the client or any other consequences to IT property, regardless of the use of the firewall service.

2. Telia's obligations



2.1. In the context of the management service, Telia shall ensure:

- ✓ updating of the software installed to the device;
- ✓ device configuration back-up three (3) times per 24 hours. Telia shall retain back-up data for one (1) year;
- ✓ monitoring of the device to ensure its functioning.

2.2. Telia shall, via remote management, implement changes on the request of the client in regard to remote work accounts (e.g. removal of accounts, password changes), as well as in regard to device configuration, incl. rules for the use of internet and remote work.

3. Client's obligations



3.1. The client shall name at least one contact person associated with the service, who shall receive the reports forwarded as part of the service via e-mail. The client shall notify Telia of changes in contact details at the earliest opportunity.

3.2. The client shall:

- ✓ ensure safekeeping of all passwords issued to them in regard to the service, incl. the client shall change the passwords issued at the earliest opportunity and update



passwords regularly. The client shall be responsible for all consequences arising from the use of user names and passwords;

- ✓ provide Telia with the authorisations and access options necessary for the provision of the service;
- ✓ ensure an internet connection and the presence and functionality of other resources necessary for the use of the service.

4. Contacting client support



4.1. Inquiries can be sent to Telia;

- ✓ This can be done by calling the client support number **+372 606 9944** or by sending an e-mail to client support_help@telia.ee.
 - Client support shall receive and solve inquiries during regular working hours.
 - The person who made the inquiry has to be available over the phone. If necessary, an authorised contact person should also be available for contact.
 - Error messages have to be sent over the phone, other questions can be sent via email as well.
 - Inquiries that have been sent can be viewed in the IT portal <https://teenindus.telia.ee/>.

5. Service level terms



5.1. Telia shall receive and solve inquiries during regular working hours.

5.2. The inquiry shall be addressed within 4 hours as of the acceptance of the inquiry during regular working hours.

5.3. Inquiries shall be resolved by the end of the working day following the submission of the inquiry at the latest.

6. Service fee



6.1. The amount payable for the service depends on the amount of services used during the billing period. The service fees have been specified in the price list.

6.2. The monthly fee includes configuration changes up to the extent of one (1) hour per calendar month.

6.3. The monthly fee does not include on-site visits for the installation or replacement of devices, resolution of incidences caused by negligence of the client (incl. employee of the client) and/or a third person or misuse of the device, or works carried out outside regular working hours.

6.4. Invoicing for services starts at the moment when the Client is able to use the Service.

7. Additional terms and conditions



7.1. In addition to the contract and these Terms of Service, the parties will be guided in mutual communication by the rules for IT services, the general terms and conditions, and the price list.

7.2. If Telia comes in contact with personal data during the provision of the service (for example, if the administered device includes the main data of the client's employees), then Telia as the controller shall process these in accordance with the rules for IT services.

7.3. The parties will record the details of processing personal data separately, if necessary.

