

Service name:

TELIA AZURE SYSTEM MANAGEMENT

1. Service description



1.1. As part of the Service, Telia manages the Customer's Microsoft Azure public cloud environment (hereinafter the 'Azure cloud environment').

1.2. Telia shall, where necessary, create the cloud management environment(s) (*tenant*) required for the use of the services, configure the subscription accounts required for operation (*subscription*), and set up the access rights and *management groups* required for their use in accordance with best practices.

1.3. Upon the commencement of the Service, Telia shall perform the following activities to enable management of the Azure cloud environment:

- ✓ define the applicable policies and implement the corresponding configurations in subscriptions and management groups;
- ✓ configure role-based access control, multi-factor authentication (MFA), and region-based access in accordance with the Customer's input and as agreed with the Customer.

1.4. As part of Azure cloud environment management, Telia shall:

- ✓ perform a monthly review of implemented policies and, if necessary (e.g., in the event of policy changes), implement the required amendments to policy enforcement;
- ✓ perform a monthly review of security compliance and, if necessary, implement the required configuration changes;
- ✓ perform a monthly review of the agreed cost overview (*spend overview*) and, as agreed, identify optimisation opportunities for the Customer;
- ✓ perform a quarterly review of the Azure roadmap for the implementation and deployment of new features and capabilities;
- ✓ configure and modify role-based access rights based on the Customer's request.

1.5. Management of the Azure cloud environment and the creation, configuration, management, and reporting of the cloud service resources used by the Customer as part of the Service shall be performed in the Microsoft Azure administrative interface (hereinafter also the 'Administrative Interface').

- ✓ The configuration of the resources in use and any changes thereto shall also be reflected in the Administrative Interface.
- ✓ The Customer shall be granted needs-based access to the Administrative Interface in order to configure resources within the limits defined by the implemented policies.

1.6. The Customer shall select the service plan suitable for its needs.

- ✓ The services, functionalities, and configuration scope included in the plan are described in the Annex to the Service Conditions.
- ✓ The Customer is not entitled to modify the selection of services or functionalities included in the plan, including partial configuration.
- ✓ In the event of changes in the Customer's needs, it is possible to adopt a plan suitable for the Customer's requirements.

1.7. As part of the Service, Telia does not ensure the availability of resources that are prerequisites for the Service (e.g., internet connectivity). Telia is not responsible for the operation of the Administrative Interface or the cloud services, nor for the preservation of data and configurations stored using the cloud services.

2. Customer's obligations



2.1. The Customer shall ensure that Telia is granted the rights and access necessary for the provision of the Service throughout the entire Service period, including the rights required to provide confirmations necessary for the creation of accounts on behalf of the Customer.

- ✓ The Customer acknowledges that, for the purpose of providing the Service, Telia has an administrative account in the Administrative Interface corresponding to the purpose of service provision.
- ✓ For the purpose of ensuring emergency access, both Telia and the Customer shall each have at least one *Break Glass* account. The secure creation or transfer of the account shall take place upon the activation of the Service.
- ✓ Upon the termination of the Service, the Customer undertakes to make the necessary changes in the Administrative Interface to revoke Telia's access rights (including the *Break Glass* account) and to ensure that the Customer retains the administrative account required for self-management.

2.2. The Customer is obliged to take into account the fact that although Telia, as the service provider, is responsible for the provision of the Service, certain service processes and daily operations depend fully or partially on processes or infrastructure that are not under Telia's control (but, for example, under the control of the Customer or Microsoft).

3. Contacting customer support and handling requests



3.1. A request may be submitted to Telia by:

- ✓ calling the customer support number **+372 606 9944** or sending an email to help@telia.ee
 - Fault reports should be communicated by phone; other questions can also be sent by email.
 - After contacting support, the Customer must be available by phone.
 - Submitted requests can be tracked in the IT portal at <https://it.telia.ee/>.

3.2. Customer support receives and resolves requests during Standard Business Hours.

3.3. Telia shall commence the resolution of a request during Standard Business Hours within 4 hours of receipt of the request.

3.4. Due to the fact that Telia acts solely as a reseller of the Azure cloud service, Telia is not responsible for the availability of Azure cloud service components and cannot guarantee the resolution of issues that prevent the operation of the Administrative Interface. More detailed information concerning the content and availability of Azure cloud services and the Administrative Interface is available on the manufacturer's website at www.microsoft.com/azure.

4. Service fee



4.1. The amount payable for the Service depends on the Azure plan used during the Invoicing Period. The Service fees are set out in the Price List.

4.2. In addition to the monthly fee, the Customer undertakes to pay for any additional services ordered.

4.3. Due to the fact that Telia solely resells the Azure cloud service, Telia may not be able to notify the Customer in advance of changes to the unit prices of components or other conditions reflected in the Administrative Interface.

4.4. Telia has the right to set a monetary limit for the use of the cloud services; upon exceeding such limit, Telia has the right to restrict the use of the Service in the Administrative Interface, notifying the Customer thereof where possible. If set, the monetary limit shall be 6,400 euros per month unless otherwise agreed in the Contract.

5. Applicable conditions and processing of personal data



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

5.2. If, in the course of providing the Service, Telia processes personal data (e.g., if personal data of the Customer is accessible via the Administrative Interface), such processing shall be carried out by Telia as a processor in accordance with the Rules of IT Services. Where necessary, the Parties shall separately agree on the specific details related to the processing of personal data.

Annex 1. Plan descriptions

Plan	TELIA AZURE ESSENTIALS	TELIA AZURE PLUS	TELIA AZURE SECURE SCALE	TELIA AZURE ENTERPRISE FRAMEWORK
Target group	Small businesses or new Azure users	Growing teams requiring clear accountability	Medium-sized enterprises (e.g., with audit or compliance requirements)	Large enterprises and regional organisations
Subscription model	1 subscription	Subscription-based	Subscription-based	Subscription-based
Security (MFA, RBAC, Policy)	✓	✓	✓	✓
Cost reporting dashboard	✓	✓	✓	✓
Backup and monitoring (default)	✓	✓	✓	✓
Cost centre tagging	✗	✓	✓	✓
Role separation (Dev/Ops)	✗	✓	✓	✓
FinOps and savings plans	✗	✓	FinOps Hub	Scaled optimisation
Central network hub (Hub)	✗	✗	✓	✓
General rails (Guardrails)	✗	✗	✓	✓
Compliance (CIS/NIST/EU)	✗	✗	✓	✓
Recovery plan (DR/BCP)	✗	✗	✓	✓
Automated Subscription Vending	✗	✗	✗	✓

Plan	TELIA AZURE ESSENTIALS	TELIA AZURE PLUS	TELIA AZURE SECURE SCALE	TELIA AZURE ENTERPRISE FRAMEWORK
Advanced governance	✗	✗	✗	✓
CAF Landing Zones	✗	✗	✗	✓