

Service name:

# IT MAINTENANCE AND MANAGEMENT SERVICE

## 1. Service description



1.1. Within the scope of the Service, Telia ensures readiness to respond to all Customer requests in order to carry out actions ordered by the Customer to ensure the operation of the Customer's IT tools and systems/resources.

1.2. As part of the Service, Telia performs the tasks and administrative activities requested by the Customer in relation to the Customer's IT assets. This includes, among other things and according to the Customer's order, maintenance on IT equipment to prevent issues, incident resolution, consultation, and performing tasks both via remote management and, if necessary, at the Customer's location.

1.3. Telia provides the Service during the Service Hours.

1.4. The base fee of the Service includes 2 hours of IT or server services specialist work during the Service Hours. Upon signing the Contract, the Customer can select a desired number of additional specialist hours per month for task execution, for which the Customer pays a total monthly fee together with the base fee. If this volume is exceeded or work is ordered outside the agreed hours, the work will be performed based on an hourly rate in accordance with the Price List.

1.5. Telia guarantees a response to requests within the agreed times. Further action to carry out the work, including possible resolution, is carried out according to the Customer's order and technical possibilities. If the requested work cannot be performed, Telia will inform the Customer at the earliest opportunity.

1.6. The Customer is obliged to ensure that Telia has sufficient rights and access to perform the necessary activities (e.g. system administration, maintenance) as part of the Service.

## 2. Contacting Customer support



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

2.2. Customer support email address: [help@telia.ee](mailto:help@telia.ee).

2.3. Customer support accepts and resolves requests during the Service Hours.

2.4. Service Hours: Monday to Friday, 08.00–17.00, excluding public and national holidays.

2.5. The response time to the Customer's request is 4 hours during the Service Hours.

2.6. It is essential that the person who made the request is reachable by telephone. If necessary, an authorised contact person should also be available.

2.7. Failure reports should be communicated by phone; other questions can also be sent by email.

## 3. Service fee



3.1. The amount payable for the service depends on the volume of services used during the Invoicing Period. The Customer pays a total monthly fee for the additional hours fixed in the Contract together with the base fee (with a 15% discount applied to the Customer for the fixed IT specialist hours from the Price List).

3.2. The service fees are described in the Price List.

3.3. In addition to the monthly fee, the Customer is obliged to pay for ordered paid (additional)

services and for materials and spare parts used in eliminating hardware and/or computer network faults during the provision of the Service (where the manufacturer's warranty does not apply).

#### **4. Additional terms and conditions**



4.1. 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.

4.2. 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.