

Service name:

CALL CENTRE

1. Definitions



- 1.1. **Administration Interface** — Telia environment available on the website <https://teenused.telia.ee> where the Customer is able to configure parameters of the Call Centre Service and manage the work of Agents.
- 1.2. **User Account** — account enabling the management and use of the Call Centre, through which the Administrator and Agents are able to use the functionalities of the Call Centre to the extent of the level specified for the particular user.
- 1.3. **Agent** — a user of the Call Centre.
- 1.4. **Service Number** — the telephone number provided by Telia to the use of the Customer, through which dialling to the Call Centre takes place.
- 1.5. **Online Chat Address** — the unique address provided by Telia to the use of the Customer through which the online chat takes place.
- 1.6. **Chat Window** — a pop-up window associated with the Online Chat Address that opens via a link on the Customer's website, through which the exchange of chat messages between a visitor of the Customer's website and an Agent takes place.
- 1.7. **Administrator** — a Call Centre user who uses the Call Centre in full functionality as specified in the environment, i.e., controls the use of the Call Centre via the Administration Interface (including subscribing to, unsubscribing from, configuring functionalities) and assigns permissions to Agents to use the functionalities.

2. Service description



- 2.1. The Call Centre is a service based on a Telia software application that allows the Customer to receive and distribute calls received to the Call Centre Service Number or conversations initiated at the Call Centre Online Chat Address, and to use other service-related functionalities according to the user manuals.
- 2.2. Telia assigns a user ID and password to Administrators, which the Administrator can use to administer the Call Centre in accordance with the user manuals of the Service. The names, phone numbers, and passwords of the Call Centre agents are set by the Administrator in the Administration Interface.
- 2.3. The Customer is obligated to preclude the disclosure of the password to third parties, and is responsible for all consequences arising from the use of the password (including for paid services consumed using the username and password), and undertakes to ensure that Agents comply with the above requirements regarding the use of the Call Centre user ID and password.
- 2.4. If the Customer has uploaded their own Music On Hold audio file within the use of the Service, the Customer is responsible for compliance with all requirements arising from the law, and undertakes to ensure that they have all the rights to use the corresponding work. Telia has the right to claim compensation from the Customer for damage caused by violation of the above requirements.
- 2.5. Information and management of the Call Centre status via an User Account is available to the Administrator via the Administration Interface.
- 2.6. Otherwise, the use of the Service is carried out in accordance with the provisions of the Conditions: the Rules of IT services are applied when enabling the Call Centre, incl. in the part where in the course of use of the Service, the Customer transmits data to Telia for which the Customer is the controller and Telia is the processor. With regard to calls made to the Service Number, Telia, as the controller, processes Communications-related Data in accordance with the

3. Technical prerequisites and parameters for the use of the Service



3.1. To use the Call Centre, the Customer must have at least one Service Number. A prerequisite for using the Service is the availability of an Internet connection with sufficient speed for the use of the Administration Interface.

3.2. The Service enables the Customer to use the following main functionalities of the Call Centre:

- ✓ the Call Centre environment;
- ✓ one Service Number or Online Chat Address;
- ✓ one queue related to the Service Number or Online Chat Address;
- ✓ one Call Centre agent slot.

3.3. Within the framework of the Service, the Customer can subscribe to and use additional functionalities for the Call Centre for an additional fee; the list of these functionalities and information on the possibilities of their use are available through the Administration Interface, by calling the Business Customer Service number 1551, or on the Website.

4. Terms and Conditions for the use of Call Recording



4.1. Within the framework of the additional functionality 'Call Recording' that is included in the Service, Telia enables the Customer, after concluding a contract for the use of the Call Centre and submitting a corresponding statement to Telia to subscribe to Call Recording, to use a technical platform that allows the Customer to:

- ✓ record the Customer's calls made via the telephone numbers related to the Call Centre and specified by the Customer; and
- ✓ store the corresponding call recordings on Telia's server under the terms and conditions established in Service Conditions, or move these to a location chosen by the Customer.

4.2. The Customer can access the recordings of the Customer's calls located on the Telia server via the Administration Interface and on the basis of the unique password(s) set by the Customer upon Telia's activation of the Call Recording service. At that, the Administrator is guaranteed access to the recordings of all calls; an Agent can only access the recordings of their own calls. The Customer undertakes to keep these passwords confidential and to preclude their disclosure to third parties.

4.3. Within Call Recording, Telia stores the call recordings made by the Customer on its own server for 60 calendar days from the date of the respective calls of the Customer. Upon arrival of the aforementioned due date, Telia will delete the existing call recordings of the Customer. Prior to the end of the aforementioned retention period, the Customer can use the option to transfer the call recordings to the external data medium chosen by the Customer.

4.4. The Customer undertakes to inform in advance all persons (including Call Centre Agents or other employees of the Customer) who use or may (including incidentally) use the Customer's telephone numbers for which Call Recording has been activated for calls of the fact that calls made via the respective Customer's telephone numbers are recorded and the Customer is able to listen to these recordings. In the cases provided for in legislation, the Customer is obligated to obtain from the relevant persons, in addition to informing them, appropriate consents for recording the calls.

4.5. Telia complies with security and confidentiality requirements the observance of which is necessary in order to prevent unauthorised persons from accessing Telia's server and the environment in which the recordings of the Customer's calls are stored under the Call Recording service.

5. Personal Identification



5.1. Within the framework of the Service, the Customer is able to use the Personal Identification functionality, which entails the possibility of identifying a person via the Call Centre. Personal Identification is carried out by SK ID Solutions AS via Mobile-ID and Smart-ID. More detailed information on the use of the Personal Identification option is available on the Website.

5.2. Since Telia only provides the Personal Identification service, Telia is not liable if the Agent makes mistakes in the use of the Personal Identification functionality, including, for example, does not (correctly) read the verification code to the caller during the identification process, transmits incorrect data to the person, makes an error in comparing the personal identification code, etc.

6. Service fee



6.1. The fees payable for the use of the Service are specified in the Price list. The amount of the monthly fee for the Service depends on the functionalities with which the Call Centre is used by the Customer.

6.2. In addition to the monthly fee, the Customer is obligated to pay for any paid additional functionalities and services subscribed to by the Customer, in accordance with the fees established in the Price List.

7. Limitations



7.1. The Call Centre Service is not intended to serve mass calls and online chats, and therefore the following limitations are imposed in order to avoid overloading the technical means underlying the provision of the Service (including to prevent automated and malicious attacks):

- ✓ When calling a Service Number, up to rings 5 are received in one second; the rest of the rings in the current second are abandoned.
- ✓ When using the Online Chat:
 - one opened Chat Window enables to start a chat only once, and this must be done within 10 minutes (when this time is up, the Chat Window closes);
 - the same IP address is allowed to start 1 chat every 2 seconds;
 - in the Chat window, a visitor to the Customer's website is allowed to start up to 5 messages not answered by the Agent within 10 seconds. Messages that exceed this criterion are deleted without informing the sender.

7.2. In order to avoid overloading the technical means underlying the provision of the Service, Telia has the right to block the addresses of the Online Chat from which a malicious attack or other anomalous use that may endanger the technical devices and systems of Telia, the Customer, or third parties is detected, informing the Administrator thereof. The corresponding option to block the address of the Online Chat in order to hinder or prevent an attack is also available to the Administrator.

8. Elimination of malfunctions and maintenance work



8.1. Should a malfunction or a disruption (e.g., a software error) that prevents the use of the main functionalities of the Call Centre occur, Telia will eliminate the malfunction or disruption to the point of service provision within 4 hours of becoming aware of the malfunction on Working Days.

8.2. In the case of a malfunction or disruption which obstructs the use of an additional functionality of the Call Centre but does not obstruct the functioning of the main functionality of the Call Centre, or when the non-functioning of the Call Centre is a result of the Customer's activities in administering the Call Centre, Telia will eliminate the malfunction or disruption within a reasonable time period after becoming aware of the malfunction. A reasonable time period is considered to be the elimination of a malfunction no later than within the next Working Day of

becoming aware of the malfunction.

8.3. Telia has the right to perform, as needed, maintenance works related to the functioning of the Service between 02:00–05:00, in exceptional cases also between 23:00– 02:00 or 05:00–07:00. Telia carries out maintenance services in a manner that interferes the least with the use of the Service. The functioning of the Service may be disrupted during the performance of maintenance services; these disruptions are not deemed to be malfunctions. Information concerning the performance of the respective maintenance services is available on the Website.