

Service name:

OFFICE IT

1. Service description



1.1. As part of the Service, Telia provides the Customer with IT services that support daily office work. For this purpose, Telia manages the Customer's workstations and Microsoft 365 cloud environment depending on the plan selected by the Customer and provides the Customer with other services as set out in the Service Conditions.

- ✓ The Service is provided for the Customer's workstations (laptops and desktops) running a Windows operating system supported by Microsoft Corporation (hereinafter Microsoft).
- ✓ A corresponding Microsoft 365 licence is required to use the Service. Telia does not provide the said licence to the Customer as part of the Office IT service, but the Customer can order it separately if they want.
- ✓ The same plan applies to all of the Customer's workstations, i.e. the Customer cannot select a different plan for some workstations.

2. Service plans



2.1. The Customer can choose a plan based on their needs, under which Telia provides the services included in the plan.

	Basic support	Security	Partnership
<i>Licence required for using the plan</i>	Any Microsoft 365 licence	Microsoft 365 Business Premium	
<i>Workplace Device Management Activities</i>	<ul style="list-style-type: none"> ✓ Telia configures client workplace devices to enhance cybersecurity, leveraging the features available within the applicable Microsoft licence. We provide ongoing management and regular updates to maintain the security of your workplace and sensitive business data. ✓ Telia implements the necessary settings for the workstation to function (for example, initial setup of the workstation's operating system, installation of applications, integration with printer(s), etc.). <ul style="list-style-type: none"> • The Service does not include the creation or management of user accounts in the (web) information systems used by the Customer. ✓ Telia sets up automatic system and software updates and regularly checks their functioning. <ul style="list-style-type: none"> • Software supported by default in automatic updates is determined, and its list is maintained by Telia. • If the corresponding technical possibility exists, the Customer can expand the list of software for which automatic updates are configured, and their functioning is checked for an additional fee. ✓ Telia will display to the Customer the status of the devices managed in the IT portal and an overview of the settings made within the framework of the Service, along with their current status; ✓ Telia provides the Customer with a report of the work performed upon request. 		
<i>Microsoft 365 environment (tenant) management activities</i>	<ul style="list-style-type: none"> ✓ Telia manages the Customer-specific Microsoft 365 environment (hereinafter also tenant). The Service is provided through the Microsoft 365 administration interface (hereinafter Administration Interface). ✓ Telia manages Entra ID accounts and users by handling daily tasks such as creating, modifying, and deleting accounts and user groups, as well as managing rights within Entra ID. ✓ Telia manages Microsoft 365 licences (adding, updating, and removing licences in the Administration Interface). ✓ Telia performs the configuration of cloud services. 		

	<ul style="list-style-type: none"> • Configuration of Exchange Online mailboxes at the level of daily needs (for example, creation of mailboxes, assignment of shared mailboxes, creation of mail groups, assignment and removal of rights, assignment and removal of forwards, configuration of the 'Out of Office' message). • Creation of SharePoint and OneDrive central settings according to the Customer's wishes and Telia's best practices (content management, sharing of rights for sites, libraries, folders, and files is not part of the Service). • Configuration of Teams usage. <p>✓ Identification (i.e. whether it is a Microsoft-side service error) and localisation of possible malfunctions concerning the aforementioned cloud services.</p> <p>✓ Monthly Microsoft 365 MFA functioning check (and, if necessary, making minor changes within the limits of best practices).</p>	<p>✓ Monitoring the Customer's tenant <i>Secure Score</i> and its significant changes (i.e. those that may affect user identification and their email security); the Customer can also see the corresponding overview in the IT portal.</p> <p>✓ Implementation of minor changes defined by the Customer in policies, for example, adding a new country to the list of blocked countries for login, adding a new IP as a Trusted IP for identifying the company's internal network.</p> <ul style="list-style-type: none"> • The Service does not include the creation of new profiles or a significant change to an existing profile, nor the assessment and testing of the impact of the change.
<p><i>Backup service</i></p>		<p>✓ Telia backs up the Customer's data located in the Microsoft 365 cloud. Data to be backed up is agreed upon during the initiation of the Service, subsequent changes take place based on a corresponding request from the Customer via customer support.</p> <p>✓ As part of the Service, Telia regularly makes backups of data with a frequency of once a day. Retention:</p> <ul style="list-style-type: none"> • 14 daily backup copy generations (RPO, i.e. recovery point objective, is 24 hours); • 4 weekly backup copy generations (RPO, i.e. recovery point objective, is 7 days); • 12 monthly backup copy generations (RPO, i.e. recovery point objective, is 1 year). <p>✓ Backup copies are made without stopping the Customer's applications, which may cause data loss but is not considered data corruption or loss by Telia.</p> <p>✓ Maximum recovery time objective (RTO) is 24 hours, provided that the recoverable data volume, Microsoft cloud environment, and network connections allow for this.</p> <p>✓ If the data loss was caused by the Customer's actions or omissions, data restoration from backup copies is charged according to the Price List. If the data loss was caused by Telia, data restoration is free of charge for the Customer.</p> <p>✓ Telia provides the Service using the necessary hardware and software located in Telia's server facilities. Data is backed up with the corresponding central backup software (the licence fee is included in the monthly fee for the Service) to Telia's highly available infrastructure. Telia manages the corresponding hardware and software to enable data recovery.</p> <p>✓ Telia will delete all backup copies upon termination of the Service. If desired, the retainment of backup copies can be ordered for an additional fee, prior to the</p>

		<p>termination of the Service, until the initially established date of expiry.</p>
<i>Automated protection</i>		<ul style="list-style-type: none"> ✓ Telia configures Microsoft M365 Defender and its automatic software updates in the Customer's workstation for automatic detection of cyber threats and regularly checks their functioning. ✓ Telia analyses and resolves cyber security incidents detected in the Customer's devices through Microsoft M365 Defender (hereinafter Defender Application). ✓ As part of the Service, Telia uses automation to perform the following operations: <ul style="list-style-type: none"> • analyses alarms originating from the Customer's workstations according to the capability of the Defender Application to identify possible cyber security incidents; • responds to cyber security incidents, which Microsoft defines in the Defender Application as medium or high-level cyber security incidents. If possible, Telia blocks the potential threat using automation. Telia will notify the Customer by email of the detection of a cyber security incident of the relevant level at the first opportunity; • sends monthly overviews of incidents by email. ✓ If it is not possible to resolve the cyber security incident using automation, the Customer can order the resolution of the incident for an additional fee. <ul style="list-style-type: none"> • Possible solutions for eliminating the incident may include, among other things, isolating the workstation, quarantining files, stopping and blocking the launch of processes, etc. ✓ Telia uses the information from cyber security incidents identified and resolved as part of the Service to create and improve a cyber threat database, thereby improving incident detection and resolution capabilities within the Service.
<i>Cyber training</i>		<ul style="list-style-type: none"> ✓ Telia enables the Customer to use a cyber training platform (hereinafter Training Platform) to offer cyber security training to the Customer's employees. ✓ The Service includes training for the Customer's contact person(s) on using the Training Platform in a volume of up to 2 hours. If desired, the Customer can purchase additional consultation for configuring the Training Platform, interpreting reports, etc., for an additional fee. ✓ Telia updates the Training Platform with new learning modules. ✓ Telia provides the contact persons designated by the Customer (for example, the personnel department, management, etc.) with access to the aggregate results of the material completed by the company's employees.
<i>IT consultation</i>		<ul style="list-style-type: none"> ✓ The Customer can meet regularly (not less than once a year) for an IT consultation with a corresponding specialist, with whom: <ul style="list-style-type: none"> • the Customer-specific IT overview in the IT portal is reviewed; • the customer support requests and their statistics are reviewed;

			<ul style="list-style-type: none"> any recurring IT problems are analysed. <p>✓ The specialist makes proposals for reducing recurring IT problems, assesses the security of workstations and the Customer's IT environment (visible from the IT portal) and the need for updates, and explains the findings of cyber security incidents or reports forwarded to the Customer.</p>
<i>Handling of requests</i>	✓ Telia responds to the Customer requests within 4 hours during the Standard Business Hours;	✓ Telia responds to the Customer requests within 3 hours during the Standard Business Hours;	✓ Telia responds to the Customer requests within 2 hours during the Standard Business Hours;
	✓ Telia resolves requests by means of remote management.		
	✓ If necessary (if it is not possible to resolve the request by means of remote management), an IT specialist can be ordered to the Customer's office for an additional fee to resolve the request.	✓ If necessary (if it is not possible to resolve the request by means of remote management), an IT specialist will also come to the Customer's office to resolve the request.	

3. Additional terms



3.1. Activities performed as part of the Service (including configuration, management, and making updates) are based on the best practices of Microsoft and Telia. The definition of the applicable best practice shall be determined at Telia's own discretion, including a decision by Telia on the extent and time of implementation of additional configuration options added during the validity period of the Contract.

3.2. Telia provides the licences necessary for the operation of the service (hereinafter also Software), the remote management software necessary for performing remote management, and carries out their configuration. The fee for this is included in the monthly Service fee.

- ✓ The content of the right to use the Software is defined by the manufacturer's licence terms, which are added to the Software electronically or available on the manufacturer's website.
- ✓ Licences are made available to the Customer upon service activation, after which the Customer may use the Software in accordance with the Contract, the Service Conditions, and/or the Standard Terms and Conditions for Standard Software Licence Agreements.

3.3. Given that Telia performs management activities as part of the Service and in accordance with the possibilities created by Microsoft, the Service is provided to the best of Telia's knowledge, taking into account the possibilities of the Administration Interface, the licences used, and the provisions of these conditions. Under no circumstances is Telia responsible for the content and functionalities of Microsoft cloud services or the development of the Administration Interface, nor for the resolution of problems preventing the functioning of the Administration Interface. More detailed information on the content and availability of Microsoft cloud services and the Administration Interface is available on the manufacturer's website <https://www.microsoft.com/et-ee/microsoft-365>.

3.4. Telia is not the manufacturer of the Defender Application, Training Platform or Software; therefore, the Service is provided according to Telia's best knowledge, taking into account the

possibilities of the Defender Application, Training Platform and Software and the provisions of these conditions. The content and functionality of the Service are limited to providing the functionalities of the Defender Application, Training Platform and Software. Under no circumstances is Telia responsible for the development of the Defender Application, Training Platform or Software or their content and functionalities.

3.5. The Customer shall notify Telia of a new managed device at least 2 working days in advance.

3.6. The Customer ensures:

- ✓ rights and accesses necessary for Telia to provide the Service (including accesses to the Microsoft 365 tenant necessary for the installation and use of remote management tools and for management).
- ✓ Upon termination of the use of the Service, the Customer undertakes to make the necessary changes to terminate the corresponding Telia accesses;
- ✓ availability of resources necessary for using the Service (for example, Microsoft 365 licence, internet connection).

3.7. If the Customer uses a plan that includes automated protection:

- ✓ the Customer takes into account the fact that, since various systems, malware and other causes of security incidents are constantly changing, the Defender Application may not detect all incidents.
- ✓ The Customer is aware that Telia is not responsible for identified or unidentified security incidents or the consequences of risks realised through them.
- ✓ The Customer ensures the resolution of cyber security incidents identified in workstations that Telia was not able to resolve using automation.

3.8. If the Customer uses a plan that includes cyber training, the Customer takes into account that they do not have the right to use the materials disclosed or made known to the Customer when using the Cyber training platform for any purpose other than solely for training their employees according to what is stated in the Service Conditions. Use of the content and material made known through the Training Platform for any other purpose is a significant breach of Contract, which gives Telia, among other things, grounds to terminate the Contract serving as the basis for using the Service.

4. Telia's contact details



4.1. Requests can be communicated to Telia:

- ✓ by calling the customer support number **+372 606 9944**;
- ✓ by initiating a request via the **Telia IT support** icon located on the desktop of the managed device (which directs to the corresponding web environment for submitting the request);
- ✓ by sending an e-mail to support help@telia.ee.

4.2. Error messages must be submitted by phone, other questions can also be submitted by email or through the web environment.

4.3. Requests submitted to Telia can be monitored in the IT portal.

4.4. **Telia responds to the Customer's requests according to what is stated in the selected plan.**

5. Service fee



5.1. The amount payable for the Service depends on the number of users who used the Service during the invoicing period. In addition to the monthly fee, the Customer pays for any paid additional services ordered by the Customer.

5.2. Fees for the Service and additional services are described in the Price List.

5.3. The IT specialist's visit fee consists of a call-out fee and an hourly fee according to the

duration of the visit.

5.4. The calculation of fees begins from the activation of the Service.

6. Applicable conditions and processing of personal data



6.1. In addition to the Contract and these Service Conditions, the Parties are guided by the General Terms and Conditions of Telia, the Rules of IT Services, the Standard Terms and Conditions for Standard Software Licence Agreements, and the Price List.

6.2. If Telia encounters personal data in providing the Service, Telia, as the data processor, will process it in accordance with the Rules of IT Services. Where necessary, the Parties will separately agree on the specific details related to the processing of personal data.