

Service name:

MANAGEMENT SERVICE OF MICROSOFT 365

1. Service description



1.1. As part of the service, Telia performs administrative activities in relation to the Microsoft 365 cloud services used by the customer.

1.2. The provider of the cloud service is Microsoft Corporation (hereinafter 'Microsoft').

1.3. Within the framework of the service, Telia performs the following through the Microsoft 365 Management Interface (hereinafter 'Administrative Interface'):

- ✓ Management of users (e.g., creating users, creating groups, sharing of rights);
- ✓ Management of Exchange Online mailboxes (e.g., creating mailboxes, assigning shared mailboxes, creating email groups, assigning and removing permissions, assigning and removing redirects, configuring Out of Office messages);
- ✓ Setting up SharePoint and OneDrive using the appropriate template (content management is not part of the management service);
- ✓ Azure AD account management (creating, editing, deleting an account);
- ✓ Setting up Teams and consultation if there are any problems;
- ✓ Setting up security policies for the Administrative Interface and the services used through it in accordance with best practice and administrative practice;
- ✓ Management of licences (e.g., adding, updating and removing licences in the Administrative Interface);
- ✓ Identification and localisation of possible failures (e.g., whether a service failure has occurred as a fault of Microsoft).

1.4. Telia provides the service using remote management tools, i.e., within the framework of the service, Telia does not perform cloud services management activities on-site at the customer's office.

1.5. Due to the fact that within the framework of the service, Telia performs cloud services management activities in accordance with the possibilities created by Microsoft, the provision of the service is carried out according to the best knowledge of Telia, taking into account the capabilities of the Administrative Interface and the provisions of these Terms and Conditions. In no event is Telia responsible for the content and functionality of Microsoft's cloud services or for the development of the Administrative Interface.

1.6. Within the framework of the Service, Telia does not ensure the customer the availability of the resources (e.g., Internet connection) required for using the Cloud Service(s). Telia is not responsible for ensuring the functionality of cloud services, nor for storing data and configurations saved during the use of the cloud services.

2. Customer's obligations



2.1. The customer guarantees Telia the rights and accesses necessary for the provision of the service, including the necessary rights to provide the confirmations necessary for creating accounts within the framework of providing the service.

2.2. The customer is aware that in order to provide the service, Telia has access to the virtual environment (tenant) necessary for the use of the service. Upon termination of the use of the service, the customer undertakes to make the corresponding changes in the Administrative

Interface in order to ensure the necessary administration account for the management of the tenant and to terminate access to Telia.

3. Contacting customer support



3.1. Inquiries can be sent to Telia:

- ✓ By calling the helpdesk number **+372 606 9944** or sending an email to help@telia.ee.
 - Fault reports should be forwarded by phone; other questions can also be sent by email.
 - After sending a request, the customer should be reachable by phone.
 - The helpdesk receives and handles inquiries during Working Hours.
 - Telia shall initiate the solving of an inquiry during regular working hours within 4 hours from receipt of the inquiry.
 - Inquiries that have been sent can be viewed in the IT portal.
 - If necessary, Telia will forward the requests to Microsoft. The mediated requests shall be closed after they have been forwarded and Telia shall not monitor their subsequent resolution.
 - Due to the fact that Telia mediates Microsoft 365 cloud services, Telia is not responsible for the availability of cloud service components and cannot guarantee the resolution of problems that prevent the operation of the Administrative Interface. More information about the content and availability of Microsoft 365 cloud services and the Administrative Interface is available on the manufacturer's website at <https://www.microsoft.com/et-ee/microsoft-365>.

4. Service fee



4.1. The amount payable for the service depends on the volume of services used during the billing period. The service fees are described on the price list.

4.2. In addition to the monthly fee, the customer undertakes to pay for any additional services ordered and inquiries made by third parties to whom the customer has provided access to the Administrative Interface.

5. Additional terms and conditions and processing of personal data



5.1. Telia has the right to terminate the service if, for reasons attributable to Microsoft, Telia is unable to provide the service under the agreed terms.

5.2. In addition to the contract and these Terms of Service, the parties will be guided in mutual communication by the Rules of IT services, the General Terms and Conditions, and the Price List.

5.3. If Telia comes into contact with personal data within the framework of providing the service (e.g., if Telia comes into contact with users' data within the framework of the service), their processing is carried out by Telia as the processor in accordance with the provisions of the IT Service Policy. Where necessary, the Parties will separately fix the details for the processing of personal data.

