

Service name:

MANAGEMENT SERVICE OF MICROSOFT 365

1. Service description



- 1.1. As part of the Service, Telia manages the Customer-specific Microsoft 365 environment (hereinafter also referred to as the tenant).
- 1.2. The Microsoft 365 environment and the cloud services made available through it are provided by Microsoft Corporation (hereinafter Microsoft). The Service is provided through the Microsoft 365 Administration Interface (hereinafter the Administration Interface).
- 1.3. The scope of the Service provided to the Customer depends on the service plans selected by the Customer:
- ✓ the activities performed as part of the Service are based on Microsoft and Telia best practices, with the aim of ensuring the optimal operation and security of the settings of the tenant and the cloud services directly related to it (hereinafter also the Cloud Services);
 - ✓ Telia determines, at its own discretion, the content of the best practices applied as part of the Service, including the extent to which and the time at which configuration options introduced during the term of the contract will be implemented.
- 1.4. Use of the Service requires the Customer to use at least one tenant and the corresponding licences. Where multiple tenants are used, a separate service plan or plans are required for each tenant.
- ✓ If the Customer has obtained its tenant and the licences used in it under the contract with a third party, Telia's ability to provide the Service may be technically limited (for example, in terms of providing Microsoft support).

2. Service plans



- 2.1. As part of the '**Day-to-Day Management**' service plan, Telia performs the following activities at the Customer's request:
- 2.1.1. day-to-day management of Entra ID accounts and users (creating, modifying and deleting accounts and user groups and managing permissions in Entra ID);
- 2.1.2. management of Microsoft 365 licences (adding, updating and removing licences in the Administration Interface);
- 2.1.3. configuration of Cloud Services:
- ✓ day-to-day configuration of Exchange Online mailboxes (for example, creating mailboxes, designating shared mailboxes, creating mail groups, granting and removing permissions, setting up and removing forwarding, and configuring 'Out of Office' messages);
 - ✓ configuration of central SharePoint and OneDrive settings in accordance with the Customer's requirements and Telia best practices (the Service does not include content management or granting permissions for sites, libraries, folders and files);
 - ✓ configuration of Teams.
- 2.1.4. With regard to the aforementioned Cloud Services:
- ✓ user support – identifying possible faults (i.e. determining whether the issue is caused by a Microsoft service fault) and locating them;
 - ✓ brief verbal or written consultation on available functionality.

2.1.5. Configuration of automated reports predefined by Telia (customised reports and reports manually extracted from the tenant by Telia are subject to an additional fee).

2.2. As part of the '**Basic Security Management**' service plan, Telia performs the following activities:

- 2.2.1. monthly checks of the operation of the following Microsoft 365 features: Microsoft 365 MFA, Conditional Access (without the Intune component), and Defender for Office (phishing, spam and malicious email attachments);
 - ✓ as part of the Service, Telia also makes minor changes defined by the Customer to the aforementioned components (i.e. changes that are clearly defined and do not require additional analysis or project management by Telia), for example, personalising the SSO user interface with the Customer's logo, changing the password policy or creating a Break Glass account. If a change falls outside the scope of Telia best practices, no further regular review or operational checks will be performed as part of the Service;
- 2.2.2. monitoring the Customer's tenant Secure Score and significant changes to it (i.e. changes that may affect user authentication and email security);
- 2.2.3. monitoring global updates to the Microsoft 365 environment and analysing their potential impact on the security of the Customer's environment and, where necessary, implementing updates to improve security;
- 2.2.4. regularly providing the Customer, by email, with an overview of findings (including the Secure Score) and recommendations for improvement (together with an approximate estimate of the work required to implement the improvements);
- 2.2.5. configuring Defender for Office as agreed with the Customer to ensure that it operates more effectively in protecting against threats related to phishing links, attachments and malware.

2.3. As part of the '**Device Platform Management**' service plan, Telia performs the following activities:

- 2.3.1. monthly checks of the operation of the settings of agreed device management profiles (a Device Configuration Profile in Microsoft terminology, i.e. a set of settings applied to a group of devices of a particular type), updating commonly used device software and its settings (automatically where possible), and checking the updates. For example, Telia may assess whether automatic updates of the operating system or a managed application continue to function properly.
 - ✓ The service plan does not include automatic updates of Customer applications that have not been agreed in advance and are not supported by the device management software used.
 - ✓ Telia determines and maintains the list of software supported for automatic updates;
- 2.3.2. making minor changes defined by the Customer to profiles and policies, for example, adding a new country to the list of countries from which sign-in is blocked, adding a new IP address as a Trusted IP for identifying the company's internal network, or removing an Android version classified as insecure from the list of accepted operating systems;
 - ✓ the service plan does not include creating new profiles or making significant changes to an existing profile, nor does it include assessing the impact of or testing a change;
- 2.3.3. identifying problems with larger-scale software updates (affecting multiple devices or users simultaneously) and seeking solutions;
- 2.3.4. reviewing Customer-specific Device Restrictions settings for mobile devices, managing Microsoft 365 applications in the profile, reviewing policies and making recommendations for improvement together with an estimate of the work required;
- 2.3.5. updating computer operating systems and Microsoft 365 Apps and checking the operation and updates of Windows Autopilot, Microsoft Defender Antivirus and Windows Firewall, as well as their compliance with best practices;
- 2.3.6. providing the Customer, by email and at the agreed intervals, with an overview of findings (including the Secure Score) and recommendations for improvement (together

- with an approximate estimate of the work required to implement the improvements);
- 2.3.7. the monthly fee for the service plan includes a basic set of 3 core profiles defined by Telia. Where necessary, the Customer may implement additional profiles for an additional fee.
- 2.4. The service plans do not include:
- 2.4.1. initial configuration or reconfiguration of the tenant in accordance with Telia best practices;
 - 2.4.2. initial configuration of additional Microsoft 365 components or new functionalities (e.g. Microsoft 365 Copilot or Teams Phone);
 - 2.4.3. migration of any Customer accounts or tenants, or data contained in them, to another account or other tenants;
 - 2.4.4. creation of application accounts in Microsoft 365/Entra ID environments at the Customer's request. When such work is ordered, it generally includes configuration, reviewing the installation instructions for the application requiring access and, where necessary, additional communication with the Customer and/or the application developer. Telia does not analyse the impact of the change requested by the Customer, including its impact on the security of the application or the Customer's systems;
 - 2.4.5. configuration and review of the features of Purview, the data and compliance policy management solution, user-specific Defender for Office log analyses (e.g. identifying which employees clicked a link classified as malicious), activities to improve the Secure Score, or descriptions of how such activities are to be carried out;
 - 2.4.6. configuration or management of Microsoft Azure services;
 - 2.4.7. configuration or management of the Entra Connect Sync component.

3. Conditions for the provision of the Service



3.1. As Telia performs management activities as part of the Service using the functionality provided by Microsoft, the Service is provided to the best of Telia's knowledge, taking into account the capabilities of the Administration Interface and the licences used, and the provisions of these Service Conditions. Under no circumstances is Telia responsible for the content or functionality of Microsoft Cloud Services, the development of the Administration Interface, or the resolution of issues that prevent the Administration Interface from functioning. 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>.

3.2. As part of the Service, Telia does not provide the Customer with the resources required to use the Cloud Service(s) and necessary for the provision of the Service (for example, an internet connection). Telia is not responsible for preserving data and configurations stored using the Cloud Services.

3.3. If the configuration of the functionalities of the Customer's Microsoft 365 environment or services directly related to them does not comply with generally accepted best practices, Telia is entitled to charge an additional fee for management activities that would otherwise normally be included in the service plan. For example, if inadequate configuration of the Customer's name server results in emails sent from the Microsoft 365 environment not reaching their recipients, Telia may charge an additional fee for the activities required to resolve the issue.

3.4. Recommendations made by Telia in the course of providing the Service will only be implemented with the Customer's consent. Telia does not require the Customer to implement the recommendations. If the Customer decides not to implement the recommendations/changes or Telia best practices, the Customer is responsible for any resulting consequences. This does not change the manner in which the Service is provided or the price of the selected service plan. If Telia is unable to implement best practices for reasons attributable to the Customer, Telia is entitled to charge for the resulting additional activities at an hourly rate.

3.5. If implementing a change requires technical solutions under the Customer's control to be

configured, the relevant changes will be made by the Customer or, where technically possible, by Telia for an additional fee. If such changes are not made or are made inadequately and this results in additional work being required to ensure the operation of the Administration Interface, Telia may charge an additional fee for such work.

3.6. If the Customer wishes to carry out the work independently on the basis of instructions prepared by Telia and/or guidance provided by Telia, the preparation of the instructions and provision of guidance will be charged in accordance with the quotation provided. Telia is not responsible for any consequences resulting from the Customer carrying out the work independently.

3.7. If support for an operating system or application is discontinued by the manufacturer, Telia is entitled to provide the Service on a limited, best-effort basis from the discontinuation of support until support is restored, as follows:

- 3.7.1. Telia ensures that requests are responded to within the agreed times;
- 3.7.2. requests are resolved in accordance with the Customer's order and the available technical capabilities; Telia may charge an additional fee for this;
- 3.7.3. critical security updates are installed where possible;
- 3.7.4. the monthly fee for the Service will not be reduced during the period in which manufacturer support is unavailable.

4. Customer's obligations



4.1. The Customer must ensure:

- 4.1.1. that Telia is granted the rights and access required to provide the Service, including the rights required to provide approvals for creating accounts as part of the provision of the Service;
- 4.1.2. that the operating systems and applications used on the devices are supported by their manufacturers;
- 4.1.3. management of the Entra Connect Sync component where a hybrid solution with Active Directory on the Customer's server is used.

4.2. Upon termination of the Service, the Customer must make the necessary changes in the Administration Interface to ensure that it has the administrator account required to manage the tenant and to terminate Telia's access to the tenant.

4.3. Where necessary, the Customer must arrange the required communication with third parties associated with the Customer who need to be involved in the implementation and use of the Service.

5. Contacting customer support



5.1. Requests can be submitted to Telia by calling customer support **+372 606 9944** or by emailing customer support at help@telia.ee.

5.2. Fault reports should preferably be submitted by telephone; other queries may also be submitted by email.

5.3. After submitting a request, the Customer must be available by telephone.

5.4. Customer support receives and handles requests during Standard Business Hours.

5.5. Telia will start handling a request within 4 hours of receiving it during Standard Business Hours.

5.6. Submitted requests can be monitored in the IT portal.

5.7. Telia is entitled to refuse to implement changes requested by the Customer if they conflict or may conflict with Microsoft's licensing policy.

5.8. If the Customer fails, without good reason, to provide information required from the Customer to resolve a request, Telia is entitled to close the request after a reasonable period of time.

6. Service fee

-  6.1. The amount payable for the Service depends on the volume of services used during the invoicing period, including the service plans selected and the number of additional profiles. The fees for the Service are set out in the Price List.
- 6.2. Telia performs work outside the scope of the service plan for an additional fee at an hourly rate.

7. Additional Terms and Conditions and processing of personal data

-  7.1. Telia is entitled to discontinue the provision of the Service if, for reasons attributable to Microsoft or the Customer, Telia is unable to provide the Service on the agreed terms.
- 7.2. In addition to the contract and these service conditions, the Parties' relationship is governed by the Rules of IT services, the General Terms and Conditions and the Price List.
- 7.3. If Telia comes into contact with personal data in the course of providing the Service (for example, user data), such data will be processed by Telia as a processor in accordance with the Rules of IT services. Where necessary, the Parties will separately specify the details relating to the processing of personal data.