

Name of service:

OBJECT STORAGE SERVICE ARCHIVE

1. Service description



- 1.1. The service allows the client to store their data (e.g., archives, backups) using object-based data storage in a high-availability storage environment outside the Telia perimeter (i.e., with another service provider).
- 1.2. Data is transferred to the storage environment via a REST API interface based on the universal S3 protocol.
- 1.3. Configuration of the service, administration and reporting takes place via the respective administrative interface (hereinafter: Administrative Interface).
- 1.4. Clients can choose the plan that best suits their needs:
 - ✓ Managed by the client: the client can independently perform all activities related to the Administrative Interface account and the resource available to the client (including storing keys, creating, modifying and deleting folders, deleting stored data) according to the capabilities of the Administrative Interface.
 - ✓ Managed by Telia: the client cannot access the resource allocated to them. Telia is designated as the administrator in the Administrative Interface, and at the request of the client, Telia will perform all activities related to the Administrative Interface account and the resource available to the client (including storing keys, creating, modifying and deleting folders, deleting stored data) according to the capabilities of the Administrative Interface.
- 1.5. The data centre housing the hardware used to provide the service (hereinafter: Data Centre) is located in the European Union, and is equipped with air conditioning, an automatic gaseous fire suppression system, a surveillance system, and video cameras.
- 1.6. No further backing up of data is performed within the service.
- 1.7. Upon termination of the contract, Telia will ensure the deletion of all stored data objects and Administrative Interface accounts.

2. Using the Administrative Interface



- 2.1. To use the Administrative Interface, Telia provides the administrator specified by the client and agreed in the contract with access to the Administrative Interface (incl. providing them with a username, password and keys, if necessary).
- 2.2. The administrator creates the data storage structure in the Administrative Interface, i.e., among other things, creates and manages the folders where the data is stored.

3. Service availability



- 3.1. Telia ensures the availability of the object storage service to the extent of 99.9% within the Data Centre.
- 3.2. Service malfunction in the context of this service is a situation where there is an unplanned outage or disruption in the operation of the service.
- 3.3. Levels of service in dealing with client enquiries:

Extent of the impact	Maximum response time
High	up to 4 hours around the clock
Medium	up to 4 hours around the clock
Low	up to 4 hours during working time

None	up to 8 hours during working time
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3.4. The availability and functioning of the internet connection and other resources required for the use of the service will be ensured by the client.

3.5. Under circumstances where it is not possible or feasible to comply with the current obligations (e.g. the initial diagnosis turned out to be incorrect), the parties will coordinate the further action and service time to eliminate the service failure through their contact persons.

3.6. If the service malfunction has been caused by the client's activity or inactivity, scheduled work or force majeure, it is not considered to be a service disturbance or outage and the above-mentioned response times do not apply.

3.7. The client must consider the fact that although Telia provides the service described in these Terms of service and bears responsibility for the performance of the service levels, some service processes and everyday activities depend either completely or partly on processes or infrastructure under the control of the client or third parties.

4. Contacting Client Support



4.1. Requests can be sent to Telia:

- ✓ By calling Client Support at **+372 606 9944**;
- ✓ By sending an email to help@telia.ee.
 - Error messages always have to be forwarded over the phone, and other questions may also be sent by email.
 - After making contact, the person to have done so or the client's primary contact person must be available by telephone.
 - The status and progress of the inquiries handled by Telia can be tracked on the IT portal <https://it.telia.ee/>.

5. Service fee



5.1. The client pays for the use of the service in accordance with the price list as of the activation of the service.

5.2. In addition to the monthly fee, the client is required to pay for any paid (additional) services ordered.

5.3. The service fees are described in the price list.

6. Additional terms



6.1. In addition to the contract and these terms of service, the parties will be guided in mutual communication by the rules for IT services, the general terms and conditions, and the price list.

6.2. If Telia comes into contact with personal data during the provision of the service (e.g. if the main data of the client's employees or of the clients themselves are backed up as part of the service), the processing of such data takes place by Telia as the Processor in accordance with the rules for IT services. If necessary, the parties will establish the details related to the processing of personal data separately.

6.3. Information about the service provider(s) whose resource is used to provide the service and who are therefore involved in the provision of the service as processors is published on the Telia website.