

Service name:

PRIVATE SERVER

1. Service description



- 1.1. As part of the service, Telia provides the client with a physical server (hereinafter “Server”) hosted in Telia's data centre.
- 1.2. The service is accompanied by an Internet connection according to the selected plan, 1 (one) public IP address for each private server and non-duplicated and uninterruptible power supply through UPS 1A.
- 1.3. The Server is configured through the administrative interface.
- 1.4. The data centre where the Server is hosted has air conditioning, an automatic gas extinguishing system, a security system, and video cameras.
- 1.5. Information on the private server and additional services is available on the website.

2. Service availability



- 2.1. Service levels in ensuring the accessibility of the private server:

Extent of impact	Maximum response time	Maximum repair time	Maximum allowed service outage or disturbance within one month
none	within 8 hours during working time	-	-
low	within 4 hours during working time	within 8 hours during working time	up to 16 hours during working time
medium	up to 4 hours around the clock	up to 8 hours around the clock	up to 8 hours around the clock
high	up to 4 hours around the clock	up to 4 hours around the clock	up to 4 hours around the clock

- 2.2. The extent of the impact of the service is determined by Telia.
- 2.3. If the initial time frame of the repair has turned out to be incorrect and it is not possible to meet the relevant obligations, the parties shall agree on the schedule of further activities.
- 2.4. Scheduled maintenance service does not affect the maximum allowed service outage within one month.

3. Data centre visits and ancillary products



- 3.1. Visits to the data centre are accompanied by a security technician of Telia, and such visits are charged according to Telia's price list. The maximum response time during working time is 4 hours, and during non-working time 8 hours.
- 3.2. The work performed according to the client's order to manage the private server shall be charged on the basis of Telia's price list. The maximum response time during working time is 4 hours, and during non-working time 8 hours.
- 3.3. The client has the right to order ancillary products for the Server according to the price list, including:
 - ✓ additional IP addresses;

- ✓ duplicating power supply to the server from another power system or through the automatic fire alarm system (AFAS);
- ✓ additional power supply 1A.

4. Placing orders and reporting failures



- 4.1. You can send an inquiry to Telia by calling the client support number +372 606 9944 or sending an email to help@telia.ee. The client can also send notices to the Business client service via the IT client support web form on the desktop of the Computer workplace or on the home page of the management software agent.
- 4.2. The client must submit notices with the “medium” or “high” service level impact in a format that can be reproduced in writing and undertakes to duplicate them by telephone at the telephone numbers specified in clause 4.1.
- 4.3. After submitting a failure notice, the contact person of the client or the person who has sent the notice shall be available by telephone for the contact person of Telia.
- 4.4. The current statuses and solution flows of the service-related inquiries and the data of the service agreement can be monitored from the client’s portal on the website address at <https://it.telia.ee/>.

5. Service provision time



- 5.1. Telia holds the ownership of the Server hardware.
- 5.2. The content and functionality of the Service is limited to enabling the use of the functionalities and physical resources provided to the client through the administrative interface.
- 5.3. Telia provides the service in accordance with the restrictions and possibilities described by Telia in the administrative interface. Among other things, but not limited to, the client is allowed to use the following functionalities:
 - ✓ installing a physical private server operating system from predefined templates;
 - ✓ launching and stopping a physical private server;
 - ✓ monitoring the used resources and logs.
- 5.4. As part of the service, Telia does not make automatic backup copies of the servers created by the client.
- 5.5. As part of the service, Telia does not manage the servers created by the client or provide services that cannot be configured or used by the client through the administrative interface, unless the parties have agreed otherwise.
- 5.6. Telia will store logs generated as a result of the client’s activities in the administrative interface for 90 (ninety) days.

6. Client’s obligations



- 6.1. The client is responsible for any offences and violations of third party rights caused by the client’s activity or inactivity.
- 6.2. During the use of the service, the client undertakes not to download, store, display, transmit, enter or apply the materials or contents of Telia’s infrastructure in any other way that is not in compliance with applicable legislation, and the client is solely responsible for any damage caused to Telia or third parties.
- 6.3. The client is responsible for ensuring that the use of the software complies with the license terms of the software manufacturer.
- 6.4. The client confirms and agrees that all transactions and operations performed using the account provided by the client shall be deemed performed by the client and the client shall be fully responsible for all relevant operations and transactions.
- 6.5. The client undertakes to refrain from any activity that interferes (or may interfere with), or obstructs (or may obstruct) the service, violates (or may violate) the security of the system,

infrastructure or communications network. Furthermore, the client shall keep the current software updated and secure in their infrastructure. The client is responsible for any damage that may be caused by third parties as a result of the client violating the terms of the current clause.

6.6. The client may provide any third party with access to the physical infrastructure through the administrative interface, but remains responsible to Telia for the activities of the third parties in the use of the physical infrastructure. The client undertakes to ensure that all third parties who have received such access contact the client directly in case of any questions related to the use of the infrastructure. If the third parties specified in this clause contact Telia with any questions, Telia has the right to request that the client pays for handling the inquiries according to the price list.

6.7. If the client violates any terms of any service agreement and/or these terms of service, Telia has the right to suspend the client's service and restrict the client's access to the infrastructure in the interests of Telia's infrastructure security, regardless of extent of the violation or whether the client agrees with Telia's assessment of the violation of the contract by the client.

7. Administrator



7.1. The client shall have the right to appoint an administrator, i.e. a technical contact person who has access to the administrative interface as the administrator, as well as the right to undertake any operations enabled through the administrative interface.

8. Service fee



8.1. The client undertakes to pay for the use of the service according to the price list.

8.2. In addition to the monthly fee, the client undertakes to pay for any additional services ordered and inquiries made by third parties to whom the client has provided access to the administrative interface.

9. Applicable conditions and processing of personal data



9.1. In addition to these terms of service, the parties shall be guided in mutual communication by the IT service policy, the general terms and conditions, and the price list.

9.2. If Telia comes in contact with personal data in providing the service, Telia as the processor will process such data in accordance with the provisions of the IT service policy. The parties will record the details of processing personal data separately, if necessary.