

Service name:

TELIA TRUSTED DEVICE

1. Service description



- 1.1. As part of the Service, Telia manages the Customer's IT device in accordance with the Service Conditions.
- 1.2. Telia provides the Service for devices located in Estonia that have valid manufacturer support and that the Customer has purchased from Telia or is using under a Contract concluded with Telia.
- 1.3. As part of the management service, during Standard Business Hours, Telia ensures:
 - ✓ updating of the firmware installed on the device;
 - ✓ monitoring of the device to verify its operation;
 - ✓ regular maintenance of the device according to the manufacturer's instructions;
 - ✓ mediation of the manufacturer's support service;
 - ✓ provision of a replacement device, if necessary.
- 1.4. Upon initiation of the Service, Telia, for an additional fee, sets up remote management for the device and configures the parameters of the computer networks connected to the device, port forwarding, as well as remote work and Internet usage rules.
- 1.5. Telia handles the Customer's requests (including configuration changes to the device) via remote management. For this purpose, Telia installs software on the device that enables remote management.
- 1.6. The use of the device and the software installed on it, as well as the processing of log data generated about the use of the device, are governed by the terms established by the device manufacturer. Log data and device configuration information are stored in the manufacturer's environment according to the manufacturer's terms.
- 1.7. The scope and functionality of the Service in managing the device are limited to the management functionalities enabled by the manufacturer.
- 1.8. As part of this Service, Telia does not respond to or resolve cyber threats or internal network anomalies detected or blocked by the device.
- 1.9. Regardless of the use of this Service, Telia is not responsible for any cyber threats or other consequences affecting the Customer's IT assets.
- 1.10. Telia is not responsible for any consequences or errors arising from the fact that the managed network device no longer has manufacturer support. Without manufacturer support, Telia cannot guarantee that the device can be monitored or centrally managed, nor can it guarantee the installation of updates.

2. Customer's obligations



- 2.1. The Customer must ensure:
 - ✓ that all passwords issued to them in connection with the Service are kept secure, including the obligation to change the issued passwords as soon as possible and to update them regularly. The Customer is responsible for all consequences arising from the use of usernames and passwords;
 - ✓ that Telia has the necessary rights and access to provide the Service;
 - ✓ the availability and functioning of the Internet connection and other resources required to use the Service;
 - ✓ that the device used has valid manufacturer support.
- 2.2. If manufacturer support for the device ends, Telia has the right to continue providing the

Service to a limited extent on a best effort basis until support is restored, as follows:

- ✓ Telia ensures responses to requests and monitoring notifications; further action will depend on the Customer's order and technical possibilities;
- ✓ critical security updates are installed where possible;
- ✓ Telia will inform the Customer in advance of the start date of limited provision of the Service;
- ✓ upon restoration of manufacturer support, the Service will take place in the full extent from the date agreed upon between the Parties in accordance with the Service Conditions;
- ✓ the monthly fee for the Service will not be reduced during the period when manufacturer support is unavailable.

3. Contacting customer support and handling requests



3.1. The Customer can contact Telia by:

- ✓ calling customer support at **+372 606 9944** or sending an email to help@telia.ee.
 - Customer support receives and resolves requests during Standard Business Hours.
 - The person making the request must be reachable by phone. If necessary, an authorised contact person must also be reachable.
 - Fault reports should be communicated by phone; other questions can also be sent by email.
 - Submitted requests can be monitored in the IT portal at <https://it.telia.ee/>.
 - Telia will begin resolving a request within 4 working hours during Standard Business Hours.

4. Service fee



- 4.1. The amount payable for the Service depends on the volume of services used during the Invoicing Period. The Service fees are described in the Price List.
- 4.2. The monthly fee includes consultations and configuration changes carried out via remote management during Standard Business Hours for up to 1 hour per calendar month.
- 4.3. The monthly fee does not include the initial setup of the Service, on-site visits for configuring or replacing devices (including replacement devices), resolving incidents caused by negligence or improper use by the Customer (or the Customer's employees) or third parties, or work performed outside of Standard Business Hours.
- 4.4. Invoicing for the services begins once the Customer has the opportunity to use the Service.

5. Additional terms and conditions



- 5.1. In addition to the Contract and these service conditions, the Parties will be guided in their interaction by the Rules of IT services, the General Terms and Conditions, and the Price List.
- 5.2. If Telia encounters personal data in the course of providing the Service (e.g. if the managed device contains basic personal data of the Customer's employees), such data is processed by Telia as a data processor in accordance with the Rules of IT services. Where necessary, the parties will separately establish the details for the processing of personal data.