

Terms of Service No. ET.05.SR.19.A

Service name: X-road server

With this Service, Telia provides the Client with the opportunity to use a shared security server to run the X-road subsystems.

1. Definitions

Business Client Service A service centre for the management of inquiries submitted by the Clients;

Client portal An online environment located at <https://teenindus.telia.ee/>, which allows the Client to browse the current statuses of the inquiries related to the Service and the resolution thereof.

2. Service description

- 2.1. The Service provides the Client with the server resource required for the operation of the X-road server (hereinafter "Server") in order to run the Client's subsystem in the production, development or test environment.
- 2.2. The prerequisite for the use of the Service is that the Client has registered the subsystems, which the Client wants to use through the X-road server, in the Administration System of the State Information System RIHA.
- 2.3. The Client obtains the certificate required for the operation of the Service from Telia on the basis of a certification request and the Client sends it to Telia.
- 2.4. Telia ensures that the signature keys of the Server are stored in the hardware security module (HSM).
- 2.5. The default load on the security server's data traffic is up to 3 queries per second. By the agreement of the Parties it is possible to increase the processing performance of the queries.
- 2.6. Data connection between the Server and the Client's information system(s) occurs only over the HTTPS protocol.
- 2.7. The Service allows the Client to use the Internet connection from the server room at the speed of up to 10 Mbit/s.
- 2.8. Telia holds the ownership of the Server hardware.
- 2.9. Telia makes backup copies of the data and configuration on the Server and manages the Server in accordance with these Terms of Service.

3. Transmission and processing of notices

- 3.1. The telephone number of the Business Client Service is **606 9944** and the email address is help@telia.ee.
- 3.2. The Client shall immediately communicate the notices with "Medium" and "High" service level impact only to the telephone number provided in clause 3.1. Based on the fact that an email is not a guaranteed service and may not reach Telia within reasonable time due to various circumstances, the service levels established in the Contract shall not be applied to the notices with "Medium" and "High" impact that have been sent by email or forwarded by means of the online form.
- 3.3. Telia shall answer the Client calls around the clock; any requests received by email and through the online form shall be registered during standard Working Time. Any notices received by e-mail during non-standard Working Time shall be registered in the course of the following working day. Any notices received during non-standard Working Time shall be addressed on the working day following the notice, regardless of the manner the notice was sent, unless the Parties have agreed otherwise.
- 3.4. Upon forwarding the notice, the Client shall submit the following details:
 - 3.4.1. Name of the Client and the Client's representative;
 - 3.4.2. The contact telephone number;

- 3.4.3. A short description of the inquiry.
- 3.5. 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.
- 3.6. The solution course and status of all requested to be resolved by Telia can be viewed from the Client portal at the moment these have been registered.

4. Service organisation

- 4.1. Service levels to ensure the server availability:

Extent of the impact	Maximum response time	Maximum repair time	Maximum allowed service outage or disturbance within one month
None	Up to 8 hours during working time	-	-
Low	Up to 4 hours during working time	Up to 8 hours during working time	Up to 16 hours during working time
Medium	Up to 2 hours around the clock	Up to 8 hours around the clock	Up to 8 hours around the clock
High	Up to 2 hours around the clock	Up to 4 hours around the clock	Up to 8 hours around the clock

- 4.2. In circumstances where it is not possible or expedient to meet any term commitments (e.g. the initial diagnosis turned out to be false), the Parties shall, via their contract persons, agree on further activities and time to eliminate the service fault.
- 4.3. If the Service disturbance has been caused by the Client's activity or inactivity, scheduled work or force majeure, it shall not be considered to be a Service disturbance or outage and the above-mentioned response and restoring times do not apply.

5. Making of backup copies

- 5.1. The Service includes regular making of backup copies of data and configuration on the Server.
- 5.2. Frequency of making regular backup copies:

Backup interval or recovery point objective (RPO)	The number of last stored generations
24 hours	7 (seven)
1 week	4 (four)
1 month	1 (one)

- 5.3. The maximum recovery time objective (RTO) is 24 hours on the condition that the recoverable volume of data and data connections allow for that deadline to be met.
- 5.4. Backup copies are made without shutting down the Client's applications, which could cause data loss for the Client, but is not deemed tampering with or loss of data by Telia.
- 5.5. Restoring data from backup copies, if the loss or damage of data occurred due to the Client's activity or inactivity, shall be carried out according to the Price List.
- 5.6. If data loss was caused by Telia's activity, data shall be restored free of charge for the Client.
- 5.7. The Client shall consider the fact that although Telia provides the Service described in these Terms of Service and bears the responsibility for the performance of the Service levels, some Service processes and daily actions depend either completely or partly on processes or infrastructure completely under the control of the Client.

6. Server administration

6.1. Regular work:

6.1.1. Monitoring: Server monitoring 24/7 and responding to alerts.

6.2. Preventive works as needed:

6.2.1. Installation of security updates, as needed;

6.2.2. Installation of software updates, as needed.

6.3. Regular inspections:

6.3.1. Configuration backup;

6.3.2. Inspection of log files;

6.3.3. Verification of load graphs;

6.3.4. Software updates, as needed (if available);

6.3.5. Registration of changes and events.

6.4. Need-based activities:

6.4.1. Configuration management according to the Client's order (including, but not limited to):

6.4.1.1. Assignment of access rights;

6.4.1.2. Modification of the adapter service parameters;

6.4.2. Analysis of log files and load graphs;

6.4.3. Making of proposals for hardware, software, and configuration;

6.4.4. Software updates (if available);

6.4.5. Configuration management and registration of changes and events as needed.

6.5. Works related to the Service recovery:

6.5.1. Server restart;

6.5.2. Software updates;

6.5.3. Configuration restoration.

7. Server environment

7.1. The Server is located in a server room with access control and video surveillance.

7.2. The door system of the server room shall be equipped with entry and exit logs.

7.3. The server room is equipped with water sensors that control the potential leakage caused by the cooling system.

7.4. The Service shall guarantee uninterruptible power supply to the Server hardware with UPS, which operates on an alternative supply from a diesel generator.

7.5. The temperature in the server room is at + 20–24 °C.

7.6. The humidity in the server room is at 40–60% RH (relative humidity).

7.7. The server room is equipped with an automatic gas extinguishing system, with an alarm system and sensors that are independent of the rest of the surveillance equipment.

8. Terms of service provision

8.1. All requests by the Client shall be resolved and all work not included in the Terms of Service shall be performed according to the need and technical capability. Additional services shall be performed for a separate fee according to the Price List.

8.2. In order to allow the Service provision, the Client is obligated to provide Telia with the rights and access required for the Service provision.

- 8.3. Telia is not responsible for any consequences and errors arising from a situation where the operating system lacks support service by the manufacturer. This means, among other things, that Telia is not liable for the system being inoperative, for data leaks, spreading of viruses or for any other incidents that may occur, if they are caused by action or inaction of the Client. Telia shall have the right to stop the system from operation without prior notification, if there is a direct danger to the systems of the Client and/or Telia (e.g. the spread of a cryptovirus).

9. Invoicing

- 9.1. The Client shall pay the fees related to the Service based on the Terms of Service and Price List, following the combination of service parameters used during the invoicing period. In addition to the monthly fee, the Client is required to pay for any (additional) services ordered by the Client in the amount provided in the Price list or as agreed upon between the Parties.
- 9.2. Invoicing for services starts at the moment when the Customer is able to use the Service.

10. Additional terms

- 10.1. In addition to the agreement and the Terms of Service, the Parties shall be guided by the Rules for IT Services, Telia's General Terms and Conditions, and the Price List.
- 10.2. If Telia comes in contact with personal data in providing the Service, Telia as the controller shall process these in accordance with the Rules for IT Services. The Parties shall record the details of processing personal data separately, if necessary.