

Service name:

X-ROAD SERVER

1. Service description



- 1.1. The client can use the X-Road security server shared by Telia as a service in order to run its own subsystems through the X-Road data exchange platform.
- 1.2. The client can operate the subsystems in production, development or test environments.
- 1.3. Within the framework of the service, a virtual infrastructure resource (hereinafter the Security Server) is allocated to the client to the extent necessary for the operation of the X-Road security server, which is operated via shared hardware and the necessary software located in the Telia server room.
 - ✓ Cloud resources and the data storage on which the service is based comply with ISO 27001 and ISO 50001 security and service standards.
 - ✓ The data centres housing the hardware used for the provision of the service will be equipped with air-conditioning, an automatic gas detection system, a security system and video cameras.
 - ✓ The internet connection from the server room to the Security Server is up to 10 Gbit/s.
- 1.4. Data connection between the Security Server and the servic's information system(s) only occurs over the HTTPS protocol.
- 1.5. The default traffic load offered by the Security Server is up to 3 queries per second. By agreement of the Parties, it is possible to increase the processing performance of the queries.
- 1.6. Telia will ensure that the signature keys for the Security Server production environments are stored in the Hardware Security Module (HSM). Signing keys for development and test environments are stored on the Security Server.
- 1.7. A prerequisite for using the service is that the client has registered the subsystems it wishes to use via the Security Server in the X-Road self-service environment of the Estonian Information System Authority (RIA).
 - ✓ The certificate required for the operation of the service is obtained by the client on the basis of the certification query received from Telia and forwarded to Telia. The client is responsible for renewing the certificate.
- 1.8. Telia stores the query logs of the X-Road Security Server for 90 days. As an additional service, the client can order a longer storage period.
- 1.9. As part of the service, Telia provides round-the-clock monitoring of the Security Server and responds to alerts visible from the monitoring.
- 1.10. Telia keeps the Security Server systems up-to-date by installing security and software updates where necessary.
- 1.11. Within the framework of the service, the client may request Telia to carry out the following works:
 - ✓ Settings management, including e.g., setting access rights and changing adapter server parameters;
 - ✓ Configuration management.

2. Client's obligations



- 2.1. The client must ensure that the parameters of the subsystems and databases used are forwarded to Telia and are up-to-date for the entire validity period of the contract.
- 2.2. The client must ensure the existence of a certificate that meets the eIDAS conditions necessary for the use of the service and its renewal (incl. the client is responsible for the

renewal taking place before expiry).

- ✓ The client acknowledges that Telia cannot guarantee the operation of the service in the event of expiry of the certificate.
- ✓ Reinstatement of the certificate after its expiry is carried out on the basis of the client's respective order; the client pays for the reinstatement on an hourly basis.
- ✓ If 12 months have passed since the expiry of the certificate, Telia has the right to cancel the contract as the basis for using the service, notifying the client thereof 1 month in advance.

2.3. The client must provide Telia with the authorisations and access options necessary for the provision of the service.

3. Service availability



3.1. Telia must ensure the cumulative availability of the Security Server in each calendar month as follows:

- ✓ For the production environment, 99.9% (i.e., the maximum duration of malfunctions must not exceed 43 minutes in a single calendar month).
- ✓ For the test and development environment, 98.9% (i.e., the maximum duration of malfunctions must not exceed 7 hours and 55 minutes in a single calendar month).

3.2. The service will not be available in the case of a malfunction. Service malfunction in the context of this service is a situation where there is unplanned downtime or disturbance in the operation of the Security Server.

3.3. Levels of service in dealing with client enquiries:

Extent of the impact	Maximum response time
High	Production environment: up to 2 hours round the clock Development or test environment: up to 4 hours during working time
Medium	Production environment: up to 2 hours round the clock Development or test environment: up to 8 hours during working time
Low	up to 8 hours during working time
None	up to 16 hours during working time

3.4. 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.

3.5. 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.

3.6. Telia reserves the right to suspend the provision of the service without prior notice in the event of an imminent threat to the client and/or Telia's systems (e.g., a crypto virus).

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 daily actions depend either completely or partly on processes or infrastructure under the control of the client or third parties (e.g., the Estonian Information System Authority).

4. Making of backup copies



4.1. The service includes regular making of backup copies of data (including system logs) and

configuration on the Security server.

4.2. 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)

4.3. 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.

4.4. 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.

4.5. 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.

4.6. If data loss was caused by Telia's activity, data shall be restored free of charge for the client.

5. Contacting the helpdesk



5.1. Inquiries can be sent to Telia:

- ✓ By calling the helpdesk number **+372 606 9944** or sending an email to help@telia.ee
 - Fault reports should be forwarded by phone; other questions can also be sent by email.
 - After sending a request, the customer should be reachable by phone.
 - Inquiries that have been sent can be viewed in the IT portal <https://it.telia.ee/>, in which query logs are available to the client and through which the client can also initiate the forwarding of orders or notifications related to the service to Telia.

6. Service fee



6.1. The amount payable for the service depends on the volume of services used during the billing period. The service fees are described on the price list.

6.2. Billing for services starts from the moment the client is able to use the service.

6.3. The expiry of the certificate does not stop the billing of the service fees.

7. Additional terms and processing of personal data



7.1. In addition to the contract and these Terms of Service, the parties will be guided in mutual communication by the Rules of IT services, the General Terms and Conditions, and the Price List.

7.2. If Telia comes into contact with personal data when providing the service, Telia as the processor will process such data in accordance with the provisions of the Rules of IT Services. Where necessary, the parties will separately fix the details for the processing of personal data.