

Name of service:

TIME SERVER

1. Service description



1.1. As part of the service, the client will be able to connect their devices and services to Telia's GPS time servers (hereinafter server) to ensure that they operate at identical time.

2. Service organisation



2.1. Telia will provide the client the time server service via hardware, located in the Telia server room, required for its management.

- ✓ Telia provides server accuracy of $< +/- 100 \mu\text{s}$ by synchronising with the GPS system via network time protocol (NTP).
- ✓ The content and functionality of the service are limited to the exact time synchronisation using the user datagram protocol (UDP).

2.2. The client is responsible for ensuring an internet connection and the presence and functionality of other resources necessary for the use of the service.

3. Server room environment



3.1. The Telia time servers used to provide the service are located in an access-controlled server room equipped with the following:

- ✓ video surveillance;
- ✓ a door system that is equipped with entry and exit logs;
- ✓ alarm system and sensors independent of other surveillance equipment;
- ✓ an automatic gas extinguishing system.

3.2. Telia will guarantee uninterruptible power supply to the Server hardware with UPS, which operates on an alternative supply from a diesel generator.

3.3. The server room temperature is at $+20...+24 \text{ }^\circ\text{C}$.

- ✓ The server room humidity is at 40–60% RH (relative humidity).

4. Service availability



Extent of the impact	Maximum response time	Maximum repair time	Maximum allowed service malfunction in 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 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 8 hours around the clock

5. Technical support



5.1. Telia provides technical support:

- ✓ customer support at +372 606 9944;
- ✓ customer support via email help@telia.ee.

5.2. Error messages have to be always forwarded over the phone, other questions can be sent via email.

5.3. **After making contact, the person to have done so or the client's primary contact person must be available by telephone.**

5.4. The status and resolution of the inquiries being resolved by Telia can be monitored on the IT portal.

6. Service fee



6.1. The client will pay for the use of the service depending on the package used according to the price list, beginning with the activation of the service.

7. Contact person of the client



7.1. The client will designate in the contract at least one technical contact person, the administrator, who as an administrator has access to the web interface (administrative interface) used to administer the service, through which occurs the provisioning, management and reporting of the service.

7.2. The contact person will be identified and, if necessary, the orders will be coordinated by using the telephone number or email address specified in the contract.

8. Additional terms



8.1. 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.

