

Name of service:

# AUTOMATED SECURITY WITH MICROSOFT DEFENDER

## 1. Service description



1.1. Within the framework of the Service, Telia analyses and resolves cyber security incidents detected by the Microsoft M365 Defender solution on the Customer's devices.

1.2. To use the Service, the Customer is required to use Microsoft M365 Defender, and the Customer ensures that the relevant integration is in place for the entire term of the Contract.

- ✓ Automated Security will be applied for and the Service will only cover those devices on which the Customer has installed the respective Microsoft software (such as *Microsoft Defender for Business, Defender for Endpoint Plan 1, Defender for Endpoint Plan 2*). Telia will not install, set up, nor update the respective software in the Customer's devices as part of the Service.

1.3. Within the framework of the Service, Telia uses automation to perform the following operations:

- ✓ analyses alerts from the Customer's workstations to identify potential cyber security incidents, in accordance with the capabilities of the Microsoft Defender solution (hereinafter: the Application);
- ✓ responds to cyber security incidents, which Microsoft defines in the Application as medium or high-level cyber security incidents:
  - where possible, Telia will use automation to prevent a potential threat and/or resolve the incident;
  - Telia will notify the Customer by e-mail of the detection of a cyber security incident of the relevant level at the first opportunity.
- ✓ sends quarterly incident reports by e-mail.

1.4. Telia uses the information from cyber security incidents identified and resolved within the framework of the Service to create and improve a cyber threat database, thereby improving incident detection and resolution capabilities within the Service.

## 2. Additional terms of Service



2.1. Upon use of the Service, the Customer:

- ✓ ensures Telia the rights and accesses necessary to provide the Service (incl., for example, the accesses to the Microsoft 365 tenant necessary for management);
- ✓ ensures the resolution of cyber security incidents detected in workstations that Telia was unable to resolve by means of automation;
- ✓ ensures the availability of the resources required to use the Service (such as Internet access).

2.2. Due to the fact that Telia is not the manufacturer of the Application, the Service is provided to the best of Telia's knowledge, subject to the capabilities of the Application and the provisions of these Terms and Conditions.

2.3. The content and functionality of the Service is limited to enabling the use of functionalities made available to the Customer in the Application. In no event will Telia be liable for the content of the Application or the development of its functionalities.

2.4. By using the Service, the Customer is aware and acknowledges that as different systems,

malware, and other causes of security incidents are constantly undergoing changes, the Application may not detect all incidents.

2.5. Telia is not liable for any identified or unidentified security incidents or the consequences of the risks that materialise from them.

2.6. Possible solutions for resolving an incident may, among other options, include isolating the workstation, quarantining files, stopping and blocking processes from running, etc.

### 3. Contacting customer support



3.1. Requests can be sent to Telia;

✓ by calling the customer support number **+372 606 9944**, or by sending an email to customer support [help@telia.ee](mailto:help@telia.ee).

- Customer support shall receive and solve inquiries during Standard Business Hours.
- Telia must initiate solving of an request during Standard Business Hours within 4 hours from receipt of the request.
- The person who made the request has to be available over the phone. If necessary, an authorised contact person should also be available for contact.
- Incident notifications have to be sent over the phone, other questions can be sent via email as well.
- Requests made can be viewed in the IT portal <https://it.telia.ee/>.

### 4. Service fees



4.1. The Service fees have been specified in the Price List.

4.2. The fee for the Service depends on the maximum number of Microsoft 365 licenses (where Microsoft Defender solution has been supported) used by Customer during the billing period and any additional Services ordered during the billing period.

4.3. Upon starting the Service, the Customer will pay the service initiation fee (as a one-off fee) according to the Price List. The Service fee may be subject to charges for additional works ordered, as set out in the Price List.

### 5. Additional requirements of the contract



5.1. In addition to the Contract and the Service Conditions, the Parties are guided by the Rules for IT services, the General Terms and Conditions, the Standard Terms for Standard Software Licence Agreements and the Price List.

5.2. If Telia comes in contact with personal data during the provision of the service, then Telia as the processor processes the personal data in accordance with the Rules for IT services. If necessary, the Parties fix the details of processing of personal data separately.