

Name of service:

# BRONZEHOSTING

## 1. Service description



1.1. As part of the Service, Telia shall provide the Client with a shared virtual server (hereinafter "Server") resource for hosting the Client's website (webhosting).

1.2. Telia shall provide the Client with the virtual server infrastructure utilisation service through the software required for its management, located in Telia's server space.

1.3. Telia shall ensure for the Server a shared internet connection with a speed of up to 1 Gbit/s. The minimum internet connection speed ensured by Telia shall be 1.5 Mbit/s, which is also the maximum hourly average speed in 24h for any arbitrarily chosen hour.

1.4. To manage the resources made available to the Client as part of the Service, the Client will have access to the relevant administrative interface through which the Service is configured, managed and reported.

1.5. Telia shall store for 30 (thirty) days the logs created as a result of the Client's activities in the administrative interface.

1.6. According to the Client's choice, the Client can select the plan suitable for the use of the Service:

	Bronze Small plan	Bronze Medium plan	Bronze Enterprise plan
Disk size:	10 GB	50 GB	no limit
Number of email accounts:	no limit	no limit	no limit
Number of FTP accounts:	no limit	no limit	no limit
Number of databases:	20 MySQL, PostgreSQL	30 MySQL, PostgreSQL	40 MySQL, PostgreSQL
Number of emails:	1 h > 1000 pcs	1 h > 1000 pcs	1 h > 1000 pcs
Option to generate SSL certificate:	yes	yes	yes

## 2. Service availability



### 2.1. Service levels

	Bronze Small plan	Bronze Medium plan	Bronze Enterprise plan
<b>Maximum response time</b>	within 8 hours during working time	within 8 hours during working time	within 4 hours during working time
<b>Maximum repair time</b>	by the end of the following working day	within 8 hours during working time	within 4 hours during working time

2.2. In circumstances where it is not possible or practical to meet any term commitments (for example, the initial diagnosis turned out to be false, problems related to warranty, etc.), the Parties shall, via their contract persons, agree on further activities and time to eliminate the Service fault.

### 3. Making of backup copies



- 3.1. Telia regularly (once a day) backs up data transferred to the Platform through devices.
- 3.2. If possible, backup copies shall be made in a way that does not cause interruptions in the work of the Client's applications.
- 3.3. Telia will retain the backed up data for 30 days starting from the time it is backed up.
- 3.4. The Client has the option to independently restore, through the administrative interface, a backup copy that is at most 7 days old. Older backup copies will be restored by Telia.
- 3.5. Telia's maximum recovery time objective is 24 hours on the condition that the recoverable volume of data and data connections allow for that deadline to be met.
- 3.6. Restoring data from backup copies, if the loss or damage of data occurred due to Client's activity or inactivity, shall be carried out according to the Price List.
- 3.7. If data loss was caused by Telia's activity, data shall be restored free of charge for the Client.

### 4. Contacting customer support



- 4.1. Inquiries can be sent to Telia;
  - ✓ This can be done by calling the client 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 regular working hours.
    - The person who made the inquiry has to be available over the phone. If necessary, an authorised contact person should also be available for contact.
    - Error messages have to be sent over the phone, other questions can be sent via email as well.
    - Inquiries that have been sent can be viewed in the IT portal <https://it.telia.ee/>.

### 5. Telia's obligations



5.1. The functionality of the Service is limited to the functionality provided through the administration interface. Among other things, the Client shall be allowed to use the following functionalities:

- ✓ creating and managing user accounts;
- ✓ the option to enable/disable functionalities of the web environment;
- ✓ monitoring the used resource and logs.

5.2. As part of the Service, Telia shall neither manage the resources used by the Client nor provide services not configurable or usable by the Client through the administrative interface.

### 6. Client's obligations



6.1. The Client is responsible for any offences and violations of third party rights caused by the Client's activity or inactivity.

6.2. During the use of the Service, the Client undertakes not to download, store, display, transmit, enter or apply the materials or contents of Telia's infrastructure in any other way that is not in compliance with applicable legislation, and the Client is solely responsible for any damage caused to Telia or third parties.

6.3. The Client undertakes to refrain from any activity that interferes (or may interfere with), or obstructs (or may obstruct) the Service, violates (or may violate) the security of the system, infrastructure or communications network. Furthermore, the Client shall keep the current software updated and secure in their infrastructure. The Client is responsible for any damage that may be caused by third parties as a result of the Client violating the terms of the current clause.

6.4. The Client may provide third parties access to the infrastructure used as part of the Service through the administrative interface, but in doing so shall remain liable to Telia for any third-party

activities that take place when using the infrastructure. The Client undertakes to prevent third parties from becoming aware of the username and password that enable access to the account.

6.5. The Client undertakes to ensure that all third parties who have received such access will contact the Client directly in case of any questions related to the use of the infrastructure. If third parties specified in this clause contact Telia with any questions, Telia has the right to request that the Client pays for handling the inquiries according to the Price List.

6.6. The Client confirms and agrees that all transactions and operations that are performed using the administrative interface provided to the Client are deemed to have been performed by the Client and the Client is fully responsible for all the respective operations and transactions.

6.7. In the event that the Client violates any provisions of the Contract and/or these Terms of Service, Telia has the right, in the interests of the security of Telia infrastructure, to suspend the provision of the Service to the Client and restrict the Client's access to the infrastructure, regardless of the scope of the violation or whether the Client agrees with Telia's assessment of the Client's violation of the Contract.

6.8. The Client is responsible for ensuring a functional internet connection and the presence and functionality of other resources necessary for the use of the Service.

## 7. Contact persons



7.1. The Client shall name at least one administrative contact person, i.e. a Contractual contact in the Contract who, among other things, has access to the Client Portal and the right to order additional services on behalf of the Client.

7.2. The Client shall have the right to also name an administrative user, i.e. a technical contact person who has access to the administrative interface as the administrator as well as the right to undertake any operations enabled through the administrative interface.

7.3. The contact person shall be considered identified upon calling to the number specified in the Contract or sending an email on the address specified in the Contract. Alternatively, an employee of the Business Client service may call the contact person back or send an email on the contact details specified in the Service Contract.

## 8. Service fee



8.1. The Client undertakes to pay for the use of the Service according to the Price List. The monthly service fee shall depend on the service resources used in the current calendar month.

8.2. In addition to the monthly fee, the Client undertakes to pay for any additional services ordered and inquiries made by third parties to whom the Client has provided access to the administrative interface.

## 9. Conditions that apply and processing of personal data



9.1. In addition to these Terms of Service, the Parties shall be guided in mutual communication by the Rules for IT services, the General Terms and Conditions, and the Price List.

9.2. 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 details of processing personal data separately, if needed.