

Name of service:

CROWD INSIGHTS

1. Service description



- 1.1. As part of the service, Telia allows the customer to use *Telia Crowd Insights*, a solution developed by Telia, which makes it possible to analyse and draw conclusions about people's movements and behaviour in society.
- 1.2. The service is based on anonymised traffic aggregated data from the Telia mobile network.
- 1.3. The service will provide customers with a corresponding output of aggregated and anonymised data inferences about people's movements and behaviour in society.
 - ✓ The output is configurable to customer-specific use cases, such as location, time, time periods, and data points used.
 - ✓ The customer has the option to choose whether the output is delivered as data streams or in a visualised form via the administrative interface.
- 1.4. The customer will have access to a web environment managed by Telia (administrative interface), which will provide access to the data transmitted within the service.
 - ✓ The use of the administrative interface is subject to its terms of use, available at <https://www.tableau.com/tos>.
 - ✓ The content and functionality of the service is limited to the functionalities offered to the customer for consumption via the administrative interface.

2. Client's obligations



- 2.1. The customer acknowledges and agrees that all transactions and operations carried out using the access to the administrative interface provided to the customer will be deemed to have been carried out by the customer and the customer will be responsible for all such transactions and operations.
- 2.2. The customer may provide access to the infrastructure to third parties through the administrative interface, while remaining liable to Telia for the actions of third parties in using the infrastructure. The customer undertakes to ensure that any third party who has been granted such access will contact the customer directly in the event of any inquiries relating to the use of the infrastructure. In the event that the aforementioned third parties contact Telia with questions, Telia has the right to charge the customer a fee for handling the inquiries in accordance with the price list.
- 2.3. The customer undertakes to refrain from any activity that interferes with (or is likely to interfere with) or impedes (or is likely to impede) or breaches (or is likely to breach) the security of Telia's system, infrastructure or communications network.
- 2.4. When using the service, the customer undertakes not to upload, store, display, forward, insert or otherwise make available on the Telia infrastructure any material or content that is incompatible with public order, security or applicable laws. In the event of breach of such requirement, the customer will be solely liable for any damage caused to Telia or third parties.
- 2.5. If the customer breaches any provision of the agreement or the terms, Telia has the right to suspend the provision of the service to the customer and/or restrict the customer's access to the infrastructure, regardless of the extent of the breach or whether the customer agrees with Telia's assessment of the customer's breach. Furthermore, Telia has the right to claim a contractual penalty from the customer for each breach in the amount specified in the general terms and conditions.

3. Contacting the helpdesk



3.1. 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 sent by phone; other questions can also be sent by email.
 - The helpdesk receives and handles inquiries during Working Hours.
 - Telia will start resolving an inquiry during Working Hours within 4 hours from receipt of the inquiry.
 - It is essential that the person who made the inquiry is reachable by telephone. If necessary, an authorised contact person should also be available for contact.

4. Service fee



4.1. The monthly service fee depends on the service selected and the additional services ordered. The fees for the service and additional services are described in the agreement and the price list.

4.2. Paid activities not included in the monthly fee:

- ✓ Significantly more extensive work than normal analysis, for which fees are negotiated separately, including:
 - large-scale special reports.
 - large-scale data analysis.
- ✓ In addition, there may be a fee if:
 - the customer requests more extensive training on mobility data than a short consultation.
 - the customer wishes to carry out activities outside Working Hours.

5. Liability



5.1. A party's total liability for compensation for material damage caused by a breach of agreement is limited to an amount per breach corresponding to 15% of the amount due under the agreement per calendar year. This amount is calculated on the basis of the amounts paid in the calendar year preceding the year of the breach. If the service has been provided for less than 12 months, the maximum compensation limit is calculated based on the average monthly fee for the period of services provided, multiplied by 12.

5.2. The maximum limit of compensation does not apply to damages caused intentionally or as a result of gross negligence, or in a situation where there has been damage to health or where liability cannot be limited by law.

5.3. In other matters relating to liability, the parties will be governed by the provisions of the general terms and conditions.

6. Applicable conditions



6.1. In addition to the agreement and these terms of service, the parties will be governed in their relations by Telia's general terms and conditions and, where applicable, by the price list.

