

Service name:

DDOS PROTECTION SERVICE

1. Service description



1.1. Within the framework of the Service, Telia enables the client to use a platform around the clock, through which it is possible to automatically detect and prevent a deliberate denial of service (DDoS) attack on client systems.

- ✓ The Service is provided to client-designated systems at the level of Telia's external network connections and via IPv4 and IPv6 protocols.
- ✓ If an attack is detected, the DDoS Platform Defence Capability feature automatically applies within 2 minutes and stops within 30 minutes after the attack ends.
- ✓ For normal network traffic, DDoS platform protection capability does not apply.

1.2. To use the Service, the client chooses a Service Package that meets their needs. Descriptions of the service parameter options and functionalities provided in the packages, such as the ability to block or allow internet traffic from specific countries, are available on the website.

1.3. The Service operates on the principle of ("as is") without a guarantee of additional operation. The app may not detect, eliminate, prevent or exclude all DDoS attacks.

- ✓ In the event of an attack, the DDoS Protection Service may also affect the desired internet traffic and/or access to client systems.
- ✓ If the defence capability of the platform requires changes in the setup to increase the efficiency of the defence capability, Telia will make the corresponding changes (within the scope of the solution capability) based on the client's corresponding referral and input information received from the client.
- ✓ It is not possible to make changes to the setup in the standard package.

1.4. In no case will Telia be responsible for any DDoS attacks or their consequences, even if all measures agreed between the Parties have been implemented.

1.5. If any traffic through the client's connection threatens or may indicate the integrity of the Telia network, Telia has the right to block or direct it to DDoS filtering in order to avoid any further damage without notice.

2. Start of Service and prerequisites



2.1. A prerequisite for using the Service is the use of a Telia data connection at a sufficient speed.

2.2. When ordering the Service:

- ✓ the client chooses a suitable Service Package;
- ✓ the client defines the IP addresses and subnets of the systems to be protected in the client questionnaire (forwarded to the client after submitting the order request) to which Telia applies the Service Package selected by the client;
- ✓ the client shall designate a contact person(s) who has the right to order changes to the Service and receive notifications regarding the Service.

2.3. The availability of resources necessary for the operation of the Service (for example, internet connection, IP address) is ensured by the client.

3. Transferring referrals to customer support



3.1. Inquiries can be sent to Telia:

- ✓ This can be done by calling the customer support number **+372-606-9944** or by sending an e-mail to support.help@telia.ee.
 - Fault reports should be forwarded by phone; other questions can also be sent by e-mail.
 - The person who made the inquiry must be available over the phone. If necessary, an authorised contact person should also be available.

4. Solving inquiries

4.1. Telia responds to the client's inquiries:



Service Package	A Telia connection service is a prerequisite for using the Service	Maximum speed of the base connection	Maximum response time
Standard	<ul style="list-style-type: none"> • Business internet solution • Internet special solution • Internet connection to device hosting • Central internet of the Local Network Solution 	up to 1 Gbit/s (maximum)	up to 8 hours on a working day (9.00–17.00)
Special Solution 1		up to 1 Gbit/s (maximum)	up to 4 hours on a working day (9.00–17.00)
Special Solution 2		from 1 Gbit/s up to 10 Gbit/s	Up to 4 hours working days from 9.00–20.00
Special Solution 3		from 5 Gbit/s and more	up to 2 hours around the clock
DDoS Protection for Telia Device Hosting Customer	Internet connection to device hosting	no restriction	up to 8 hours on a working day (9.00–17.00)
DDoS Protection for a Local Area Networks Solution for a Central Internet Client	Central internet of the Local Network Solution	no restriction	up to 8 hours on a working day (9.00–17.00)

5. Service fee



5.1. The monthly fee for the Service depends on the selected package and any additional ordered services. The Service and fees for additional services have been specified on the Price List.

5.2. Changes to the Service setup are carried out according to the Price List.

6. Additional Terms and Conditions of the Contract



6.1. In addition to the Contract and these Terms of Service, the Parties will be guided in mutual communication by the IT Service Rules, the General Terms and Conditions, and the Price List.

6.2. 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 IT Service Rules. If necessary, the Parties will establish the details related to the processing of personal data separately.

