Service name:

DEVOPS AS SERVICE

1. Definitions

1.1. **DevOps** — Development and Operations, i.e. development and administration methodology.

1.2. **Development team** — the client's own development team or persons providing development services to the client.

1.3. **IaaS service** — infrastructure as a service (IaaS) allows for the use of virtualised hardware computing resources as a service – processors (vCPUs), memory (RAM), and storage on hard disk.

1.4. **System** — client's solution scheme defined by the client.

1.5. **CI/CD system** — Continuous Integration and Continuous Delivery support software.

1.6. **Microservice** — a stand-alone System component or process that performs a specific function.

1.7. **Additional component** — a client-defined application code/script or other third party software module that Telia may manage as part of the Service.

2. Service description

2.1. As part of the Service, Telia will:
- ✔ manage the client's systems, web or applications and the Microservices required to run the CI/CD system;
- ✔ perform management of changes in cooperation with the client's Development team;
- ✔ analyse the performance of the system or application and the interaction between components;
- ✔ make proposals with regard to the establishment of the infrastructure, observability, and automation of the client's system, and changes.

2.2. Telia provides DevOps as service throughout the client's service development lifecycle, from the design phase of the (Micro)service developed by the client to its installation in the production environment and subsequent management, following the principles of Continuous Integration (CI) and Continuous Delivery (CD).

2.3. As part of the Service, Telia will engage in the following activities.
- ✔ Monitoring of the System and its components and logging activities to ensure the functioning of the Microservices;
  - Provision of the Development team with access to the System logs;
  - Collection and Identification of System-based metrics and alert triggers in collaboration with the Development team.
- ✔ Telia and the client will consult regularly on the necessary improvements to be made to the operation of the applications and the quality of the Service, both in the applications and in the support systems, development and management processes;
- ✔ Telia and the client regularly consult to ensure that the underlying systems, processes, and other tools and technologies used follow the DevOps best practices and agreements;
  - As part of the Service, Telia provides a distributed tracking system and guides the client and the Development team on how the System should be used.
- ✔ Creation and maintenance of CI/CD – working with Development teams to collect and identify System specifications and integration requirements. The integrations needed:
  - Provision of the necessary CI/CD tool chain;

- Automation of reusable CI/CD components.

✔ The technical means and processes for the provision of the Service will be agreed upon separately in the course of the work and, if necessary, formalised in writing;

✔ Management of the use of resources for the System components;

✔ Continuous monitoring of resource use;

✔ Implementation and management of automatic scaling with existing solutions (e.g. horizontal scaling in Kubernetes);

✔ Creation of a System backup and recovery strategy, including the definition of recovery time targets and recovery points for each data source and System backup;

✔ Setup and management of the System environments;

✔ Administration of documentation, instructions, and incident logs.

2.4. Prior to the activation of the Service, Telia, in cooperation with the client, carries out an analysis to map the technical solution of the client's system in order to agree on the exact scope of the Service.

2.5. As part of the Service, Telia does not provide management of the underlying application or system infrastructure and its components (platform services, operating systems, servers, databases, monitoring, etc.). These services can be ordered separately and their exact scope depends on the client's solution.

3. Service availability

3.1. Telia monitors the operation of the client's systems, which are the subject of the Service, around the clock and, if necessary, performs actions that help to ensure or restore access to the systems and the (Micro)services provided through them.

3.2. Incident handling and troubleshooting:

✔ The Service responds to and resolves incidents;

✔ The Service will carry out a multi-level evaluation of the affected services, such as validation of the System logs and metrics;

✔ The Service monitors the status of infrastructure monitoring and the System integration and components, e.g. database;

✔ As part of the Service, information on a System component based incident is provided to the Development teams.

3.3. Due to the fact that the availability of the Service depends on the design of the client's solution, the exact temporal promise for the resolution of the client's inquiries and the rectification of the Service failures will be fixed in the contract underlying the use of the Service.

4. Additional terms of service

4.1. All work not included in the scope of the Service will be carried out as necessary and technically feasible. Additional services will be provided for a separate fee as specified in the contract or price list.

4.2. In order to allow for the provision of the management service, the client undertakes to provide Telia with sufficient rights and access to perform the activities included in the Service.

4.3. Telia is not liable for any consequences or failures resulting from the client's infrastructure (IaaS) on which the System resides, or their components.

4.4. Telia is not liable for any consequences or failures resulting from the fact that components of the System are not supported by the manufacturer. Among other things, the foregoing means that Telia is not liable if, as a result of the client's actions or omissions, the System malfunctions, data leaks occur, viruses spread or any other incidents happen. Telia reserves the right to suspend the operation of the System without prior notice in the event of an imminent threat to the client and/or Telia's systems (e.g. a cryptovirus).

5. Contacting the helpdesk

5.1. Inquiries can be sent to Telia:

✔ By calling the helpdesk number **+372 606 9944** or sending an e-mail to **help@telia.ee**.

- The helpdesk receives and handles the inquiries during 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.
- Fault reports should be forwarded by phone, other questions can also be sent by e-mail.
- Inquiries that have been sent can be viewed in the IT portal https://it.telia.ee/.

6. Service fee

6.1. The amount payable for the Service depends on the volume of services used during the billing period. The service fees have been specified in the price list and the contract.

6.2. The monthly fee does not include on-site visits for the installation or replacement of devices, resolution of incidents caused by negligence of the client (including an employee of the client) and/or a third person, or misuse of Telia's device, or work carried out outside working hours.

6.3. Billing for services starts from the moment the client is able to use the Service.

7. Additional terms of the Contract

7.1. 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.

7.2. 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.