

Service name:

WEBSITE HOSTING

1. Service description



1.1. As part of the service, Telia shall provide the client with a shared virtual server (hereinafter “Server”) that is designed for hosting the client’s website (webhosting).

1.2. The Website hosting platform allows the client to set up e-mail addresses for their domain, as well as send and receive e-mail.

1.3. 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 and managed.

1.4. Based on the client’s selection, the client is able to select a suitable plan for using the service. Information on Website hosting plans, functionalities and technical parameters is available on Telia’s website.

2. Service availability and maintenance works



2.1. Telia will ensure cumulative availability of the service for 99.9% of each calendar month (i.e., the total maximum duration of malfunctions shall not exceed 1 hour per calendar month). The service will not be available in case of a malfunction.

3. Making of backup copies



3.1. The client undertakes to make backup copies of the files stored on the Server with sufficient frequency.

3.2. Restoring data from backup copies through customer support, if the loss or damage of data occurred due to the client’s activity or inactivity, shall be carried out according to the price list.

4. Contacting customer support



4.1. Inquiries can be sent to Telia:

- ✓ private client: this can be done by calling the client support number 123 or by sending an e-mail to client support info@telia.ee;
- ✓ business client: this can be done by calling the client Support number 1551 or by sending an e-mail to client support arikliendid@telia.ee.
 - client Support shall receive and solve inquiries during regular working hours.
 - The person who made the inquiry must be available over the phone. If necessary, an authorized contact person should also be available.
 - Error messages must be submitted over the phone, other questions can also be sent via e-mail.

5. Telia’s obligations



5.1. The functionality of the service is limited to the functionality provided through the administrative interface.

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.

5.3. Telia undertakes to make reasonable efforts to maintain the confidentiality, security and integrity of data entered in the Server by users and to prevent unauthorized persons from

gaining access to the respective data.

5.4. In the event of a threat to the security or stability of the server, Telia has the right to restrict the client's use of the website hosting service until the threat is eliminated. Telia is required to inform the client of the extent and reasons for the modification as soon as possible, but no later than on the first business day following the modification.

5.5. After discovering the loss of or damage to the integrity of data in the Server for reasons that are the fault of Telia, Telia is required to notify the client as soon as possible and to recover the data within a reasonable period of time.

5.6. Telia has the right to remove from the Server, without advance notification, such programs, applications and scripts belonging to the client, which have faults that compromise the operation of the server, cause an abnormal workload, or are illegal. Interruption of the service in connection with the aforementioned circumstances is not considered a malfunction.

5.7. If a user ignores the prohibitions of service use as specified in the regulations governing IT services, Telia shall have the right to restrict the use of services provided to the client at once, by blocking the client's Server until clarification of the circumstances, notifying the client of the restriction and the reasons thereof as soon as possible in a reasonable manner. If the prohibitions are violated repeatedly, Telia has the right to terminate the contract unilaterally.

5.8. In case of a threat, originating from the public internet, to the security or stability of the information technology environment of Telia and/or other clients, Telia shall have the right to suspend the client's Server until elimination of the threat, without notifying the client thereof.

6. Client's obligations



6.1. The client undertakes to keep the software installed by them up to date, in order to ensure its security.

6.2. The client undertakes not to download, store, display, transmit, enter or apply the materials or contents of the Server in any other way that is not in accordance with applicable legislation, and the client is responsible for any damage caused to Telia or third parties.

6.3. The client is prohibited from providing such services on the Server or using the Server for such activities that can be considered attacks against third parties (i.e. open DNS resolver, port scanning, queries burdening computer networks or devices located on them, etc.).

6.4. The client agrees not to use any programs, applications or scripts on the Server that allow users or visitors to the client's website to send spam, threatening, derogatory or misleading e-mails.

6.5. The client may provide any third party with access to the Server through the administrative interface, but remains responsible before Telia for the activities of the third parties in the use of the Server. The client undertakes to prevent third parties from becoming aware of the username and password that enable access to the account.

6.6. 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 Server. If the 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.

6.7. 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.

6.8. 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.

6.9. If Telia fails to eliminate a malfunction within the period specified in the terms of service, the client shall have the right to claim from Telia a contractual penalty for each hour that the elimination of the malfunction is delayed, until the actual elimination of the malfunction. The amount of the contractual penalty per hour will be 1/30 of the monthly fee payable for the use of the service according to the applicable price list, but the total sum may not exceed the amount of one (1) monthly fee. Each new hour will be rounded to a full hour.

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

6.11. 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's infrastructure, to suspend the provision of the service to the client and restrict the client's access to the Server, regardless of the scope of the violation or whether the client agrees with Telia's assessment of the client's violation of the contract.

7. Service fee



7.1. The client undertakes to pay for the use of the service according to the price list.

7.2. 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.

8. Applicable conditions and processing of personal data



8.1. In addition to these terms of service, the parties shall be guided in mutual communication by the IT service policy, the general terms and conditions, and the price list.

8.2. 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 policy. The parties will record the details of processing personal data separately, if necessary.

