

Service name:

# TELIA CYBERTRAINING

## 1. Service description



1.1. As part of the service, Telia allows the customer to use the Cybertraining platform (hereinafter the 'Platform'). Through the Platform, the customer will be able to offer cyber security training to its employees in order to enable the customer to explain and make sense of cyber hygiene and its necessity for its employees, and to develop skills and practices for everyday safety in the digital world.

1.2. As part of the service, Telia will:

- ✓ provide the customer with access to the Platform;
- ✓ provide the customer with a corresponding number of licences for the use of the Platform by the customer's users;
- ✓ carry out up to 2 hours of training on the use of the Platform for the customer's contact person(s). If the customer requests such, additional consultation can be purchased for an additional fee to set up the Platform, to interpret reports, etc.;
- ✓ enhance the Platform with new learning modules;
- ✓ allow the customer's designated contact persons (e.g., human resources, management, etc.) access to the aggregated results of the materials passed by the company's employees.

## 2. Additional terms of service



2.1. The customer will designate contact person(s) who will be granted access to the Platform as the administrator(s) and who will, among other things, manage the customer's users and coordinate the delivery of training through the Platform.

2.2. An initial estimate of the number of users will be agreed when subscribing to the service. The number of users on the Platform on which the billing is based is fixed on the first day of each month. However, the minimum number is 10.

2.3. The customer will not be entitled to use any material disclosed or made available to the customer in the context of the service for any purpose other than the training of its employees, as set out in the terms of service. The use of any other content or material made available through the Platform for any other purpose is a material breach of the agreement, which may, among other things, constitute grounds for Telia to terminate the agreement underlying the use of the service.

2.4. The customer is responsible for the availability and operation of the resources needed to use the service, such as internet access.

2.5. Upon termination of the service, all user access will be removed from the Platform and all customer and user data will be deleted.

2.6. Due to the fact that Telia is not the manufacturer of the Platform and only mediates the use of the Platform to the customer, the provision of the service is made to the best of Telia's knowledge, subject to the provisions of these Terms and the capabilities of the Platform.

2.7. The content and functionality of the service is limited to enabling the use of functionalities (including language selection) made available to the customer through the Platform. In no event will Telia be liable for the content and functionality of the Platform or the development of the Platform.

### 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](mailto:help@telia.ee).
  - 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.
  - Fault reports should be sent by phone; other questions can also be sent by email.
  - You can keep track of the inquiries made in the IT portal at <https://it.telia.ee/>.

### 4. Service fee



4.1. The service fees are described in the price list.

4.2. The service fee depends on the number of licences used on the first day of the billing period and the additional services ordered during the billing period.

4.3. At the start of the service, the customer will pay the service initiation fee (as a lump sum) according to the price list. Charges for additional works ordered may be added to the service fee as set out in the price list.

### 5. Additional terms and conditions of the agreement



5.1. In addition to the contract and these terms of service, the parties will be guided in their relationship by the rules of IT services, general terms and conditions, the standard terms of standard software license agreements, and the price list.

5.2. If Telia comes in contact with personal data in providing the service, Telia as the processor will process such data in accordance with the rules of IT services. The parties will record the details of processing personal data separately, if necessary.