

Name of service:

MICROSOFT 365 CLOUD BACKUP

1. Service description



1.1. Under this service, the client has the opportunity to backup their data backup located on the Microsoft 365 cloud.

2. Service organisation



2.1. Telia will provide the client the Microsoft 365 cloud backup service via hardware, located in the Telia server room, required for its management.

- ✓ Telia will ensure the saving of backup data in the infrastructure of Telia and data recovery by the client in the context of this service.
- ✓ Within the content and functionality of the service, Telie enables to backup data in a high availability infrastructure and provides user-based licences under the service.

2.2. The client is responsible for ensuring an internet connection and the presence and functionality of other resources necessary for the use of the service.

2.3. Telia will delete all backup copies upon termination of the service. Upon request, an additional fee can be paid to order retainment of backup copies until the initially established date of expiry.

3. Server room environment



3.1. The Microsoft 365 cloud backup used to provide the service is located in an access-controlled server room equipped with the following:

- ✓ video surveillance;
- ✓ a door system that is equipped with entry and exit logs;
- ✓ alarm system and sensors independent of other surveillance equipment;
- ✓ an automatic gas extinguishing system.

3.2. Telia will guarantee uninterruptible power supply to the Server hardware with UPS, which operates on an alternative supply from a diesel generator.

3.3. The server room temperature is at +20...+24 °C.

- ✓ The server room humidity is at 40–60% RH (relative humidity).

4. Service availability



Extent of the impact	Maximum response time	Maximum repair time	Maximum allowed service malfunction in one month
None	up to 8 hours during working time	-	
Low	up to 4 hours during working time	up to 8 hours during working time	up to 16 hours during working time
Medium	up to 4 hours around the clock	up to 8 hours around the clock	up to 8 hours around the clock
High	up to 4 hours around the clock	up to 4 hours around the clock	up to 8 hours around the clock

5. Technical support



5.1. Telia provides technical support:

- ✓ customer support at +372 606 9944;
- ✓ customer support via email help@telia.ee.

5.2. Error messages have to be always forwarded over the phone, other questions can be sent via email.

5.3. **After making contact, the person to have done so or the client's primary contact person must be available by telephone.**

5.4. The status and resolution of the inquiries being resolved by Telia can be monitored on the IT portal.

6. Service fee



6.1. The client will pay for the use of the service according to the price list, beginning with the activation of the service. The fee consists of two indicators: the number of users of Microsoft 365 whose data will be backed up, total backup volume. The applicable GB unit price is automatically determined by Telia in accordance with the volume measured by the client on the given day. The service price is available in the price list of Telia.

6.2. If the client exceeds the volume of the ordered plan, the client will be automatically transferred to the next volume plan.

7. Contact person of the client



7.1. The client will designate in the contract at least one technical contact person, the administrator, who as an administrator has access to the web interface (administrative interface) used to administer the service, through which occurs the provisioning, management and reporting of the service.

7.2. The contact person will be identified and, if necessary, the orders will be coordinated by using the telephone number or email address specified in the contract.

8. Additional terms



8.1. In addition to the contract and these terms of service, the parties will be guided in mutual communication by the rules for IT services, the general terms and conditions, and the price list.

8.2. If Telia comes in contact with personal data during the provision of the service (for example, if the main data of the client's employees or clients are backed up under the service), then Telia as the controller shall process these in accordance with the rules for IT services. The parties will record the details of processing personal data separately, if necessary.

