Service name:

TELIA MONITORING

1. Service description

1.1. As part of the Service, Telia will:

- ✓ allow the Client to use the Zabbix and/or Prometheus monitoring solution in combination with the Grafana application to configure graphical interfaces, according to their choice;
- ✓ carry out regular administration of the monitoring system in respect of all its components.

1.2. The monitoring solution and the Grafana application will run on the servers belonging to Telia.

1.3. In order to use the Service, a virtual server is hosted on the Client's perimeter, running a specific application that collects measurement data by directly accessing the services through the monitoring solution agents installed on the Telia server.

- ✓ The collected data will be visualised through the monitoring solution and Grafana user interfaces. The interfaces can be used with all common web browsers.
- ✓ In a client-accessible monitoring environment, incoming data will be stored in a database as well as aggregated and compared against pre-set thresholds.
- ✓ Deviations from the standards will be recorded as events on the server side of the monitoring solution and the Client will be able to configure notifications (e-mail, SMS).

1.4. In addition to the preset templates of the monitoring environment, the Client can create additional templates with controls and set thresholds, but also order their configuration from Telia.

1.5. The data collected during the monitoring process will be stored on the Telia server as follows:

- ✓ Without loss of granularity: 32 calendar days;
- ✓ In aggregated form by hour (min/avg/max values per hour): 366 calendar days.

1.6. As part of the Service, Telia provides the Client with access to the web interface of the monitoring application and the Grafana application access rights through the Grafana web interface.

1.7. The functionality of the monitoring solution and the Grafana application is limited to providing functionality for the Client's consumption via the administrative interface.

1.8. As part of the Service, Telia always upgrades the monitoring system components to the latest stable version.

2. Client's obligations

2.1. As part of the Service, the Client undertakes to ensure that the relevant network traffic port is open for Telia to collect monitoring data.

2.2. The Client will ensure that the virtual server on which the monitoring solution is installed meets the resource requirements set by Telia.

2.3. The monitoring solution application should be installed in the Client's infrastructure in such a location that it has access to all the devices and services to be monitored.

2.4. For the purpose of providing the Service, the Client undertakes to provide Telia with sufficient rights and access (including SSH access to the virtual machine of the monitoring solution) to carry out activities within the scope of the Service (e.g. service administration, maintenance service).

2.5. The Client undertakes to refrain from any activity that interferes (or may interfere with), or obstructs (or may obstruct) the service, violates (or may violate) the security of the system, infrastructure or communications network. Furthermore, the Client will keep the current software

updated and secure in their infrastructure. The Client is responsible for any damage that may be caused by third parties as a result of the Client violating the terms of the current clause.

2.6. The Client confirms and agrees that all transactions and operations performed using the account provided by the Client will be deemed performed by the Client and the Client will be fully responsible for all relevant operations and transactions.

2.7. The Client may also provide access to the infrastructure to third parties through the administrative interface, but remains liable to Telia for the activities of such third parties in using the infrastructure. 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 infrastructure. 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.

2.8. In the event that the Client violates any provisions of these Terms of Service, Telia has the right, in the interests of the security of Telia infrastructure, to suspend the provision of the Service to the Client and restrict the Client's access to the infrastructure, regardless of the scope of the violation or whether the Client agrees with Telia's assessment of the Client's violation of the Contract.

3. Contacting Client Support

3.1. Requests can be sent to Telia:

✓ By calling Client Support at **+372-606-9944**.

- Failure reports should be communicated by phone, requests concerning other questions and additional information can also be sent by email **help@telia.ee**. After sending a request, the Client should be reachable by phone.

4. Service availability

4.1. Service failure in the context of this Service is a situation where there is unscheduled downtime or disruption in the operation of the components of the monitoring solution and/or the Grafana application.

4.2. Telia responds to the Client's requests:

Reason for request	Maximum response time	Maximum time for repair	
		Within Working hours	Outside of Working hours
Service outage	up to 4 hours	up to 8 hours	up to 16 hours
Service disruption	up to 6 hours	up to 16 hours	up to 24 hours
Request for change	up to 8 hours during the Working hours		
Query outside the Service limits	up to 8 hours during the Working hours		

4.3. Telia will respond to critical level monitoring notifications for which the Client has not contacted Telia:

Reason for request	Maximum response time	Maximum time for repair	
		Within Working hours	Outside of Working hours
Service outage	up to 4 hours	up to 4 hours	up to 16 hours
Service disruption	up to 6 hours	up to 16 hours	up to 24 hours

4.4. In the event of a Service failure directly caused by Telia's action or inaction, the time for repair is up to 4 hours in the event of a Service outage and up to 16 hours in the event of a

Service disruption, 24 hours a day.

4.5. For the purposes of this Service, ‘time for repair’ means the restoration of the Service to its pre-failure state or to the originally agreed monitoring solution and/or Grafana application configuration.

4.6. If additional resources are required to resolve the failure, or if the cause of the failure does not lie in circumstances that can be remedied administratively, Telia’s obligation to ensure repair is limited to the actions of the administrator to the extent necessary to resolve the failure.

4.7. In circumstances where it is not possible or practical to comply with the time commitments (e.g. the initial diagnosis proved to be wrong for objective reasons), the Parties will coordinate, through the contact persons, further action and time to resolve the Service failure.

4.8. The Client will be notified at least 2 (two) working days in advance of any system downtime caused by the work related to the Service.

4.9. The Service will not be deemed to be experiencing a failure and the above response times will not apply if the Service failure is caused by the Client’s action or inaction, scheduled work or force majeure.

5. Service fee

5.1. The Service fees have been specified in the Price List.

5.2. The amount payable for the Service depends on the volume of services used during the billing period.

6. Additional terms 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.