Service name:

DNS HOSTING SERVICE

1. Service description

1.1. As part of the Service, Telia enables the Customer to use Telia's DNS servers to host the Customer's domain's DNS zone and manage DNS records. The Service primarily involves adding, amending, and deleting DNS records within the scope of the record types supported by Telia.

1.2. Customers can choose the plan that best suits their needs.

DNS

✓ As part of this Service, it is possible to send the DNS records of a domain registered with any registrar to Telia's DNS server for their management.

DNS serving Customer solutions

✓ The Service enables the Customer's DNS zone associated with the client solution to be directed to Telia's DNS server.

- Customer solution in the context of this Service is a technical solution, service environment or IT system created, configured or managed for the Customer, the technical management of which or the related IT system or operating system management service is provided by Telia, and the operation of which uses or requires the use of Telia's DNS server.

✓ The DNS Hosting Service for a customer solution is provided only if Telia provides the technical management of the relevant customer solution or the management service for the associated IT system or operating system.

- If, upon termination of the use of the management service, the Customer's domain remains directed to Telia's DNS server, Telia has the right to exchange the service plan used by the Customer for the DNS plan, notifying the Customer thereof.

1.3. Customers can manage their domain's DNS records (e.g. A, CNAME, MX) via Telia's self-service portal.

1.4. Telia will make the following changes at the Customer's request: Adding, amending and deleting DNS records, and performing operations relating to zone settings.

1.5. Changes to DNS records take effect on Telia's DNS servers once the change has been made, but the time it takes for these changes to become visible on the Internet may depend on the TTL value of the DNS records and third-party DNS caches. Telia accepts no liability for the speed at which the caches of third-party DNS resolvers are updated.

1.6. Telia retains audit logs of DNS management operations for 90 days.

✓ Audit logs may contain information about changes to DNS records, the time the change was made, and the user or contact person who initiated the change.

✓ Telia does not store or issue DNS query logs for the Customer's domain within the Service, unless the Parties have specifically agreed otherwise.

1.7. Telia shall not be liable for any disruption to the Service arising from incorrect or incomplete information provided by the Customer, the expiry of a domain registration, or a failure of a third-party service.

1.8. Telia does not guarantee the registration or extension of a domain name within the Service, making changes at the registrar, web hosting, e-mail service, management of SSL certificates, setting up DNSSEC or managing the Customer's applications or servers.

1.9. The Service infrastructure is located in at least two different data centres, and all components of the infrastructure are highly available. The data centres where the hardware used to provide the Service is housed are located in Estonia and are equipped with air-conditioning, an

automatic gas fire-extinguishing system, a security system, and CCTV cameras.

1.10. Telia shall be entitled to restrict or suspend the provision of the Service if Telia has reasonable grounds to believe that the resources made available under the Service are being used for unlawful activities, to infringe the rights of third parties, to distribute malware, to engage in phishing, to send spam, to disrupt networks or information systems, or in any other way that may cause harm to Telia, other Telia customers or third parties.

2. Obligations of the Customer



2.1. The Customer shall ensure that the DNS records, domain names, IP addresses and other configuration details submitted to Telia are correct, up to date and lawful.

2.2. The Customer is responsible for the accuracy and appropriateness of any changes made to the DNS records in the self-service portal or on the basis of the instructions given to Telia. Telia shall not be liable for any consequences arising from changes to DNS records made by the Customer or on the Customer's instructions, including where, as a result of such changes, the Customer's website, email, application or other service does not function as expected.

2.3. The Customer undertakes to ensure that the domain registration remains valid, to provide Telia with accurate and complete DNS configuration details, and to keep the details of the contact persons authorised to manage the Service up to date. If Telia is not the domain registrar, the Customer is responsible for making the necessary changes with the registrar.

2.4. Upon termination of the Service, the Customer must ensure that the domain is redirected to other DNS servers before the date of termination of the Service. Following the termination of the Service, Telia is entitled to cease hosting the DNS zone and to delete the DNS configurations associated with the Service. Telia shall not be liable for any disruption resulting from the termination of the Service if the Customer has not ensured, in good time, that the domain is redirected to another service provider's DNS servers.

3. Service availability



3.1. Telia guarantees a cumulative Service availability of 99.90 per cent in each calendar month (i.e. the maximum total duration of Service disruptions shall not exceed 43 minutes in a single calendar month).

- ✓ When assessing availability, no account is taken of disruptions arising from the Customer's equipment, software, Internet connection, third-party DNS resolvers, domain registry or registrar's service.
- ✓ In addition, failures caused by the Customer's acts or omissions, incorrect DNS configuration data submitted by the Customer, termination of the domain registration, failure of the registrar or domain registration, disruption of a third party's service, planned maintenance work or force majeure circumstances shall not be considered failures of the Service upon calculation of the availability of the Service.

3.2. The Service is unavailable in the event of a Service failure.

3.3. Telia will respond to Customers' change requests within 8 hours during Standard Business Hours.

4. Telia's contact details



4.1. You can submit your request to Telia:

- ✓ by calling the customer support phone at **+372 606 9944**, or
- ✓ by emailing customer support at **help@telia.ee**.

4.2. Error messages must be communicated by phone. Any other matters can also be sent by email. After the request, the Customer must be available by telephone.

5. Service fee

5.1. The fees relating to the Service are set out in the Price List.

5.2. The monthly Service fee depends on the volume of Services (plan) used during the invoicing period. In addition to the monthly Service fee, the fees for additional services and work ordered will be charged in accordance with the Price List.

6. Applicable terms and conditions

6.1. In addition to the contract and these Service Conditions, the Parties shall be governed in their mutual relations by the General Terms and Conditions, the Rules of IT Services, and the Price List.