

Name of service:

TELIA T1 CLOUD

1. Service description



1.1. The client is able to use virtual infrastructure resources (virtual processor and random access memory, network) as a service. The use of resources enabled as a T1 cloud service is carried out through shared hardware located in the Telia server room and the software needed to handle it.

1.2. The cloud resources and data storage space used within the framework of the service comply with ISO 27001 and ISO 50001 security and service standards. The T1 cloud infrastructure is located across three different data centres, with all infrastructure components being high-availability. When building up their solution, the client can count on it being designed to run business-critical applications and databases and ensure the secure and trouble-free storage of files where there is a need for quick reading and writing operations.

1.3. In addition to the server resource, Telia allows the client, upon request, to use the operating system according to the price list.

1.4. The client can deploy a virtual network platform (vmware NSX) and the necessary number of public IP addresses.

1.5. Telia provides a shared internet connection to virtual resources at speeds of up to 10 Gbit/s.

1.6. Depending on the purpose of the use of the resource, the client can build the architecture of their solution at different levels of data storage:

- ✓ Tier1 – for running business-critical applications and databases, which requires very fast read and write operations;
- ✓ Tier2 – for running applications, databases, and storing files securely and in a fail-safe manner, which requires fast read and write operations;
- ✓ Tier3 – for backing up applications and systems and storing large amounts of information for analysis, which requires fast read operations;
- ✓ Tier4 – for archiving and storing large amounts of data with low read and write requirements.

1.7. The selection and management of the volume of resources used in the service is carried out through the Telia Hybrid Cloud Management Interface (hereinafter the Administrative Interface).

1.8. The content and functionality of the Service is limited to enabling the use of the functionalities and physical resources provided to the client through the administrative interface.

1.9. 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 extinguishing system, a surveillance system and video cameras.

2. Telia's obligations



2.1. Telia will store for 90 (ninety) days the logs created as a result of the client's activities in the administrative interface.

2.2. Unless otherwise agreed by the Parties, as part of the Service, Telia will not automatically back up, create or manage any client-created resources, nor provide services that are not configurable or useable by the client through the administrative interface.



3. Client's obligations



3.1. Telia has the right to require the client to fulfil the reporting obligation, in order to ensure the quality of the Service and to plan the resources necessary for providing the Service.

- ✓ The reporting obligation consists of the client's obligation to report the estimated volume of the Service to be used by the client during the following reporting period.
- ✓ The reporting format will be agreed separately between the parties.
- ✓ Unless otherwise agreed by the parties, the reporting period for the volume of service will be 1 calendar month.

3.2. During the use of the service, the client undertakes not to download, store, display, transmit, enter, or apply the materials or contents of Telia's infrastructure in any other way that is not in compliance with applicable legislation, and the client is solely responsible for any damage caused to Telia or third parties.

3.3. The client undertakes to refrain from any activity that interferes with (or may interfere with), or obstructs (or may obstruct) the service, violates (or may violate) the security of the system, infrastructure or communications network. This includes the client making the necessary updates to their systems and keeping the current software in their systems and infrastructure modern and secure. 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.

3.4. 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.

3.5. The client may also provide third parties with access to the infrastructure through the administrative interface, while remaining liable before Telia for the activities of such third parties when using the infrastructure. The client undertakes to ensure that all third parties who have received such access will contact the client directly in the 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 the payment of a fee by the client for the handling of inquiries according to the Price List.

3.6. 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.

4. Telia's contact details



4.1. Telia provides technical support:

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

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

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

5. Service availability



5.1. Telia ensures the cumulative availability of the Service in each calendar month as follows:

- ✓ If the client has built its solution architecture based on multiple data centres: 99.95% (i.e., the maximum duration of failures shall not exceed 21 minutes in a single calendar month);
- ✓ If the client has built its solution architecture based on a single data centre: 99.90% (i.e., the maximum duration of failures shall not exceed 43 minutes in a single calendar month).

5.2. The service will not be available in case of a malfunction.

6. Service fee



6.1. The amount payable for the service depends on the amount of services used during the billing period. The service fees have been specified in the price list.

7. Applicable conditions and processing of personal data



7.1. In addition to the contract and these terms of service, the parties will be guided in their relationship by the rules for IT services, general terms and conditions, and the price list; when using the administrative interface, then also the terms of use for the administrative interface of Telia's hybrid cloud.

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

