

Name of service:

# TELIA T1 CLOUD

## 1. Service description



1.1. As part of the service, the client can use virtual infrastructure resources (virtual processor and random access memory) through the shared hardware, located in Telia's server room, and the software required for its management. In addition to the server resources, the client will have the right to use Windows and/or RedHat Linux operating systems.

1.2. The client may select and manage the volume of resources used for the service through the Telia hybrid cloud administrative interface.

1.3. 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.

## 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. By notifying of it 30 (thirty) calendar days in advance, Telia has the right to request from the client the fulfilment of the reporting obligation in order to ensure the quality of the service and plan the resource required for the provision of the service. The reporting format will be agreed separately between the parties.

3.2. The reporting obligation consists of the client's obligation to report the estimated volume of service to be used by the client during the following reporting period.

3.3. Unless otherwise agreed by the parties, the reporting period for the volume of service will be 1 calendar month.

## 4. Telia's contact details



4.1. Telia provides technical support:

- ✓ customer support at **+372 606 9944**;
- ✓ customer support via email [help@telia.ee](mailto: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 organisation



5.1. Telia will ensure cumulative availability of the service for 99.9% of each calendar month (i.e., the total maximum duration of malfunctions will not exceed 43 minutes per calendar month). 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. Additional terms



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 of Telia's hybrid cloud, 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.

