

Name of service:

TELIA T2 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 T2 cloud service is carried out through shared hardware located in the Telia server room and the software needed to handle it.

1.2. The volume of virtual resources made available under the Service and their configuration are changed by Telia based on the client's request.

1.3. In addition to the virtual infrastructure resource, Telia will provide the client, upon request, with the right to use the operating system according to the price list (virtual infrastructure resource with the operating system, hereinafter: the Virtual Server).

1.4. The client will also be able to order the necessary number of public IP addresses.

1.5. Telia provides a shared internet connection to virtual resources at speeds of up to 1 Gbps.

1.6. When building up their solution, the client can count on it being designed to run applications and databases and ensure the secure and fail-safe storage of files where there is a need for quick reading and writing operations. 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 cloud resources and data storage space used within the service comply with the ISO 27001 service standard. The T2 cloud infrastructure is located across two different data centres, with all infrastructure components ensuring high availability.

1.8. 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.

1.9. Telia does not automatically create backup copies or manage the client data or the Virtual Server created as part of the Service.

2. Client's obligations



2.1. 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.

2.2. When using the Service, the client undertakes to comply with, among other things, the provisions of the rules of IT services, including the obligation not to use the resources made available within the Service in any illegal manner or for any illegal purpose, and to refrain from

any activity that jeopardises the security of Telia's infrastructure.

3. Telia's contact details



3.1. Telia provides technical support:

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

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

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

4. Service availability



4.1. 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: 99.88% (i.e., the maximum duration of failures shall not exceed 51 minutes in a single calendar month);
- ✓ If the client has built its solution architecture based on a single data centre: 99.80% (i.e., the maximum duration of failures shall not exceed 86 minutes in a single calendar month).

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

5. Service fee



5.1. 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.

6. Applicable conditions and processing of personal data



6.1. In addition to the contract and these terms of service, the parties will be guided in their relationship by the rules of IT services, general terms and conditions, and the price list.

6.2. 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.