

Name of service:

WORKPLACE MANAGEMENT SERVICE

1. Service description



1.1. Within the framework of the service, the Customer can have Telia to provide management of the Customer's workplace devices regarding questions and incidents that may occur when using the devices.

1.2. In the framework of the service, Telia must carry out all activities that are necessary to keep the workplace devices functional, incl.:

- ✓ setting up configurations that are necessary for the computer workplace (e.g. email, printing and user rights);
- ✓ configuring automatic system and software updates and regularly checking that those are functional;
- ✓ making proposals for improving the state of workplace devices and user experience, if necessary;
- ✓ If the Customer uses Microsoft 365 cloud services, Telia will make the user-related configurations necessary for the use of the cloud services (in particular, creating new Microsoft 365 cloud service user accounts, assigning users to groups, setting up the licenses required for the use of the service).
 - The Customer is aware that Telia requires access to the corresponding virtual environment (tenant) in order to configure Microsoft 365 cloud services. Upon termination of use of the service or following the configuration of cloud services, the Customer undertakes to make the corresponding changes in the Administrative Interface in order to ensure the administration account for themselves necessary for the management of the tenant, and to terminate Telia's access.

1.3. Telia solves requests and incidents in accordance with the service selected by the Customer:

- ✓ In the framework of the **IT specialist service**, Telia provides consultation to Customers and solves requests by way of remote management. If necessary, the IT specialist will come to the Customer's office. The fee for the IT specialist visit is included in the monthly fee.
- ✓ In the framework of the **customer support service**, Telia provides consultation to Customers and will solve requests by way of remote management. If desired, it is also possible to order an IT specialist to the Customer's office for a fee to resolve the request.
- ✓ **Within the time-based callout service**, Telia provides consultations to users and resolves requests via remote management. The monthly fee includes up to 2 hours of work via remote management, regardless of the number of workplaces. Upon exceeding this volume, the resolution of requests will take place on an hourly rate basis. If desired, it is also possible, for a fee, to order an IT specialist to the Customer's office to resolve the request.

2. Communication between the parties



2.1. Devices managed in the framework of the service are described in the IT portal. Prior to that the service will be provided in relation to devices described in the contract.

2.2. If necessary, Telia conducts a review of computer workplaces to describe the devices.

2.3. If the configurations or volume of devices are subject to change during the use of the service, the change will be formalised in writing at the request of one of the parties.

2.4. If the Customer has selected the time-based callout service, works exceeding the volume within the service will be for a charge. Unless otherwise agreed upon by the Parties, all

employees of the Customer can order these works.

2.5. If the Customer so wishes, Telia supports the Customer with regard to communication with other IT partners. By agreement of the parties, Telia forwards the requests and relevant information to them as well.

3. Customer's obligations upon using the service



3.1. The Customer must notify Telia of all changes that affect the provision of the service.

3.2. The Customer must coordinate the acquisition of IT equipment with Telia and must notify Telia of a new device to be managed at least two working days in advance.

3.3. The Customer must grant the rights and accesses required for the provision of the service, incl.:

- ✓ for installing and using remote management tools;
- ✓ for accessing remote management tools and systems related to the service;
- ✓ for accessing devices in the case of a visit by an IT specialist.

The Customer must ensure the necessary software media and the testing environment necessary for updating software (i.e. test group or environment).

3.4. The Customer must ensure that the software is used in accordance with the license conditions of the software manufacturer.

4. Contacting customer support



4.1. Requests can be sent to Telia:

- ✓ by calling the customer support number **+372 606 9944**, initiating a request via the **Telia IT Support** icon on the desktop of the Managed device (this redirects to the relevant web environment for submitting the request), or by sending an email to customer support help@telia.ee.
 - Customer support shall receive and solve inquiries during Standard Business Hours.
 - Telia must initiate solving of an request during Standard Business Hours within 4 hours from receipt of the request.
 - The person who made the request has to be available over the phone. If necessary, an authorised contact person should also be available for contact.
 - Incident notifications have to be sent over the phone, other questions can be sent via email as well.
 - Requests made can be viewed in the IT portal.

5. Service fees



5.1. The monthly fee of the service depends on the services selected and additional services that have been ordered.

5.2. The service and additional service fees have been specified in the Price List.

5.3. Calculation of fees starts from the moment of activation of the service.

6. Activities not included in the monthly fee



6.1. The monthly fee does not include:

- ✓ transport works (e.g. moving);
- ✓ extensive works, including, e.g., recovery or copying of data, device preparation, installation of software. Work is considered to be extensive in particular if it takes more than 3 hours in total in a calendar month to complete;
- ✓ physical cleaning of devices (e.g. from dust);

- ✓ cost of diagnostics and repair works in the case of hardware malfunctions (incl. details and software licenses);
- ✓ IT-themed training that exceeds the volume of a brief consultation;
- ✓ work to be performed outside of the Standard Business Hours.

6.2. A fee may apply to the request if:

- ✓ unlicensed hardware or software is used, or the hardware or software is used without support from the manufacturer;
- ✓ the software used is meant for use at home.

6.3. The fee and the execution of works not included in monthly fee shall be agreed separately between the Parties, if necessary.

7. Additional requirements of the contract



7.1. In addition to the Contract and the Service Conditions, the Parties are guided by the Rules for IT services, the General Terms and Conditions, the Price List, and upon use of software, the Standard Terms for Standard Software Licence Agreements.

7.2. If Telia comes in contact with personal data during the provision of the service (for example, if the administered device includes the basic data of Customer's employees), then Telia as the processor processes the personal data in accordance with the Rules for IT services. If necessary, the parties fix the details of processing of personal data separately.

8. Definitions in relation to the contract



8.1. **Customer support** – a service centre for the management of inquiries submitted by the Customers.

8.2. **Place of service** – addresses of the Customer where Managed Devices are located

8.3. **Managed device** – a device owned by Telia or the Customer, which is subject to technical support in the framework of the service. Managed devices are divided into the following groups based on their type: IT equipment or network device.

8.4. **IT equipment** – a standard device for a computer workplace supported in the framework of the service (e.g. a desktop computer, laptop, printer or network drive).

8.5. **Network element** – a non-managed internal network device (e.g. switch, WiFi access point) supported within the service.

8.6. **Supported tools** – devices and standard software supported by the manufacturer which are managed within the service.

8.7. **Special software** – software installed in the device at the Customer's request and based on the Customer's instructions, which does not belong to the supported devices. The support provided to the Special software shall be limited to covering the basic functionality (for example, launching or closing the application, saving).

8.8. **Software profile** – the selection of software agreed upon with the Customer to be installed to devices.

8.9. **Employee** – user of the managed device at the Customer's enterprise.