

Name of service:

WORKPLACE MANAGEMENT SERVICE

1. Service description



- 1.1. Within the framework of the service, the client can have Telia provide management of the client's workplace devices regarding questions and incidents that may occur when using the devices.
- 1.2. In the framework of the service, Telia shall 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 regular proposals for improving the state of workplace devices and user experience.
 - ✓ If the client uses Microsoft cloud services (e.g. Office 365), Telia will configure the user settings (e.g. activities with user accounts and licenses) that are necessary to use the cloud services.
- 1.3. Telia shall solve any inquiries and incidents in accordance with the service selected by the client:
 - ✓ In the framework of the **customer support service**, Telia shall provide consultation to clients and will solve inquiries by way of remote management. A visit to the client's office by an IT specialist can be ordered for an additional fee.
 - ✓ In the framework of the **IT specialist service**, Telia shall provide consultation to clients and will solve inquiries by way of remote management. If necessary, the IT specialist will come to the client's office.

2. Communication between the parties

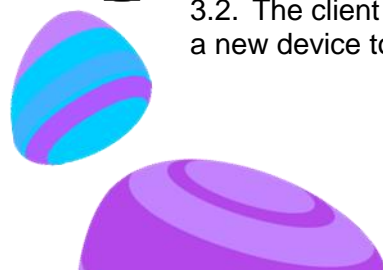


- 2.1. Devices managed in the framework of the service shall be described in the IT portal. Prior to that the service will be provided in relation to devices described in the contract.
- 2.2. If necessary, Telia shall conduct a review of computer workplaces to describe the devices.
- 2.3. If the configurations of devices are subject to change during the use of the service, the change shall be formalised in writing at the request of one of the parties.
- 2.4. If the client has selected a time-based service, works exceeding the agreed upon volume of works shall be charged. Unless otherwise agreed upon, all employees of the client can order those activities.
- 2.5. If the client so wishes, Telia shall support the client with regard to communication with other IT partners. By agreement of the parties, Telia shall forward inquiries and relevant information to them as well.

3. Client's obligations upon using the service



- 3.1. The client shall notify Telia of all changes that affect the provision of the service.
- 3.2. The client shall coordinate the acquisition of IT equipment with Telia and shall notify Telia of a new device to be managed at least two working days in advance.



3.3. The client shall ensure access options that are necessary 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.

3.4. The client shall ensure the necessary software media and robust testing environment necessary for updating software (i.e. test group or environment).

3.5. The client shall ensure that the software is used in accordance with the license conditions of the software manufacturer.

4. Contacting customer support



4.1. Inquiries can be sent to Telia;

- ✓ This can be done by calling the client support number **+372 606 9944** or by sending an email to customer support help@telia.ee.
 - Customer support shall receive and solve inquiries during regular working hours.
 - Telia shall initiate solving of an inquiry during regular working hours within 4 hours from receipt of the inquiry.
 - The person who made the inquiry has to be available over the phone. If necessary, an authorised contact person should also be available for contact.
 - Error messages have to be sent over the phone, other questions can be sent via email as well.
 - Inquiries that have been sent 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 concluding the contract.

6. Activities not included in the monthly fee



6.1. Works that are significantly more extensive than regular management, and the fee of which is agreed upon separately, including:

- ✓ extensive transport works (e.g. moving);
- ✓ extensive data restoring or copying;
- ✓ extensive configuration or installation of devices.

6.2. Physical cleaning of devices (e.g. from dust).

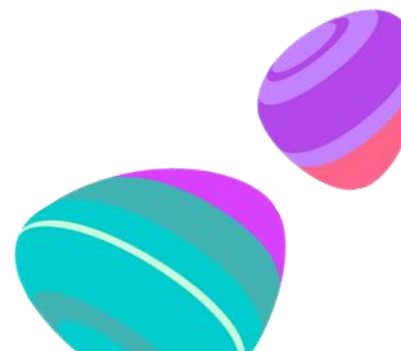
6.3. A fee may apply to the inquiry if:

- ✓ 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.

6.4. Cost of diagnostics and repair works in the case of hardware malfunctions (incl. details and software licenses).

6.5. IT-themed training that exceeds the volume of a brief consultation.

6.6. Work to be performed outside of the regular working hours.



7. Additional requirements of the contract



7.1. In addition to the agreement and the Terms of Service, the parties shall be guided by the rules for IT services, General Terms and Conditions, and the Price List.

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 your company's employees), then Telia as the processor shall process these in accordance with the rules for IT services.

7.3. The parties shall record the details of processing personal data separately, if necessary.

8. Definitions in relation to the contract



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

8.2. **Place of service** – the Client's address at which Telia provides administrative activities via on-site visits.

8.3. **Managed device** – a device owned by Telia or the client, 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, mobile devices or network elements.

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

8.5. **Mobile device** – a mobile device that is supported in the framework of the service (e.g. smartphone, tablet).

8.6. **Network element** – a network element that is supported in the framework of the service (e.g. switch, router, WiFi access point).

8.7. **Supported tools** – minimum requirements for providing the service devices and software. The list of supported tools is available on the Telia website.

8.8. **Special software** – software installed in the device at the Client's request and based on the Client'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).

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

8.10. **Employee**– user of the managed device at the client's enterprise.

