

**Service Terms and Conditions No.ML.05.AT.07.E**  
**Service name: Workplace management service**

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Within the framework of workplace management services (hereinafter “Service”) it is possible for the Clients to use the management services with their devices in according to these Service terms and conditions.

**1. Definitions**

<b>Standard business hours</b>	From Monday to Friday from 09.00 to 18.00, except during public holidays;
<b>Non-standard business hours</b>	From Monday to Friday from 06.00 to 09.00 and from 18.00 to 22.00, except during public holidays;
<b>Night-time business hours</b>	From Monday to Friday from 22.00 to 06.00, and round the clock during weekends and public holidays; and around the clock;
<b>Business client helpdesk</b>	The service centre for the management of inquiries submitted by the Clients;
<b>Service location</b>	The Client’s address(es), where the Managed IT devices and applications are located at;

<b>Managed device</b>	Any devices belonging to Telia or the Client, which are managed within the framework of the Service. The number of devices managed within the framework of the Service has been fixed in the IT service portal. Until the amount of devices have not been fixed in the IT service portal, the Managed devices include the devices established in the Contract. The Managed devices shall be divided into the Managed IT devices and the Managed mobile devices depending on their type, the Managed network devices;
<b>Managed IT device</b>	Any IT device(s) belonging to Telia or the Client and managed within the framework of the Service (for example, PCs, laptops, printers, network disks);
<b>Managed mobile device</b>	Mobile devices which belong to Telia or the Client and managed within the framework of the Service (for example, smartphones, tablets);
<b>Managed network device</b>	The network devices managed within the framework of the Service and belonging to Telia or the Client (for example, switch, router, Wi-Fi access point);
<b>Service support request</b>	The Client's request to receive support with regard to some Service used within the framework of the Service or to order a standard Modification or access;
<b>Incident (service failure)</b>	A situation where the Client cannot use the Service as agreed. The Service failures include the Service interruption and the Service disturbance;
<b>Service disturbance</b>	A situation where the work of the Service function or device is limited due to the Service disturbance described in the Service conditions;
<b>Service interruption</b>	A situation where the work of the Service function or device cannot continue due to the Service interruption described in the Service conditions;
<b>The extent of the Service failure impact:</b>	<b>None:</b> No impact on using the Managed device; <b>Low:</b> One user has experienced disturbance in the use of the Managed device; <b>Medium:</b> One user has experienced the interruption in using the Managed device or many users have experienced this; <b>High:</b> Several users have experienced interruption in the use of the Managed device;
<b>Response time</b>	The period from receiving the notice about the Service failure to Telia's corresponding action;
<b>Remote response time</b>	The period from receiving the notice about the Service failure until starting the activities with the remote management software. The remote management shall include the use of previously agreed software or consultations by telephone or e-mail;
<b>Response time On-Site</b>	The period from receiving the notice about the Service failure until the specialist arrives to the Client's location;
<b>Restore time</b>	the period between the moment the notification on the Service failure is received until the functionality of the Service, device or function has been restored;
<b>Change</b>	Any kind of addition, modification or removal, which affects the existing and functioning service, function or IT device or its configuration;
<b>Office IT best practice</b>	practices collected by Telia to effectively organise the IT infrastructure and ensure high quality;
<b>Supported devices</b>	Managed IT devices and applications for which Telia provides assistance with regard to installation and updating to the Client's employees according to the Service conditions (if Telia does not perform these activities within the framework of the Service) or gives instructions for use;
<b>Special software</b>	The software to be installed in the Managed devices at the Client's request and based on instructions, which does not belong to the Supported devices. The support provided for the Special software shall be limited to covering the basic functionality of the application (for example, launching, closing, saving the application);
<b>Software profile</b>	The software choice applied to the Managed device, which has been agreed with the Client. The software portal consists of the Supported devices and the Special software;
<b>Client's employee</b>	User of the Managed device;
<b>IT service portal</b>	An online environment offered by Telia, which enables the Client to view the volume of the Managed devices, the current statuses of the inquiries and the solution options related to these, and browse the data about the Contract;

<b>Management portal</b>	An online environment, which enables the Client to get acquainted with the information and reports related to the Service, and perform management activities enabled through the web interface. The access to the Management portal depends on the type of the Managed device and the ordered additional services;
<b>Workstation management portal</b>	Online Management portal for computer workplaces;
<b>Mobile device management portal</b>	Online Management portal for mobile devices.

## 2. Forwarding service-related notifications to Telia and processing the notifications

- 2.1. The contact details of the client Helpdesk are available on the Website and in the Self-service. Also, the Client shall have the option to forward notifications through the **web form** of IT Client support located on the desktop of the computer workplace or on the main page of the management software agent.
- 2.2. The Client shall be obligated to forward “Medium” and “High” notifications only by contacting the Helpdesk support telephone. Based on the fact that an e-mail is not a guaranteed service and may not reach Telia within reasonable time due to various circumstances, the service levels established in the Contract shall not be applied to the notices related to “Medium” and “High” impact that have been sent by e-mail or forwarded by means of the online form.
- 2.3. Helpdesk shall answer the Client calls around the clock; any requests received by e-mail and through the online form shall be registered during Standard business hours. Any notices received by e-mail during Non-standard business hours shall be registered the following working day. Any notices received during Non-standard business hours shall be addressed on the working day following the notice, regardless of the manner the notice was sent, unless the Parties have agreed otherwise.
- 2.4. **After submitting the notice on the Service failure, the contact person of the Client or the person who has sent the notice shall be available by telephone for the contact person of Telia.**
- 2.5. The solution course and status of all requested to be resolved by Telia can be viewed from the IT service portal at the moment these have been registered.
- 2.6. If Telia also sends requests to the Client’s partners (internet connection providers, business application administrators, device guarantee maintenance performers or other third parties) based on the previous corresponding agreement, Telia shall close these requests after they have been sent to the partner and does not monitor their further solution course.
- 2.7. To solve an Incident related to the Managed IT device, including to carry out the required paid activities included in the management package, it is possible for the Client’s employees to contact Telia. The Client’s employee shall be identified according to the series number of the service of the Managed device.
- 2.8. The resolution of an Incident related to the managed mobile device and the Managed network device shall only take place through the contact person(s) determined by the Client.

## 3. Service availability

### 3.1. Determination of notifications

Type of notification	Content	Extent of the impact	Activities
<b>Request for information</b> (Request for Information)	Situation in which the Client requests information about Telia, the Contract or the Service	none	The Client shall be assisted by the Helpdesk or the specialists of the corresponding service
<b>Service support request</b> (Service Request)	A situation in which the Client requests for support with regard to some Service provided by Telia, order a standard Modification or access. If a majority of the service support requests are not caused by the Incident, Telia shall have the right to classify them as requests that remain outside of the Service limits.	low	The Client shall be assisted by the Helpdesk, the remote service teams or the specialists of the corresponding service

<b>Request for change</b> (Request for Change)	A situation in which the Client requests to modify the existing and functioning system or change the configuration of system. Large-scale changes, which are not related to the Service provision, shall be classified as a request that remains outside the Service limits.	low	The change shall be carried out by the Helpdesk, the remote service teams or the specialists of the corresponding service
<b>Service disturbance or interruption (Incident) resolution</b> (Incident Resolution)	A situation where the Client informs Telia about a failure or interruption in the Service or where Telia identifies a situation in which the Service is disturbed or interrupted (including the Quality index).	according to the extent of the impact described in the Service conditions	The disturbance or interruption of the Service shall be resolved by the Helpdesk, remote management teams or specialists of the corresponding service
<b>Inquiry outside of the service limits</b> (Request is out of scope)	The Client contacts Telia with a notice other than above-mentioned, or which is not a part of the offered service.	None	The Client will be assisted by the Helpdesk

### 3.2. Service levels

<b>Extent of the impact</b>	<b>Maximum response time during Standard Working Hours</b>
<b>None</b>	Up to 16 hours during working time
<b>Low</b>	Up to 8 hours by remote management and up to 24 hours to On-Site
<b>Medium</b>	Up to 8 hours by remote management and up to 16 hours to On-Site
<b>High</b>	Up to 2 hours by remote management and up to 8 hours to On-Site

- 3.3. Depending on the chosen management package and the services provided within its framework, the settlement of the Incident may be a paid service. In this case, the response time starts at the moment the Client gives consent for paid activities.
- 3.4. In circumstances where it is not possible or practical to meet any term commitments (for example, any reasons that do not depend on Telia service, the initial diagnosis turned out to be faulty, any problems related to repair work, it is possible to replace the device with the Client's funds, large-scale copying of data), the Parties shall agree on further activities and time to eliminate the Incident through their contact persons.
- 3.5. If the Service failure has been caused by the Client's activity or inactivity, scheduled work or force majeure, it shall not be considered as the Service disturbance or interruption and the above-mentioned response and restoring times do not apply.
- 3.6. Telia shall have the right to carry out planned maintenance for the purpose of ensuring the functioning of the Service, usually between 23:00 and 7:00 and, at any time, carry out unplanned maintenance that is unavoidable for the purpose of prevention of a failure of the Service which could occur if the respective work were not performed. Telia shall undertake to notify the Client of scheduled maintenance operations at least 48 (forty-eight) hours in advance and of unscheduled maintenance operations at least 12 (twelve) hours in advance. Due to maintenance, there may occur disruptions in the functioning of the Service during these hours, and such disruptions shall not be considered service failures (these are scheduled maintenance).

## 4. Procedure for service provision

- 4.1. Telia shall inspect the Managed devices at the Service location at the time agreed with the Client and enters them in to the IT service portal no later than within one month of signing the Contract. Until the Managed devices have not been described in the IT service portal, the Service is provided with regard to the Managed devices indicated in the Contract.
- 4.2. If the inspection of the Service site or the Service provisions before the inspection of the Service site show that the Managed IT device that has been described in the Contract does not correspond to the conditions applying to the Supported devices, the Service provision shall be suspended with regard to the provided devices until the referred deficiencies have been eliminated and the devices shall be serviced otherwise than under the Contract according to the Price list.
- 4.3. The Client's contact person or authorised person shall inform about the changes in the amount of the Managed devices, including addition, to Telia through the Helpdesk at least two (2) working days in advance.

- 4.4. If the device failure is not a warranty case, the Client shall cover the costs of the replaced details, software licenses and the repair work.
- 4.5. Any changes in the total number and specification of the Managed devices shall be prepared in writing as an Annex to the Contract at the request of a Party.
- 4.6. Within the framework of the Service, Telia shall not ensure the Client the availability of the resources required for the Service (for example, the internet connection or internal network).
- 4.7. Telia shall not be responsible for any damages or consequences arising from the activity or inactivity of the Client's users (for example, any activities and configurations made in the Management portal, the mobile management configurations, etc.).
- 4.8. If the use of functionality provided within the framework of any Service entails additional obligations for the Client (for example, obtaining the previous consent of users required by law, the obligation to inform the Employees, etc.), the Client shall be obligated to ensure the compliance with all requirements arising from law, and Telia shall not be responsible for any consequences arising from the Client's non-compliance with the obligations at any time.

## **5. Client's obligations upon using the service**

- 5.1. To inform Telia of all scheduled modifications, which may influence business processes and also the IT organisation due to this. The purchase of any IT devices that have an impact on the service provision shall be previously coordinated with Telia.
- 5.2. To ensure that all Client's employees are aware of and comply with the terms and conditions arising from the Contract and the Service conditions and that the general principles of computer security are being followed.
- 5.3. To ensure the contemporaneity of the Managed devices and their compliance with the software conditions of use, as well as the compliant working environment.
- 5.4. To enable Telia to install remote management software in the Managed devices, in relevant, and use them, including to monitor event logs through remote management.
- 5.5. Upon arrival of Telia IT specialist, the Client shall be obligated to ensure access to the Managed devices.
- 5.6. In order to provide the remote management activities described in the remote management package, it is required to ensure Telia's access to the Active Directory service with the corresponding rights.
- 5.7. To ensure automatic updating of the Microsoft system and the office software, it is required to implement WSUS service (in doing so, the Client may also choose some other service provider than Telia). In terms of the Managed IT devices, Telia offers WSUS service without an additional fee.
- 5.8. To make every effort to ensure that the computer skills of the Client's employees are sufficient to work with a computer. The Client shall also ensure that all Client's employees daily use the computer workplace at the level of a regular user, or with the rights of a standard user.
- 5.9. If the Client's employees are enabled access to the computer workplaces with the administrator rights and the software list information indicates deviations from the agreed Software profiles, the Client shall be obligated to ensure the compliance with the standard profile of the computer workplace within a reasonable period of time.
- 5.10. The use of devices that have been given to the Client to enable the use of additional services shall take place according to the Sales and Rental Terms and Conditions established by Telia.
- 5.11. The use of the software that is implemented within the framework of the Service or given to the Client shall take place according to the license conditions established by the software producer, and Telia shall not be obligated to introduce the content of license conditions to the Client.

## **6. Supported devices and applications**

Telia shall perform management activities with regard to those Managed devices, which correspond to the terms and conditions for the Supported devices that have been provided on the website of Telia.

## **7. Service price**

- 7.1. Any fees payable for the Service use shall be established in the Price list, and the amount of monthly fee depends on the management service package and pricing model chosen by the Client. In addition to the monthly fee, the Client is required to pay for any paid (additional) services ordered by the Client in accordance with the Price list.



- 7.2. Upon replacing the Management package, the amendment shall enter into force on the 1st date of the next month, unless agreed otherwise between the Parties.
- 7.3. The monthly service fee shall not include:
  - 7.3.1. Large-scale projects or Modifications, which take more than three (3) hours in one calendar month (for example, moving the office, replacing the computer park, large-scale copying of data, replacing the software versions, etc.);
  - 7.3.2. Configuration and preparation of the Client's new or replacement computer (for example, installation of standard or special software, performance of user-based configurations, copying of data, etc.).
  - 7.3.3. Accessories and consumable materials;
  - 7.3.4. On-site visits only to configure or replace the accessories or additional devices (for example, replacing the printer cartridge, connecting the network device to the network cable, etc.);
  - 7.3.5. Resolutions of the Incidents arising from the carelessness of the Client (including the Client's employee) and/or a third person or non-purposeful use of the Managed device;
  - 7.3.6. Resolving any Incidents caused by unlicensed software and/or software not supported by the producer;
  - 7.3.7. IT training beyond short consultations;
  - 7.3.8. Work to be performed outside of the Regular Working Hours;
  - 7.3.9. The elimination of faults arising from natural wear and tear and poor condition of the Managed device if Telia has drawn the Client's attention to the device in poor condition in a form enabling written reproduction.

## **8. Management service package**

The Client has the option to choose a management package with regard to the Managed devices in accordance with the choice provided below.

### **8.1. Remote management package**

*Within the framework of the remote management package, the management service provision with regard to the Managed IT devices shall take place by means of remote management software, i.e. Telia does not perform On-Site management activities at the Service location within the framework of the package.*

**Automatic services and their control.** As automatic services, Telia shall configure the updating system of Microsoft system and office software (WSUS) and verifies the success of updates for the Client within the framework of the Service. The inspection of automatic services shall take place with the remote management software once (1) in a month. In case the Client has virus protection and back-up software, Telia shall configure and verify their automatic updating in case of the corresponding central management software. The Client shall be obligated to ensure the required access to the above-mentioned central management software.

**Services performed through remote management.** The resolution of the Service support requests and the Incidents, as well as the performance of the Changes by telephone or remote management software shall take place with regard to the Managed IT devices. If necessary, Telia shall give feedback to the user and the service contact person. The Client's users are instructed, brief consultations are given and IT-related advice is provided if there are any questions related to the use of the Managed IT devices; these activities shall take place during Standard business hours. Within the framework of the service, Telia shall ensure the functioning of basic services (e-mail, fail exchange, back-up, management of rights, etc.) in work stations.

**Management of rights system.** The users of the Client's Active Directory (AD) in the Managed IT devices shall be created, modified and connected to the groups based on the requests of the Client, thereby, the Client shall be obligated to ensure that Telia has the necessary access to the AD in order to make changes. The establishment, modification, and implementation of the AD Group rules (Group Policy) related to the Managed IT devices shall take place on the basis of the Client's requests and according to the established standards, including the good office practices. The Client shall be obligated to ensure Telia's access to the corresponding service.

## 8.2. On-site management package

*In addition to the services provided within the framework of the Remote management package, the On-site management package shall include the on-site activities at the Service location.*

**Regular activities.** Telia shall inspect the Client's Managed IT devices on a regular basis (at least once a quarter). The mentioned inspection entails, for example, the control of automatic Microsoft software updates (WSUS), the control of the validity of the virus protection software license, the assessment of the functioning of the workplace basic services, the control of the capacity of the managed devices, etc. with regard to the Managed IT devices. At the Client's request, the report on Incidents of the previous quarter and the statistics on complying with the availability metrics of the Service shall be forwarded to the Client during regular inspection.

**Meetings with the Client.** Based on the agreement between the Parties, Telia will annually meet with the contact person designated by the Client up to two (2) times and together they will review the quality reports of the Service (that have been prepared as a result of regular activities), availability and the Client's feedback, and the possible improvement activities for the next period will be agreed on. The provided meetings shall take place in the Client's main office during the Standard Working Time and the Client shall be obligated to ensure the presence of the contact person established in the Contract or other authorised person. The presence of a management representative is recommended.

**Work to be performed at the Client.** The Service incidents, which cannot be resolved by remote management software, shall be resolved by Telia at the Service location. Within the framework of the Change, the activities agreed between the Parties shall be carried out at the Client's place of service if these cannot be resolved through remote management.

## 8.3. Full management package

*In addition to the services provided within the framework of the On-site management package, the full management package shall include the following additional services.*

**Monitoring of the quality parameters.** Telia ensures the availability of an online quality report on the Service that is constantly updated and includes all quality parameters related to the Managed IT devices that are required for service provision and/or chosen by the Client (for example, the hard drive of device has filled up, the functioning of automatic updates, etc.). The Client has the option to get acquainted with the quality report through the Management portal. Telia monitors the quality report on an ongoing basis and the measures are immediately taken through the Management portal in case of any activities that require prompt action. In order to reflect the managed IT device

in the quality report and monitor the quality parameters, Telia shall install a management agent for the corresponding equipment.

**Service of the list of hardware and software.** Telia shall organise automatic daily collection of the hardware and software information of computer workplaces belonging to the Managed IT devices to the Management portal and provides previously prepared standard reports to use this information. The Client shall have the option to prepare or commission additional reports from Telia for additional fee (settlement shall take place according to the Price list based on the hourly rate).

The Client shall have the option to order that the software use of the computers that belong to the Managed IT devices would be monitored and their software licenses reported. A total of five (5) different software options can be monitored at once. Within the framework of the reporting on software licenses, Telia shall link the used software licenses to the computer workplaces belonging to the Managed IT devices. The Client shall be obligated to obtain a sufficient number of licenses and send the necessary amount of information about any changes in the number of licenses to Telia. By means of remote management, it is possible to collect information on the existing hardware and software devices from only those computers, which have the management agent.

**Software profile management.** Within the framework of the Service, the Software profile of the Managed IT devices shall receive the corresponding software and its updates are monitored (at the

frequency of once (1) a month). The Software profiles will be agreed with the Client upon launching the Service, and these will also be described in the Contract and in the IT service portal, if possible, and the latter will be updated during client visits, if relevant. Until the Software profiles have not been reflected in the IT service portal, the Software profiles described in the Contract will be considered as valid.

Telia will install the Supported devices and the Special software, and their updates by means of automation or remote management, if possible. The installation or updates of the Special software are performed at the request of the Client and based on the submitted manual not frequently than once (1) a month.

Telia shall provide the Service of software profile management and updates within the framework of a monthly fee with regard to up to 5 (five) agreed Software profiles, and it is possible to modify the Software profiles within the framework of the Service up to two (2) times a year. Telia shall ensure the installation of the Supported devices and any updates thereof in all computer workplaces related to the Software profile within three (3) months of their uploading to the Management portal.

In addition to the agreed Software profile, the Client shall have the option to determine a previously approved software list, which all Client's users can install in their computer workplace themselves, if desired. The previously approved software shall be among the Supported devices or the Special software, and Telia shall monitor their updates and make them available to the Client's employees once (1) a quarter. The installation of the software that is not included in the agreed profiles shall take place only with the consent of the Client; in doing so, Telia shall not update or monitor the software not included in the provided Software profiles. If the Software profiles have not been agreed with the Client, Telia shall install and update the Supported software based on the Client's request and under the confirmation of the contractual contact or an authorised person.

The Client ensures the availability of necessary software licenses and media, and also the testing environment or determines the testing group for software updates. The software updates can be only installed in the Managed IT devices, which have a management agent.

**Asset management service.** Within the framework of the asset management, in the Management portal, Telia shall connect the computer workplaces, which are part of the Managed IT devices and equipped with a management agent, to the information of the Place of service and the Client's employee determined by the Client. In order to use the information to be collected within the framework of asset management, Telia offers the previously prepared standard reports. If relevant, the Client shall have the option to prepare additional reports or commission these from Telia according to the Price list based on the hourly rate. The purchase date and the guarantee date of the computer workstations shall be entered and managed in the Management portal by Telia. Telia shall receive the relevant information from the Client as soon as the Service is launched or modifications have taken place. If the Client has failed to submit information required for service provision within one

(1) month of launching the service or performing any modifications, Telia shall have the right to demand an addition fee for entering the above-mentioned information based on an hourly rate. Other devices shall be added and any information related to the devices shall be managed in the Management portal by the Client.

#### **8.4. Mobile device management package**

*Within the framework of the Mobile management package, the management service provision with regard to the Managed mobile devices shall take place by means of remote management software, i.e. Telia does not perform the management activities at the Service location within the framework of the package.*

Upon launching the Service and at the Client's request also during the Service provision (but not frequently than once a quarter), a comprehensive report on the Managed mobile devices shall be prepared for the Client and sent to the e-mail address of the Client's contact person. The Client shall have the option to commission additional reports from Telia for additional fee (settlement shall take place according to the Price list based on the hourly rate).



Upon launching the Service, during the time agreed between the Parties, the configuration profiles based on the Client's company policies shall be implemented to the Managed mobile devices, and the provided configuration profiles can be modified once (1) a quarter within the framework of the Service. More frequent modifications, and also adding and changing auxiliary configuration profiles and the company's policies shall be settled according to the Price list based on an hourly rate.

Based on the fact that the devices of different producers enable different performance of management activities, Telia can perform management activities only within the limits of the Managed mobile device or the technical options of the central management software. The devices and management option shall be agreed upon service subscription.

The prerequisite for using the Service options shall be installing the management software application in the Managed mobile devices and adding the Managed mobile devices to the Mobile management software.

#### **8.5. Additional service package**

*The additional service package enables the Client to order additional services within the selection provided by Telia and duly indicated in the list of additional services, but without the obligation to regularly use the management package that serves as the prerequisite for the additional service. If the management package is available, the Client shall have the option to use all additional services included in the list of additional services.*

### **9. Additional services**

#### **9.1. Workplace as a service.**

Within the framework of the Service, Telia enables the Client to use the devices belonging to Telia for a fee in accordance with the terms and conditions applied to the Service.

#### **9.2. Mediation of warranty and repair.**

Within the framework of the Service, Telia shall transport the defective Supported device to the repair shop and back. The Service shall not include the diagnostics of the device and the elimination of defects. If the device failure is not a warranty case, the Client shall cover the costs of the replaced details, software licenses and the repair work.

#### **9.3. Mobile device management service.**

Within the framework of the mobile device management service, the service provision shall take place according to the description of the mobile device management package.

#### **9.4. Virus protection service**

Within the framework of this service, Telia shall install the virus protection software in the technically compatible Managed device of the Client, and shall perform the following management activities by remote management:

**Software updates.** Telia shall ensure the virus protection software and the updating of virus definitions, and performs the update success control;

**Regular inspections.** Telia shall perform the regular inspection of virus protection solution (i.e. the operation of virus protection software, the implementation and functioning of virus protection policies, the inspection of virus protection logs, etc.);

**Responding to virus incidents.** Telia shall respond to the notifications regarding the virus incidents arising from the virus protection monitoring by remote management software, and the Client's requests. Additionally, Telia shall perform the identification and localisation of the possible failures (for example, to identify whether the Service failure arises from the software producer).

Based on the fact that Telia only mediates virus protection software and performs the management activities in the management interface within the limits established by the software producer based on Telia's best knowledge, in no circumstances shall Telia be responsible for the content and functionality of virus protection and the development of management interface. Telia shall have the right to terminate the provision of the virus protection service and also unilaterally terminate the

Contract in this regard if Telia cannot provide the Service under the agreed conditions due to a reason arising from the virus protection software producer.

In no circumstances shall Telia be responsible for the realisation of online risks in the Client's computer (hardware and software) and any other damage caused to hardware, regardless of the virus protection software use.

#### **9.5. WiFi Service for a Small Office**

Within the framework of the Service, Telia enables the Client to use the Wi-Fi devices for a fee and performs the following management activities with regard to the Wi-Fi devices by remote management:

**Software updates.** Within the framework of the activities, the updating of the devices and the basic software of the management software shall be performed as required;

**Wi-Fi network management.** Telia shall perform the management of security configurations of Wi-Fi network (i.e. password creation, removal, recovery of a forgotten password);

**Responding to Wi-Fi network incidents.** Telia responds to the monitoring notifications and the Client's inquiries by remote management software. Furthermore, Telia shall restart the Wi-Fi devices, if necessary.

The Wifi service can be used within the Additional services package.

#### **9.6. Management service of network attached storage disk.**

Within the framework of the Service, Telia shall perform the following management activities with regard to the network disk device that belongs to Telia and has been given to the Client for a fee:

**Network disk monitoring.** During the activities, the status of hard disk RAID, power on/off status, and the fulfilment of hard disks shall be monitored.

**Preventive work.** The following activities shall be performed not less frequently than once a quarter: device firmware updates, the systematic log file check, the network disk monitoring system check. The Client will be informed about any found or possible future problems. If relevant, modification and improvement proposals shall be made.

**Network storage device management.** Within the framework of the Service, Telia shall perform the file server role in the network storage device, and also the management of users and rights. The prerequisite for the performance of management activities shall be the fact that the Client ensures remote management access to Telia.

**Activities related to Service recovery.** Within the framework of activities, the Client's back-up device shall be restarted up to once (1) a month. The recovery of the data on the network disk from the back-up copy shall take place up to once (1) a month, provided that the Client's back-up solution has been properly configured and the back-up copy solution enables this. If relevant, the network disk shall be repaired or mediated.

The additional service can be used within the Additional services package.

#### **9.7. Management software service.**

Within the framework of the Service, Telia shall ensure the Client access to the Management portal(s). To use the functionality of the Managed device, it is required to install management software in the Managed devices for which the Client shall be responsible, unless agreed otherwise between the Parties. The monthly fee for the management device service shall depend on the ordered management device and the number of the Managed devices enabling adding to the management software.

Upon launching the Service, the user right level(s) required for access shall be agreed on. The content and functionality of the Management portal shall be limited to enabling the use of functionalities offered to the Client through the web interface.

Telia shall not be responsible for the recovery of the data submitted in the Management portal if the loss of data is related to the activities of the Client's users. The elimination of any problems in the Management portal that have been caused due to the activities of the Client's users shall take place for an additional fee. In case of any problems in the Management portal, the functionality and the data condition agreed upon the ordering of the Service shall be restored.

**Mobile management software.** Within the framework of the Service, Telia enables the Client to use the Mobile management software under the conditions described in the additional service.

**Management software of work stations.** Within the framework of the Service, Telia enables the Client's access to the Workstation management software under the conditions described in the additional service.

The additional service can be used within the Additional services package.

#### **9.8. Support service for the additional devices of a small office**

Within the framework of the Service, Telia shall perform management activities with regard to the office devices belonging to the Client (for example, printers, scanners, small office network devices, etc.) as follows:

The devices shall be installed in the location designated by the Client and connected to the power and/or computer network.

Telia shall configure the basic work capacity between the computer workplace and additional device, provided that there are drivers corresponding to the operation systems and manuals corresponding to the devices that are supported by the producers available. If relevant, the factory settings and/or capacity and/or configuration of the device shall be restored.

The Client shall be obligated to ensure all information regarding the configuration performed in the additional device, which differs from the factory's configuration.

Within the framework of the Service, Telia shall also perform the preliminary diagnostics of the additional devices (for example, toner cartridge control, computer workplace configuration control, etc.). The Service activities shall be priced according to the chosen management package.

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