

Service name:

WORKPLACE MANAGEMENT SERVICE

1. Service description



1.1. As part of the Service, Telia manages the Customer's workplace devices (laptop and desktop computers) in accordance with these Service Conditions and handles requests related to the managed workplace devices in accordance with the service selected by the Customer.

1.2. As part of the Management Service, Telia performs the following activities:

- ✓ configures the settings required for computer workstations to operate (for example, (initial) configuration of the workstation operating system, installation of applications, connection to printer(s), etc.) and manages *Active Directory* (AD) accounts (creating and modifying accounts, adding accounts to groups);
 - the Service does not include the creation or management of user accounts in information systems used by the Customer and managed by third parties (e.g. cloud-based accounting software);
- ✓ configures automatic system and software updates and regularly checks that they are functioning properly;
 - Telia determines and maintains the list of software supported as standard for automatic updates;
 - for an additional fee, the Customer may extend the list of software for which automatic updates are configured and their operation is monitored;
- ✓ resolves Incidents that prevent or disrupt the use of a workplace device;
- ✓ where necessary, makes recommendations for improving the condition of workplace devices and the user experience;
- ✓ workplace devices managed as part of the Service are documented in Telia's documentation management system. Where necessary, Telia inspects the workplace devices in order to document them;
- ✓ at the Customer's request, Telia supports the Customer in communicating with the Customer's other IT partners. Under the contract between the Parties, Telia also forwards requests and related information to them;
- ✓ at the Customer's request, Telia also manages the following Customer peripherals on a best-effort basis (i.e. Telia makes reasonably expected and technically feasible efforts to manage the devices): unmanaged network devices (the so-called 'dummy switches'), multifunction office devices, printers (excluding devices used for specific secure printing solutions), scanners, video conferencing equipment and smart TVs.

2. Handling Customer requests



2.1. Telia handles Customer requests in accordance with the service selected by the Customer.

- ✓ As part of the **IT Specialist Service**, Telia handles requests remotely where possible. Where necessary, an IT specialist will also visit the Customer's office. The fee for the IT specialist's visit is included in the monthly fee. The licence fee for the centralised management software used for remote management is included in the monthly service fee.
- ✓ As part of the **Customer Support Service**, Telia handles requests remotely where possible. Where necessary, an IT specialist may also be ordered to visit the Customer's office for an additional fee in order to resolve the request. The licence fee for the centralised management software used for remote management is included in the monthly service fee.

- ✓ As part of the **Time-Based Support Service**, Telia handles requests remotely where possible. The monthly fee includes up to 2 hours of remote work, regardless of the number of workplaces. If this volume is exceeded, requests are handled at an hourly rate. Where necessary, an IT specialist may also be ordered to visit the Customer's office for an additional fee in order to resolve the request. The monthly fee is supplemented by a licence fee for the centralised management software used for remote management for each managed workplace device.

2.2. Telia will start handling a request within 4 hours of receiving it during Standard Business Hours.

3. Customer's obligations



3.1. The Customer must notify Telia of all changes affecting the provision of the Service (e.g. planned changes in the number of users or managed peripherals).

- ✓ Telia must be notified of a new workplace device to be managed at least 2 business days in advance.

3.2. The Customer must ensure that the rights and access necessary for the provision of the Service are granted, including:

- ✓ access to the centralised management tools and systems related to the Service for the installation and use of remote management software and tools specified by Telia;
- ✓ access to workplace devices when an IT specialist visits the Customer.

3.3. Where necessary, the Customer must provide the required software media and a testing environment required for software updates (e.g. a user test group or test environment).

3.4. The Customer must ensure that software is used in accordance with the software manufacturer's licence terms.

4. Telia's contact details



4.1. Requests can be submitted to Telia by:

- ✓ calling customer support **+372 606 9944**;
- ✓ submitting a request via the **Telia IT support** icon on the desktop of the managed device (which redirects the user to the relevant web environment for submitting the request); or
- ✓ emailing customer support at help@telia.ee.

4.2. Incident notifications must be submitted by telephone; other queries may also be submitted by email or via the web environment.

4.3. Requests submitted to Telia can be monitored in the IT portal.

5. Work outside the scope of the contract



5.1. The Customer is entitled to order work and additional services from Telia that are not included in the monthly fee, including:

- ✓ transporting (relocating) IT equipment between locations;
- ✓ resolving cyber incidents in the Customer's IT systems (e.g. in the Microsoft 365 environment);
- ✓ recovering data using specialised tools (e.g. from a faulty data storage device);
- ✓ copying data, unless this is necessary to remedy a fault in the Service;
- ✓ device diagnostics and repairs in the event of a hardware fault not covered by warranty;
- ✓ arranging repairs and warranty services for peripherals (e.g. multifunction office devices and smart TVs);
- ✓ IT training that is more extensive than a brief consultation;
- ✓ disposal of devices;

- ✓ work outside the agreed Standard Business Hours.
- 5.2. In addition, a request may be subject to a fee if:
- ✓ unlicensed hardware or software, or hardware or software no longer supported by the manufacturer, is used;
 - ✓ software intended for home use is used.

6. Service fees



- 6.1. The fees related to the Service are set out in the Price List.
- 6.2. The monthly fee for the Service depends on the volume of services used during the invoicing period.
- 6.3. The monthly fee for the Service is supplemented by fees for additionally ordered services and work (including an IT specialist's visit) in accordance with the Price List.
- ✓ The fee for an IT specialist's visit consists of a call-out fee and an hourly fee based on the duration of the visit.

7. Additional Terms and Conditions of the contract



- 7.1. In addition to the contract and the Service Conditions, the Parties are governed by the Rules of IT Services, the General Terms and Conditions and the Price List and, where software is used, also by the Standard Terms for Standard Software Licence Agreements.
- 7.2. If Telia comes into contact with personal data in the course of providing the Service (for example, if a managed device contains the basic personal data of the Customer's employees), such data will be processed by Telia as a processor in accordance with the Rules of IT Services. Where necessary, the Parties will separately specify the details relating to the processing of personal data.