Service name:

TELIA NETWORK MONITORING

1. Service description

1.1. As part of the Service, Telia monitors the Customer's internal networks in real time to detect potential cybersecurity incidents and threats within the Customer's internal network.

1.2. Monitoring is carried out using Telia-owned sensor(s) installed in the Customer's internal network.

- ✓ The sensor receives a copy of network traffic (*Port-Mirror*) from network devices agreed upon with the Customer.
- ✓ Network traffic data collected via the sensor (IP addresses, port numbers, traffic volume, DNS queries, etc.) is transmitted to the corresponding database located in Telia's data centre, where the received data is analysed in real time to detect cybersecurity threats and gather general statistics.

1.3. Within the Service, the Customer is granted access to the relevant Administration Interface, which, among other things, provides the Customer with an overview of the threats identified within the Service.

- ✓ With regard to suspicious or insecure activities detected in the Customer's internal network during monitoring, corresponding alerts are forwarded to the Customer (including automatically to the Customer's systems, for example, email, MS Teams, Slack, Mattermost, as agreed).
- ✓ As part of general statistics, the Customer is provided with additional information concerning activities occurring in the Customer's internal network.

1.4. Upon commencement of the Service, the following shall be agreed upon with the Customer:

- ✓ Network devices to be monitored (e.g. network switches) and network segments (VLANs);
- ✓ The quantity, parameters, and installation locations of the network monitoring sensors required for the provision of the Service at the Customer's premises.

1.5. The Customer shall arrange for the configurations required for the provision of the Service to be implemented on the Customer's network devices.

1.6. Telia retains network traffic logs for 90 days. The Customer may order a longer retention period as an additional service.

1.7. The monthly fee includes up to 2 hours of consultation for making (optimisation) configurations to the Service or advising on potential resolution methods for incidents.

1.8. The base fee of the Service (both, S1- and S2-type sensors) includes monitoring of up to 200 IP addresses. If the Customer requires a larger number of IP addresses, an additional fee for additional IP addresses shall apply in accordance with the Price List.

1.9. As part of the Service, Telia does not eliminate detected cybersecurity threats or resolve security incidents. If desired, the Customer may order this as a separate service.

2. Additional Service Conditions

2.1. The Service is provided exclusively within internal networks belonging to the Customer. Furthermore, the Customer's systems, network, and network devices must comply with the technical specifications set by Telia.

2.2. The Customer is aware and accepts that, since various systems and security risks are constantly evolving, it may not be possible to detect all cybersecurity threats as part of the Service.

2.3. Telia is not liable for the materialisation of risks arising from identified, eliminated or

unresolved cybersecurity threats.

2.4. Upon termination of the Service, Telia shall remove the access rights created for the provision of the Service to the Customer's systems and delete all data detected and collected as part of the Service. Concurrently, the Customer shall ensure Telia has the opportunity to remove the sensors. If the Customer does not enable the return of the sensors to Telia within a reasonable time, Telia has the right to claim compensation for damages for the unreturned sensors.

2.5. The Customer is responsible for closing the access rights granted to Telia to the systems and networks of the Customer and third parties.

3. Contacting Customer Support

3.1. Requests can be submitted to Telia by calling Customer Support at **+372 606 9944** or by writing to the Customer Support email address **help@telia.ee**.

- ✓ Customer Support receives and resolves requests during Standard Business Hours.
- ✓ Telia responds to the Customer requests within 4 hours during the Standard Business Hours.
- ✓ Registered requests and their resolution status can be monitored in the IT portal at **it.telia.ee**.

4. Service fees

4.1. Fees associated with the Service are set out in the Price List.

4.2. The monthly fee for the Service depends on the combination of Service parameters used during the invoicing period, i.e. the type of sensor used (e.g. S1 or S2) and the number of additional sensors.

4.3. The fee for ordered additional services and works shall be added to the monthly fee for the Service in accordance with the Price List.

4.4. Changes to the Service configuration shall be executed in accordance with the Price List.

5. Additional terms and conditions

5.1. In addition to the Contract and these service conditions, the Parties shall be guided in their mutual relations by the Rules of IT Services, the General Terms and Conditions, and the Price List, and regarding the use of sensors, by the Terms of Sale and Lease.

5.2. If Telia comes into contact with personal data in providing the Service, Telia, as the data processor, will process it in accordance with the Rules of IT Services. Where necessary, the Parties shall separately agree on the specific details related to the processing of personal data.