

Service name:

CYBERSECURED OFFICE

1. Service description



1.1. Under the Cybersecured Office service, Telia provides the Customer with services that increase the cyber security level of the Customer's company. For this purpose, Telia: i) performs configurations on the Customer's workstation devices, as specified in these service conditions, to improve their security; ii) manages the workstations; iii) manages the Customer's Microsoft 365 cloud services; iv) backs up the Customer's data; v) analyses and resolves cybersecurity incidents; and vi) enables the Customer's employees to improve cyber security skills through relevant training.

1.2. A Microsoft 365 Business Premium licence is required to use the Service. Telia does not provide this licence as part of the Cybersecured Office service, but the Customer may order it separately, if requested.

1.3. Security-enhancing configurations and their management

1.3.1. Telia applies cyber security enhancing configurations on the Customer's workstations and manages and updates them regularly during the Service to ensure identity, workstation, and data security. Telia follows industry standards and Microsoft best practices when performing, managing, and updating configurations.

1.4. Workstation management service

1.4.1. Telia manages the Customer's workstation devices in accordance with the Workstation Management Service Conditions and Conditions (ML.05.AT.07).

1.4.2. Under the Cybersecured Office service, request resolution is performed according to the **Customer Support** package, i.e. Telia resolves requests via remote management. If necessary, an IT specialist may be dispatched to the Customer's office for request resolution for the fee listed in the Price List.

1.5. Microsoft 365 management service

1.5.1. Telia manages the Customer's Microsoft 365 cloud services according to the Microsoft 365 Management Service Conditions of Service (ET.05.AT.14).

1.6. Backup service

1.6.1. The Service backs up the Customer's data stored in Microsoft 365 cloud. The data to be backed up is agreed upon at the start of the Service; later changes are made based on the Customer's request via Customer Support.

1.6.2. Backup copy creation and data restoration:

- ✓ as part of the Service, Telia regularly creates backup copies of the Customer's data once per day. Retention:
 - 14 daily backup copy generations (RPO, i.e. recovery point objective, is 24 hours);
 - 4 weekly backup copy generations (RPO, i.e. recovery point objective, is 7 days);
 - 12 monthly backup copy generations (RPO, i.e. recovery point objective, is 1 year).
- ✓ Backup copies are made without stopping the Customer's applications, which may cause data loss but is not considered data corruption or loss by Telia.
- ✓ Maximum recovery time objective (RTO) is 24 hours, provided that the recoverable data volume, Microsoft cloud environment, and network connections allow for this.
- ✓ If the data loss was caused by the Customer's actions or omissions, data restoration from backup copies is charged according to the Price List. If the data loss was caused by Telia, data restoration is free of charge for the Customer.

1.6.3. Telia provides the Service using the necessary hardware and software located in Telia's server facilities. Data is backed up with central backup software into Telia's highly managed infrastructure. Telia manages the corresponding hardware and software to enable data recovery.

1.6.4. Telia will delete all backup copies upon termination of the Service. If desired, the retainment of backup copies can be ordered for an additional fee, prior to the termination of the Service, until the initially established date of expiry.

1.7. Automated protection

1.7.1. Telia analyses and resolves cyber security incidents detected on the Customer's devices through Microsoft M365 Defender (hereinafter the 'App') according to the Automated Protection Microsoft M365 Defender Service Conditions (ET.05.TU.10).

1.8. Cyber training

1.8.1. Telia provides the Customer with access to the Cyber Training Platform (hereinafter the 'Platform') in accordance with the Telia Cyber Training Service Conditions (ET.05.TU.08).

1.8.2. The minimum number of users specified in the Service Conditions does not apply under the Cybersecured Office service.

1.9. Software use

1.9.1. Telia provides licences necessary for the Service (hereinafter also the 'Software'), remote management software, and configuration. The fee is included in the monthly fee for the Service.

1.9.2. Software licence rights are defined by the manufacturer's licence terms, provided electronically or accessible on the manufacturer's website.

1.9.3. Licences are made available to the Customer upon service activation, after which the Customer may use the Software according to the Agreement, the Service Conditions, and/or the Standard Terms of Standard Software Licence Agreements.

1.9.4. Telia is not the Software manufacturer and only mediates the Software to the Customer. Consequently, the Customer is aware that by enabling the use of licences based on the Agreement, Telia will at no point in time be liable for the content of the services provided by the Software manufacturer, the functionality of the Software or developing and ensuring operational capability of the Software management environment if such an environment exists.

2. Additional Service Conditions



2.1. The Customer ensures:

2.1.1. the rights and accesses necessary for Telia to provide the Service (including accesses to the Microsoft 365 tenant for administration); upon termination of the Service, the Customer agrees to make the necessary changes to terminate the relevant Telia accesses;

2.1.2. the resolution of cyber security incidents on workstations that cannot be handled automatically by Telia;

2.1.3. the availability of resources needed to use the Service (e.g. Microsoft 365 Business Premium licence, Internet connection).

2.2. Due to the fact that Telia is not the manufacturer of the App, Platform or Software, the Service is provided to the best of Telia's knowledge, taking into account the capabilities of the App, Platform, and Software and the provisions of these Conditions. Service content and functionality are limited to the features provided by the App, Platform, and Software. Telia is in no way liable for the development of the App, Platform or Software or their content and functionality.

3. Telia's contact details



3.1. Customer Support phone: **+372 606 9944**.

✓ Failure reports must be communicated by phone. Other inquiries can also be sent by email. After contacting support, the Customer must be available by phone.

✓ Customer Support email address: **help@telia.ee**.

3.2. Telia responds to the Customer requests within 4 hours during the Standard Business Hours.

4. Service fee



4.1. The fee depends on the volume of services used during the Invoicing Period (number of workstations). Fees are described in the Price List.

4.2. In addition to the monthly fee, the Customer pays for any paid additional services ordered by the Customer.

5. Applicable conditions and processing of personal data



5.1. In addition to the Agreement and these Service Conditions, the Parties are guided by the General Terms and Conditions of Telia, the Rules of IT Services, the Standard Terms of Standard Software Licence Agreements, and the Price List.

5.2. If Telia comes in contact with personal data in providing the Service, Telia as the processor will process these in accordance with the Rules of IT Services. Where necessary, the Parties will separately establish the details for the processing of personal data.