

Service name:

# USB DONGLE HOSTING

## 1. Service description



- 1.1. As part of the service, the customer will be given the opportunity to place a USB dongle belonging to the customer in a Telia server room in order to use the USB dongle over the network.
- 1.2. Telia will ensure the retention and connectivity of the USB dongle to the customer-owned or customer-operated terminal equipment.
- 1.3. The connection between the USB dongle port and the customer's device is encrypted.
- 1.4. In order to use the USB dongle, it is necessary to install the corresponding software indicated by Telia on the device located at the customer.
- 1.5. The content and functionality of the service is limited to operating and providing access to a USB dongle in a Telia server room.
- 1.6. The data centre, which houses Telia's central USB dongle, is located in Estonia and is equipped with air conditioning, an automatic gas detection system, a security system, and video cameras.

## 2. Service availability



Extent of the impact	Maximum response time	Maximum repair time	Maximum allowed duration of service failure within one month
None	up to 8 hours during Working Time	-	-
Low	up to 4 hours during Working Time	up to 8 hours during Working Time	up to 16 hours during Working Time
Medium	up to 4 hours around the clock	up to 8 hours around the clock	up to 8 hours around the clock
High	up to 4 hours around the clock	up to 4 hours around the clock	up to 8 hours around the clock

## 3. Contacting the helpdesk



3.1. Inquiries can be sent to Telia:

- ✓ By calling the helpdesk number **+372 606 9944** or sending an email to [help@telia.ee](mailto:help@telia.ee).
  - Fault reports should be forwarded by phone; other questions can also be sent by email.
  - After sending a request, the customer should be reachable by phone.
  - Inquiries that have been sent can be viewed in the IT portal <https://it.telia.ee/>.

## 4. Service fee



4.1. The customer pays for the use of the service in accordance with the Price List as of the activation of the service.

## 5. Additional terms



5.1. In addition to the contract and these Terms of Service, the parties will be guided in mutual communication by the IT Service Rules, the General Terms and Conditions, and the Price List.

5.2. If Telia comes into contact with personal data when providing the service, Telia as the processor will process such data in accordance with the provisions of the IT Service Rules. Where necessary, the parties will separately fix the details for the processing of personal data.