Name of service:

VEEAM CLOUD BACKUP

1. Description of the Service

1.1. Within the framework of the service, Telia provides the Client with a data backup service pursuant to these Terms of Service.

1.2. Upon backing up data that has been backed up by the Client, a backup copy is created with the corresponding central backup software onto a Telia resource (cloud backup).

1.3. The central backup software used for cloud backup and the infrastructure necessary to operate this are located in the Telia Server Room.

1.4. Telia shall ensure that the software licences necessary for the functioning of the cloud backup service are available.

1.5. The Client shall be responsible for the hardware required for a local backup, and the hardware used for the performance of cloud backup is in the ownership of Telia.

1.6. To enable data recovery, the hardware and software used for the performance of the cloud backup shall be managed by Telia.

1.7. Telia shall have the right to carry out the necessary maintenance work during night-time hours on a freely chosen date to ensure the operation of the Service. Telia shall carry out maintenance work in a manner that interferes the least with the service use. Telia is not obligated to notify the Client about maintenance work in advance. The time spent on performing maintenance, any interruptions or outages shall not be considered as disturbances or failures in terms of the service level.

2. Making backup copies and restoring data

2.1. The backup frequency and backup window for local backup shall be determined by the Client. As a result, the Client shall also be independently responsible for the maximum recovery time objective (RTO), and Telia cannot guarantee this within the framework of the service.

2.2. Within the framework of the cloud backup service, Telia shall regularly make backup copies with the frequency agreed upon in the Contract.

2.3. Within the framework of the cloud backup, the maximum recovery time objective (RTO) is 24 hours, on the condition that the recoverable volume of data and data connections allow for that deadline to be met.

2.4. The data to be backed up will be agreed upon at the beginning of the Service and based on proposed changes submitted via Telia's Customer Service at a later stage. Both will be registered in the customer service information system and in the client's software, on the condition that Telia manages the Client's software.

2.5. Backup copies are made without shutting down the Client's applications, which could cause data loss for the Client, but is not deemed to be tampering with or loss of data by Telia.

2.6. Restoring of data from backup copies, if the loss or damage of data has occurred due to the Client's activity or inactivity, shall be carried out according to the price list.

2.7. If data loss was caused by Telia's activity, data shall be restored free of charge for the Client.

2.8. A prerequisite for the functioning of the service is a recovery plan, created by the Client and meeting the actual needs of the Client, and regular organising of the functioning thereof by the Client.

3. Client's obligations

3.1. The Client shall consider the fact that although Telia provides the service described in the

Terms of Service and bears responsibility for the performance of the service levels, some service processes and daily actions depend either completely or partly on processes or infrastructure under the control of the Client.

3.2. The Client shall ensure that Telia has the necessary access to servers used by the Client for the provision of the service, as well as to a communications channel with sufficient speed and availability.

3.3. The Client shall be responsible for the encryption keys and passwords required for data recovery, which have been provided to them, being kept confidential and not made known to third parties.

3.4. The Client is obligated to inform Telia of all changes that may influence the performance of the backup service (such as changes to the backed-up systems, incl. the addition of any systems).

3.5. The Client shall independently be responsible for the integrity of the Client data being backed up. The Client shall be aware that Telia cannot ensure data integrity if the data have been damaged before Telia's activities have been performed.

4. Contacting client support

4.1. Inquiries can be sent to Telia:

✓ This can be done by calling the client support number **+372 606 9944** or by sending an email to customer support **help@telia.ee**.

- Client support shall receive and solve inquiries during regular working hours.
- The person who made the inquiry has to be available over the phone.
- Error messages have to be sent over the phone, other questions can be sent via email as well.
- Inquiries that have been sent can be viewed in the IT portal https://it.telia.ee/.

5. Service fee

5.1. The amount payable for the service depends on the volume of services used during the billing period.

5.2. In addition to the monthly fee, the Client is required to pay for any (additional) services ordered by them.

5.3. The service fees have been specified in the price list.

6. Additional terms and conditions

6.1. In addition to the contract and these Terms of Service, the parties will be guided in mutual communication by the rules for IT services, the general terms and conditions, and the price list.

6.2. If Telia comes in contact with personal data during the provision of the service, then Telia as the controller shall process these in accordance with the rules for IT services.

6.3. The parties will record the details of processing personal data separately, if necessary.