Service name:

WINDOWS OPERATING SYSTEM ADMINISTRATION SERVICE

1. Service description

1.1. Telia will administer the Windows operating system (OS) on the servers specified by the Customer as set out in these service conditions.

1.2. Within the service, Telia will ensure the following:

1.2.1. Around the clock automatic monitoring of the OS, which monitors:

- ✓ system response on the network level (the system is periodically queried; if the system fails to respond on 3 occasions, an alarm is triggered in the monitoring);
- ✓ available disk space, memory and processor resources (statuses: warning; critical):

	Warning level	Critical level
Disk space	Resource usage at 85%	Resource usage at 95%
Memory	Resource usage at 85%	Resource usage at 95%
Processor	Resource usage at 85%	Resource usage at 95%

Upon reaching the aforementioned default value, Telia has the right to increase the resource at the Critical level by up to 20% to prevent a service failure, acting without a separate request from the Customer and without prior approval.

1.2.2. Handling of monitoring messages:

- ✓ Telia will respond to all Critical level alerts originating from the monitoring;
- ✓ Telia will respond to all error messages indicating a service outage or disruption across the OS roles/modules/features/components (hereinafter collectively referred to as the Component) administered under the contract;
- ✓ monitoring notifications are also forwarded to the Customer via e-mail, if requested.

1.2.3. Checking and, if necessary, installing security and software updates for the OS and its administered Component once per month.

- ✓ As a rule, updates are installed on the third Tuesday and/or third Thursday of each month between 23:00 and 07:00 as part of routine maintenance, which Telia does not undertake to inform the Customer of in advance. Should the vendor releases updates of critical importance, Telia will install these at other times, giving the Customer advance notice if possible.
- ✓ Depending on the architecture of the Customer's solution, the update may cause an outage. Such an outage is not considered a Service failure.

1.2.4. Carrying out the following tasks during Standard Business Hours, as required:

- ✓ modification and management of the OS configuration;
- ✓ checking system log files;
- ✓ updating drivers and firmware;
- ✓ checking and improving the monitoring system;
- ✓ making proposals to the Customer for adding or updating hardware/software/functionalities, based on the monitoring;
- ✓ informing the Customer about any problems found or any potential future problems;
- ✓ finding solutions to specific problems particular to the OS software;
- ✓ issuing information about the client application, where possible;

- ✓ managing the Component (changing the configuration, features and parameters) agreed upon in the contract according to the Customer's request or the situation.

1.3. If necessary for the provision of the service, Telia has the right to install applications required for the provision of the service, including, for example, software agents, on the server or the OS.

2. Rights and obligations of the parties

2.1. Obligations of the Customer:

2.1.1. to ensure Telia the rights and accesses necessary to perform the activities required within the service (e.g., service management, maintenance service);

2.1.2. to ensure that the OS has vendor support;

2.1.3. to ensure that at least the OS and its Component configuration are backed up. The Customer ensures Telia access to the backup system, so that Telia would be able, if necessary, to restore the configuration of the OS and its Components as part of repairing the Service failure;

2.2. Telia is not liable for the following:

2.2.1. any consequences or errors arising from the lack of vendor support for the OS. In the absence of vendor support, Telia cannot ensure that the OS is monitorable and centrally administrable, nor can Telia ensure that the OS receives updates and is therefore available as promised;

2.2.2. if, as a result of the Customer's actions or inaction (including the Customer's refusal to install security updates), the system stops working, data leaks occur, viruses spread, or any other incidents occur.

2.3. Telia has the right to suspend the operation of the system without prior notice in the event of an imminent threat to the Customer's and/or Telia's systems (e.g., a crypto virus).

2.4. In the event of the end of vendor support, Telia has the right to provide the service in a limited extent from the end of vendor support until it is restored, on the basis of the best-effort principle as follows:

2.4.1. Telia will ensure that it responds to requests and monitoring notifications at the times agreed upon;

2.4.2. further action, including possible repair, will be carried out according to the Customer's order and the technical possibilities;

2.4.3. security updates are installed according to possibility;

2.4.4. Telia will inform the Customer in advance of the start date of providing the limited service;

2.4.5. upon restoration of vendor support to the OS, the provision of services will take place in the full extent from the date agreed upon between the parties in accordance with the terms of service;

2.4.6. the monthly fee for the service will not be reduced during the period of no vendor support for the OS.

3. Service availability

3.1. Service failure in the context of this service is a situation where there is an unplanned Service outage or Service disturbance (defined as having High or Medium impact) in the functioning of the OS Components that are the object of the administration service.

3.2. Telia will ensure that the service failure is rectified according to the Service Level Agreement (SLA) chosen by the Customer.

	Type of request	Maximum Response time	Maximum Repair time	
SLA level 1	Customer request	up to 8 hours during Standard Business Hours	up to 8 hours during Standard Business Hours	
	Monitoring notice of Critical level	up to 8 hours during Standard Business Hours	up to 8 hours during Standard Business Hours	
SLA level 2	Customer request	up to 8 hours during Standard Business Hours	up to 8 hours during Standard Business Hours	up to 16 hours outside Standard Business Hours

	Monitoring notice of Critical level	up to 8 hours around the clock		up to 8 hours during Standard Business Hours	up to 16 hours outside Standard Business Hours
SLA level 3	Customer request	up to 4 hours during Standard Business Hours	up to 6 hours outside Standard Business Hours	up to 6 hours during Standard Business Hours	up to 12 hours outside Standard Business Hours
	Monitoring notice of Critical level	up to 6 hours around the clock		up to 6 hours during Standard Business Hours	up to 12 hours outside Standard Business Hours
SLA level 4	Customer request	up to 2 hours around the clock		up to 2 hours during Standard Business Hours	up to 4 hours outside Standard Business Hours
	Monitoring notice of Critical level	up to 2 hours around the clock		up to 2 hours during Standard Business Hours	up to 4 hours outside Standard Business Hours

3.3. For the purposes of this service, repairing means the restoration of the service to its pre-failure state or similar, or restoration of the server configuration originally agreed upon.

3.4. The time for repair applies on the condition that the infrastructure on which the administered OS is installed is managed by Telia or Telia has sufficient access to it.

3.5. In circumstances where it is not possible or practical to comply with the time commitments (e.g., the initial diagnosis proved to be wrong for objective reasons, or the Customer has not provided the required accesses), the parties will coordinate further action and time to resolve the Service failure through contact persons.

3.6. Although Telia is responsible for the functioning of the service as the service provider, the repair of the Service failure may depend in whole or in part on processes or infrastructure under the control of the Customer or a third party (e.g., a software vendor or another service provider of the Customer), and in such cases, it may not be possible to repair the Service failure by the above deadline; for example, Telia cannot ensure repair of the failure if a connection, process or software fails due to a version compatibility matrix.

3.7. If the service failure has been caused by the Customer's activity or inactivity, scheduled work or force majeure, it is not considered a Service failure, and the above-mentioned response and/or restoration times do not apply.

4. Telia's contact details

4.1. Customer support phone: **+372 606 9944**.

- ✓ Failure reports must be communicated by phone. Other questions can also be sent by e-mail. After contacting support, the customer must be available by phone.

4.2. Customer support e-mail address: **help@telia.ee**.

4.3. Telia will respond to Service Requests and Requests for Change within 8 hours during Standard Business Hours.

4.4. Requests made can be monitored in the IT portal.

5. Non-contractual work

5.1. The Customer has the right to order works and additional services from Telia, the performance of which is not included in the monthly fee, including:

- ✓ all works related to the restoration of the OS and its Components caused by the actions or inaction of the Customer;
- ✓ resolution of incidents or problems related to the OS Components, which have occurred in the Customer's area of responsibility and/or due to the Customer's actions/inaction;
- ✓ updating of data on the server;
- ✓ operations with the Customer's application (e.g., installation, updating, version change, troubleshooting);
- ✓ management and configuration of functionality ensuring high availability;
- ✓ monitoring the use of a server (number of queries, etc.) as a special solution;

- ✓ script writing;
- ✓ updating the main version of the OS;
- ✓ preparing a recovery plan;
- ✓ checking for security vulnerabilities;
- ✓ backup service for backing up and restoring Customer data;
- ✓ work outside the agreed upon working hours of the service.

5.2. Non-contractual works ordered by the Customer are carried out according to the Customer's order during Standard Business Hours or outside Standard Business Hours according to the need and technical possibilities.

5.2.1. Depending on the work ordered, the Customer ensures Telia access to the backup system, if necessary, so that Telia is able to restore the configurations of the OS and its Components.

6. Service fee

6.1. The amount payable for the service depends on the volume of services used during the billing period. In addition to the monthly fee, the Customer is required to pay for any paid (additional) services ordered.

6.2. The monthly fee includes 1 administered OS Component.

6.3. The service fees are described in the Price List.

7. Additional terms and conditions

7.1. In addition to the contract and these terms of service, the parties will be guided in their interaction by the Rules of IT services, the General Terms and Conditions, and the Price List.

7.2. If Telia comes into contact with personal data in the course of the provision of the service, such personal data will be processed by Telia as a processor in accordance with the Rules of IT services. Where necessary, the parties will separately establish the details for the processing of personal data.