

Service name:

# WINDOWS OPERATING SYSTEM SUPPORT SERVICE

## 1. Service description



1.1. Telia will provide the Windows operating system (OS) support service for 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 enquiry from the Customer and without prior approval.

1.2.2. Handling of monitoring messages:

- ✓ during Standard Business Hours, Telia will respond to all Critical level alerts originating from the monitoring;
- ✓ during Standard Business Hours, Telia will respond to all error messages indicating a service outage or disruption across the roles/modules/features/components (hereinafter 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 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, of which Telia does not undertake to inform the Customer in advance. Should the vendor release 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:


- ✓ 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.

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.
- 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, nor can Telia ensure that the OS receives updates;
  - 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).

## 3. Service availability

-  3.1. Service failure in the context of this service is a situation where there is an unplanned outage or disruption in the functioning of the OS Components that are the object of the administration service.
- 3.2. Telia's response time:

Type of request	Maximum response time to a Customer request during Standard Business Hours	Maximum response time to Critical level monitoring notices during Standard Business Hours
Service outage	up to 4 hours	up to four 4 hours
Service disruption	up to 8 hours	up to 8 hours
Request for change	up to 8 hours	

3.3. Upon detecting a service failure, Telia will carry out the work necessary to rectify the service failure during Standard Business Hours for up to 4 hours without prior approval of the Customer. Work with an estimated completion time of more than 4 hours will only be carried out on the basis of an order from or the approval of the Customer.

3.3.1. All work carried out to rectify a Service failure is subject to a charge.

3.3.2. When ordering work (e.g., if the Customer wishes to order work to restore the functioning of the OS), the Customer ensures that Telia has the necessary access to perform the work, including access to the backup system, to enable Telia to restore the configurations of the OS and its Components, if necessary.

3.4. In the event of a Service failure directly caused by Telia's actions or inaction, the time for repair around the clock is up to 4 hours in the event of a service outage, and up to 16 hours in the event of a service disruption.

3.4.1. 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.

3.4.2. 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 to resolve the Service failure through contact persons, incl. the time of performance.

3.6. 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 or interruption, and the above-mentioned

response 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](mailto:help@telia.ee).

4.3. Request 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, 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;
- ✓ modification and management of the OS configuration;
- ✓ changing the configuration, features and parameters of the roles agreed upon;
- ✓ finding solutions to specific problems particular to the OS software;
- ✓ managing the Components agreed upon according to the Customer's request or the situation;
- ✓ 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.

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 service conditions, 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.