

Name of service:

# TELIA CYBER INCIDENT RESPONSE

## 1. Description of the Service



- 1.1. As part of the service, Telia helps the client to resolve cyber security incidents.
- 1.2. In addition to resolving incidents, Telia provides clients with information about information security issues that have a significant impact.
- 1.3. When subscribing to the service, the client will designate the contact person(s) who can contact Telia's client support on behalf of the company to resolve the incident and who will participate in the resolution of cyber security incidents (the contact person's name, email address, phone number).
- 1.4. The client will provide Telia with sufficient rights and access to resolve the incident (for example, necessary access to the client's information systems). Once the incident has been resolved, all access routes created for Telia to resolve the incident will be removed.
- 1.5. Once the incident has been resolved, Telia will provide a summary of the work carried out.
- 1.6. In the event of an incident, the work of Telia's specialists will be invoiced on an hourly basis in accordance with the price list.
- 1.7. The delivery time is at least 5 (five) working days of the date of the client's order.

## 2. Service organisation



- 2.1. Clients can choose the plan that best suits their needs to resolve incidents. Telia will respond to the client's request according to the plan chosen:

Plan	Responding to a request
Telia Cyber Incident Response 8h	up to 8 hours during working time
Telia Cyber Incident Response 6h	up to 6 hours during working time
Telia Cyber Incident Response 4h	up to 4 hours during working time
Telia Cyber Incident Response 2h	up to 2 hours during working time

## 3. Contacting client support



- 3.1. Inquiries can be sent to Telia:
  - ✓ This can be done by calling the client support number **+372 606 9944**.
    - Client support shall receive and solve inquiries during regular working hours.
    - Telia will start resolving the request according to the agreed response time.
    - Requests should be made by telephone, other questions and additional information can also be sent by email to [help@telia.ee](mailto:help@telia.ee).
    - Inquiries that have been sent can be viewed in the IT portal <https://teenindus.telia.ee/>.

## 4. Service fee



- 4.1. The service fees have been specified in the price list.
- 4.2. In addition to the monthly fee for the service, a fee will be charged for the resolution of incidents as specified in the price list, as well as for additional consultations ordered and work carried out.



## 5. Additional terms and conditions



5.1. 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.

5.2. 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.

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

