

Name of service:

# TELIA OBJECT STORAGE

## 1. Service description



- 1.1. As part of the service, Telia will allow the client to store their data with the help of Telia Object Storage via the universal REST API.
- 1.2. The administrative interface of Telia Object Storage is available through the web interface (hereinafter 'Administrative Interface').

## 2. Service organisation



- 2.1. Telia provides the client with Telia Object Storage through the hardware located in the server room of Telia required for its management.
- 2.2. Within the content and functionality of the service, Telia enables the backup and management of data in a highly manageable infrastructure.
- 2.3. The functionality used by the web interface may differ from the capabilities of the API interface.
- 2.4. A description of Telia Object Storage is available in the manufacturer's web interface help section.
- 2.5. When the service is no longer used, Telia will delete all stored data objects.

## 3. Administrator

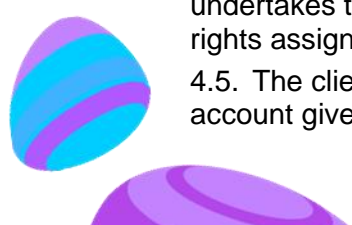


- 3.1. To use the Administrative Interface, Telia provides the administrator specified by the client and agreed in the contract with access to the Administrative Interface (Telia also provides them with a username and password, if necessary).
- 3.2. The administrator creates the customer's user accounts and sets the usernames and passwords required to access them.
- 3.3. The administrator has the right to change the passwords of all user accounts of the client at any time.

## 4. Obligations and liability of the client



- 4.1. The client ensures the availability of the internet connection and other resources required for the use of the service.
- 4.2. The client is obligated to prevent the disclosure of usernames and passwords that enable access to the Administrative Interface to third parties and bears liability for all consequences arising from the use of usernames and passwords (including paid services while using usernames and passwords).
- 4.3. If the client gives access to the service used via the Administrative Interface to third parties, they also remain liable before Telia for the activities of third parties. The client also undertakes to ensure that all third parties who have received such access will contact the client directly in the case of questions related to the use of the infrastructure. If Telia is contacted, it has the right to charge a fee from the client for handling the requests in accordance with the price list.
- 4.4. When using the services, the client undertakes to ensure that all users of the user account comply with the requirements established in these terms. Among other things, the client undertakes to ensure that compliance with the terms is guaranteed by changing the scope of the rights assigned to the user account.
- 4.5. The client confirms and agrees that all transactions and operations performed using the account given to the client will be deemed performed by the client, and the client will be fully liable



for all relevant transactions and operations.

4.6. As part of the service, the client undertakes:

- ✓ not to load, store, display, transmit, insert or otherwise implement the materials or content in Telia's infrastructure that do not comply with applicable laws, and to bear sole liability for damages caused to Telia or third parties;
- ✓ to refrain from any activity that interferes (or may interfere) with, or impedes (or may impede) the services, violates (or may violate) the security of Telia's system, infrastructure or communications network;
- ✓ to keep the software used in its infrastructure (interfaced with the Administrative Interface) updated and secure.

4.7. The client is liable for any offences or violations against the rights of third parties caused by the act or omission of the client, as well as any damages that may be caused by third parties if the client violates the conditions of this section.

## 5. Server room environment



5.1. Telia Object Storage used to provide the service is located in server rooms with access control equipped with:

- ✓ video surveillance;
- ✓ an entry and exit logging door system;
- ✓ an alarm system and sensors independent of other security equipment;
- ✓ an automatic gas extinguishing system.

5.2. Telia provides uninterrupted power to the server hardware via UPS, the operation of which is ensured by an alternative-powered diesel generator.

5.3. The server room temperature is at +20...+24 °C.

- ✓ The server room humidity is at 40–60% RH (relative humidity).

## 6. Service availability



6.1. Telia ensures the availability of Telia Object Storage to the extent of 99.99% within the data centres of Telia.

6.2. Telia ensures the availability of the Administrative Interface of Telia Object Storage as follows:

Extent of the impact	Maximum response time	Maximum repair time	Maximum allowed service malfunction in 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

6.3. The availability and functioning of the internet connection and other resources required for the use of the service will be ensured by the client.

6.4. Under circumstances where it is not possible or feasible to comply with the current obligations (e.g. the initial diagnosis turned out to be incorrect), the parties will coordinate the further action and service time to eliminate the service failure through their contact persons.

6.5. If the service failure has been caused by the client's act or omission, scheduled work or

force majeure, it will not be considered to be a service disruption or downtime and the abovementioned response and repair times do not apply.

## 7. Technical support



7.1. Telia provides technical support via:

- ✓ Client support phone: +372 606 9944;
- ✓ Client support email address: [help@telia.ee](mailto:help@telia.ee).

7.2. Error messages always have to be forwarded over the phone, and other questions may also be sent by email.

7.3. **After sending an inquiry, the person who has sent it or the client's primary contact person must be available by phone.**

7.4. The status and progress of the inquiries handled by Telia can be tracked on the IT portal.

## 8. Service fee



8.1. The client pays for the use of the service in accordance with the price list as of the activation of the service.

## 9. Contact person of the client



9.1. In the contract, the client appoints at least one technical contact person, i.e. administrator, who in the role of the administrator has access to the web interface (Administrative Interface) used for the administration of the service, and through which the service is provided, managed, and reported.

9.2. The contact person will be identified and, if necessary, orders will be coordinated via the phone number or email address specified in the contract.

## 10. Additional terms



10.1. If the client violates the provisions of these terms, Telia will have the right to suspend and/or limit the client's access (i.e. provided through all accounts of the client) to the Administrative Interface in the interests of infrastructure security, regardless of the extent of the violation or whether the client agrees with Telia's assessment of the violation.

10.2. 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.

10.3. If Telia comes into contact with personal data during the provision of the service (e.g. if the main data of the client's employees or of the clients themselves are backed up as part of the service), the processing of such data takes place by Telia as the Processor in accordance with the rules for IT services. If necessary, the parties will establish the details related to the processing of personal data separately.

