

Name of service:

SECURE NET

1. Service description



1.1. As part of the service, a business client can:

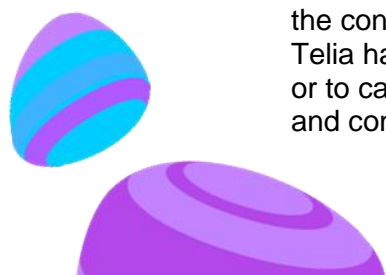
- ✓ use an internet connection at an agreed location (connection point) via Telia's communication network;
- ✓ select a suitable upload and download speed (connection speed) that complies with the technical solution offered at the location of the internet plan's connection point (e.g. fibre-optic cable, 4G, 5G, etc.);
- ✓ use a dynamic public or one static IP address, which is the most commonly used solution. Special settings, such as IP address range, can be ordered for an additional fee;
- ✓ enhanced service level (SLA) for the internet connection. If desired, a service level with a different parameter can also be ordered for the connection for a separate fee;
- ✓ a network-based security filter that improves the security of data traffic between the connection point and the internet in order to automatically deflect identified cyber threats. If desired, the security filter functionality can be turned off via self-service or by contacting Telia.

2. Conditions for the use of service



2.1. Internet connection:

- ✓ Telia selects the technical solution with which the internet connection can be provided based on the technical options available at the location of the connection point. Telia may, if necessary, change this technical solution on the basis of and pursuant to Telia's general terms and conditions;
- ✓ The connection speed parameters, service level (SLA), prices and other parameters of the internet plans of the Secure Net, as well as the options for using Telia's other services, can be found in the price list and on [Telia's website](#). When using a mobile technical solution, then conditions for using mobile internet, provided on Telia's website, must also be followed;
- ✓ The actual connection speed of the internet plan at a particular moment of use depends on the client's devices and other internet-based services used at the same time. The speed of the internet service provided by mobile communication technology also depends on the strength of the mobile phone signal at the location of the mobile device and the network load at a particular point in time;
- ✓ More detailed information on the quality of the internet service, the methodology used to measure connection speeds, as well as other technical parameters (incl. communication protocols and service servers) and the conditions for using the internet can be found on Telia's website (see [terms and conditions for using the internet connection services](#));
- ✓ In order to establish an internet connection, the client must obtain and install equipment in the connection point that complies with the parameters established by Telia (e.g. router, etc.). More information about the required equipment can be found on [Telia's website](#);
- ✓ The client may not unilaterally change the location of the connection point established in the contract. Otherwise, it constitutes a material breach of the contract, in which case Telia has the right to suspend the provision of the service until the breach is terminated or to cancel the contract by notifying the client thereof pursuant to Telia's general terms and conditions.



2.2. Service level:

- ✓ The parameters of the enhanced service level can be found in the price list.

2.3. Security filter:

- ✓ In order to create a security filter, Telia will install a device in its communication network to analyse data traffic, which operates in accordance with the functionalities prescribed by the device manufacturer. This device is managed and maintained by Telia in accordance with the manufacturer's instructions. As part of the management, Telia monitors the operation of the security filter, updates the software installed in the device;
- ✓ As part of the service, the client can get an overview of the operation of the security filter, the detected and blocked threats, blocked unsafe websites and malware in the agreed manner and for an agreed period. The client is responsible for drawing conclusions based on the information included in the overviews, incl. disconnecting network devices from the client's intranet and maintenance, if necessary. Telia does not respond to or resolve cyber threats identified or blocked by the security filter. Telia will be at no point responsible for the cyber threats incurred by the client or any other consequences to IT property, regardless of the use of the security filter.

3. Service fee



3.1. A monthly fee must be paid for the use of the Secure Net, depending on the technical solution of the internet connection and other parameters (e.g. speed).

3.2. The fees of the Secure Net are listed in the price list, which can be found on Telia's website.

3.3. When ordering additional paid services or other services (e.g. router rental, specially configured IP addresses, different service level, etc.), an additional monthly fee must be paid for them.

3.4. The calculation of fees starts from the date of activation of the Secure Net or another service, and the fee for the service must be paid according to the invoice submitted by Telia by the due date indicated therein.

3.5. If additional work (e.g. constructing a line, upgrading the internal network, installing a router and similar necessary equipment, e.g. antennas or masts in the case of mobile communication technology) is required to use the internet service, the client must bear the costs of obtaining the necessary services and equipment, however, they can be ordered from Telia.

4. Elimination of malfunctions and maintenance work



4.1. Telia has the right to conduct maintenance work necessary for ensuring the functionality of the service for up to six (6) hours during the time period of 01:00–07:00 on any weekday. The functionality of the service may be disrupted during the maintenance work; these disruptions are not deemed to be malfunctions. Notification concerning the performance of maintenance work is accessible on the website.

4.2. A malfunction is a downtime in the operation of the internet connection or a part thereof provided as part of the service. The malfunction duration is calculated during the service hours from the receipt of a malfunction notice by Telia. Measuring the duration of a malfunction ceases in the events specified in the conditions.

4.3. The maximum consecutive downtime is the period of time during which the malfunction of the internet connection or part thereof provided as part of the service is permitted and not considered a breach of contract. Downtime is measured with an accuracy of five (5) minutes.

4.4. The cumulative downtime during a calendar month is the period of time in one calendar month during which the malfunction of the internet connection or part thereof provided as part of the service is permitted and not considered a breach of contract. Downtime is measured with an accuracy of five (5) minutes.

4.5. Service time is the time established in the service level parameters during which malfunctions are eliminated and the maximum consecutive and cumulative downtime in a

calendar month are calculated as well.

4.6. Telio will eliminate any malfunctions that inhibit the functioning of the service pursuant to the general terms and conditions. When using the connection speed indicated in the price list, Telio offers the client a shorter term for eliminating malfunctions of Telio-owned equipment and/or Telio's communication than the one provided in the general terms and conditions, in which case Telio eliminates malfunctions within the shorter term, except malfunctions of line components or equipment belonging to the customer or third parties.

4.7. The calculation of the duration of the malfunction starts from the moment the customer has sent a malfunction notice to Telio and Telio has received the corresponding notice by telephone. Calculation of the malfunction's duration will end when operation of the internet connection is restored. The registration of the times of submission of malfunction notices by the client will be based on the data recorded in the malfunction information management system of Telio.

4.8. If a malfunction occurs within the communications network or equipment belonging to Telio and its elimination is possible without entering the territory in the possession of the client or a third party, Telio will eliminate the malfunction.

4.9. If elimination of a malfunction requires entry into a territory in the possession of the client, Telio will notify the client of the time when the client must guarantee the representatives of Telio access to the territory in their possession for the purpose of eliminating the malfunction. If the client says that the time requested by Telio is not convenient and offers a later time, then calculation of the malfunction duration will stop from the time offered by Telio until the moment the client guarantees the representatives of Telio actual entry into the territory in the possession of the client for the purpose of eliminating the malfunction.

4.10. Calculation of the duration of a malfunction is suspended if:

- ✓ the malfunction was caused by circumstances which occurred as a result of the client's act/omission as well as the client's failure to perform and/or unsatisfactory performance of the obligations or prerequisites arising from the contract or any annexes thereto;
- ✓ the malfunction was caused by a malfunction in the lines/equipment located on the territory in the possession of the client or a third party and Telio does not have access to these required for elimination of the malfunction. In this instance the duration of the malfunction will be calculated from the moment Telio gains the required access.

4.11. Telio ensures that malfunctions are eliminated up to the connection point. If the client has connected a Wi-Fi device to the connection point, Telio is not responsible for the operation and troubleshooting of the wireless LAN created by the client. The respective malfunctions will be eliminated by Telio at the client's request for a fee charged according to the price list.

4.12. If the maximum permitted consecutive downtime is exceeded, Telio will reimburse five (5) percent of the client's monthly service fee for each downtime during which the service level was non-compliant. If during a calendar month both the maximum permitted consecutive downtime and the cumulative downtime in a calendar month are exceeded during the elimination of malfunctions, the rate of reimbursement will be fifty (50) percent of the monthly service fee.

4.13. With regard to connection speeds, when malfunctions are eliminated pursuant to the general terms and conditions, Telio will carry out the reimbursement pursuant to the general terms and conditions if the term for the elimination of a malfunction is exceeded.

