

# **GENERAL SERVICE AGREEMENT AND RULES**

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## GENERAL TERMS AND CONDITIONS OF SERVICE

### 1 GENERAL TERMS AND DEFINITIONS

**Agreement** means this General Service Agreement, all its appendices, order, amendments and additions. This Agreement also details the Services provided by Baltneta, their provision rules, quality parameters, and other information. This Agreement and information about its changes are publicly available on the [www.balt.net](http://www.balt.net) website.

**Service(s)** mean(s) services ordered by the Client and provided by Baltneta in accordance with this Agreement.

**Service provision rules** are a part of this Agreement that describes and explains the concepts specific to the Service, the scope and exceptions of the Service works, the list of User disorders to be resolved, the minimum parameters and recommendations required for the provision of the service, the service availability parameters (if such are to be identified) and other important information related to the provision of the Service.

**Order** means an order created on the Baltneta self-service portal, which details the rates, units, terms, and other unique information of the Services provided by Baltneta to the Client. The Service Order(s) form an integral part of this Agreement. If the Customer does not use the self-service portal, service orders are signed in paper or digital format using an e-signature. By agreeing to the terms and conditions of the Service order on the self-service portal or by signing a Service order in a different format, the Client also confirms that he is familiar with the Agreement valid on that day.

**Self-service portal** is Baltnet's Service ordering and management platform available to clients at [www.balt.net/prisijungimas](http://www.balt.net/prisijungimas).

**Minimum period of use of the Service** is the shortest period of use of the ordered Service agreed upon by the Parties, determined on the basis of Baltneta's necessary costs related to the installation and uninstallation of the ordered service. This term is set in the Service orders and starts counting from the start of the relevant Service provision.

**Preparation for the installation of the service** is preparatory work carried out by Baltneta, related to the purchase of software or hardware necessary for the provision of the service to the Client, research and design of the technical possibilities of installing the Service, reconciliation of the necessary permits with third parties, performing other preparatory work and ordering additional Services from third parties, the Client IT infrastructure assessment or inventory and other works.

**Preventive work** is the work necessary for the continuity of the Services provided by Baltneta (modernization of the network, data center equipment, hardware, software security updates, etc.), during which interruptions in the provision of Services are possible.

**Additional works** are works requested by the Client, not included in the scope of the ordered Services, performed according to a separate written agreement. Additional work is also considered work performed at the Client's premises, even though the scope of the Service provides for their performance remotely. The rates for additional work are indicated below in this Agreement.

Arrival fee is fee applied in the case of performing additional work, when Baltneta specialists have to go to the place of service provision or another place specified by the Client, where this is not part of the scope of the service. This fee is calculated according to the conditions set out below in this Agreement.

**Authorized representative of the Client** is an employee of the Client or a representative of another company (installer, integrator, supervisor) to whom the Client, based on this contract, grants full rights to manage the IT equipment belonging to the Client, to order, refuse, change the Service parameters on behalf of the Client.

Third parties are any other entities involved in the provision of the Service who are not Parties to this Agreement.

**Market value** is the amount for which an unrelated party (buyer) intends to buy and another unrelated party (seller) intends to sell a certain object.

## 2 SUBJECT MATTER

Baltmeta undertakes to provide the Services ordered by the Client on the basis of this Agreement and the Service order(s), and the Client undertakes to pay Baltmeta for them in a proper and timely manner. The terms of provision of Services and payment discussed by the parties are set out in this Agreement and in the Service order(s).

## 3 BALTMETA'S RIGHTS AND OBLIGATIONS

### 3.1 Baltmeta undertakes:

- 3.1.1 Provide the Client with the Services specified in the Service Order(s) in compliance with the Service Quality Parameters described in the Service Rules.
- 3.1.2 Upon receipt of the Client's notification of Service malfunctions or requests for changes and requests for information, to respond and resolve related issues in accordance with the terms specified in the Agreement.
- 3.1.3 To carry out technical maintenance of the equipment leased to the Client, eliminate free of charge technical faults of the equipment leased to the Client, which occurred due to the fault of Baltmeta or the equipment manufacturer
- 3.1.4 Not later than 3 (three) working days in advance, to inform the Client in writing, by e-mail or on the Baltmeta website about planned scheduled works of the Baltmeta infrastructure used to provide the Service, if during the performance of such works disruptions in the provision of the Service may occur.
- 3.1.5 To ensure the confidentiality of the information provided by the Client and available to Baltmeta..
- 3.1.6 In the cases and under the procedure specified in the Agreement, to provide compensation for Service provision disruptions caused by Baltmeta's fault.

### 3.2 Baltmeta has the right:

- 3.2.1 To suspend the provision of Services in the cases and under the procedure established in this Agreement and the regulatory enactments of the Republic of Lithuania.
- 3.2.2 To transfer the Client's debt collection to debt collection companies and/or transfer the Client's data to companies that administer debtors' data, as well as collect and provide data to third parties, as much as it is necessary for debt collection, if the Client is more than 30 calendar days late in paying for the Services provided, as well as demand from the client to compensate for all expenses related to debt collection.
- 3.2.3 To use Baltmeta equipment to provide services to other Baltmeta Clients, if this does not reduce the parameters of the Service quality set in this Agreement.
- 3.2.4 To additionally carry out the accounting of the Services provided every month and issue invoices based on the actual provision of such Services to the Client in accordance with internal monitoring systems. At the written request of the Client, the accounted information is substantiated with extracts from internal systems.
- 3.2.5 By notifying the Client in writing no later than 30 calendar days in advance, to unilaterally change the rules for the provision of Services, the technical functionality of the Service, the rates for the Services provided or the subscription fees valid in this Agreement, orders for Services or other annexes to the Agreement, due to objective reasons: changes in market conditions, state regulation, technologies used in the service, technical conditions, changes in the conditions of third parties related to the provision of services, when other important conditions occur. If the Client does not agree with the new conditions, the Client has the right to refuse the further provision of this Service, informing Baltmeta about this in writing no later than before the start of the application of the new Service rates. Use of the Service after the change of conditions or rates has come into force will mean that the Client agrees to the changes and undertakes to comply with them with all the resulting obligations.
- 3.2.6 The contacts of the Client's authorized representatives obtained on the basis of this Agreement shall be used to inform the Client about planned works necessary for the continuity of services, to send invoices, to communicate about the services provided under this Agreement and to notify about other Baltmeta-provided services and news. If the Client no longer wishes to receive the aforementioned notices, the Client can easily opt out of them in the self-service portal.

## 4 CLIENT'S RIGHTS AND OBLIGATIONS

### 4.1 The Client undertakes:

- 4.1.1 To immediately inform Baltmeta through the contacts specified in the Agreement or on the [www.balt.net](http://www.balt.net) website about any disruptions in the provision of the Service.
- 4.1.2 In the event that the Services provided to the Client include the lease of Baltmeta equipment and the equipment stored in the Client's office, to use it according to its intended purpose and follow the recommendations of the equipment manufacturers and Baltmeta regarding the safe operation of the equipment, keep the leased equipment in technical order and cover the costs of its maintenance. In case of damage or destruction - to compensate the caused damage by paying for it according to the market value.

- 4.1.3 To ensure Baltneta's exclusive right to carry out technical maintenance of the leased equipment and unhindered access to it by Baltneta's employees
- 4.1.4 To pay to Baltneta for the Services according to the submitted invoices in accordance with the procedure set forth in this Agreement.
- 4.1.5 In the event that the Services provided to the Client include the Baltneta data transmission network, not to use it for illegal purposes, in violation of the valid legislation of the Republic of Lithuania or the rights and legitimate interests of other Baltneta clients.
- 4.1.6 To protect and not disclose to third parties the login data (names, passwords, etc.) provided by Baltneta and related to the provision of Services, intended for use only by the Client or his representative, and immediately notify of the need to change the login data provided and/or block access.
- 4.1.7 To submit all the necessary documents confirming the damage suffered, which would be necessary for the insurer to investigate the insured event in accordance with the terms of Baltneta's professional liability insurance provided for in this Agreement.
- 4.1.8 To take all possible security measures under his control in order to ensure the non-disclosure of connection data to the used systems to third parties, not to use insecure public WiFi networks, to comply with security recommendations as far as possible, not to carry out illegal activities defined by the laws of the Republic of Lithuania or international regulatory enactments, not to transfer or process information using the Services.
- 4.2 The Client has the right:
  - 4.2.1 To receive the Services of the quality specified in this Agreement.
  - 4.2.2 In the cases and under the procedure specified in this Agreement, to receive compensation for service provision disruptions caused by Baltneta's fault.
  - 4.2.3 To file claims for improperly installed equipment intended for the provision of the Service, for unsatisfactory provision and servicing of the Services, and to submit other complaints or comments regarding the activities of Baltneta. The Client may submit complaints, comments and requests to the client manager or to the contacts published on [www.balt.net](http://www.balt.net).

## 5 SERVICE FEES AND PAYMENT TERMS

- 5.1 Service fees and other rates are specified in individual Service orders. Prices indicated in this Agreement, Service orders and other appendices are exclusive of VAT.
- 5.2 Invoices are sent to the Client by the e-mail specified in the Service order or submitted at the Client's request using the electronic service "E-invoice". The Client also has the right to receive a paper invoice, but the sending of one such invoice is charged a fee of EUR 1.5. Having not received an invoice, the Client must contact Baltneta for a copy of the invoice or, after logging in to the self-service portal with a login name and password, view and print a copy of the required invoice and pay for the Services based on this invoice copy.
- 5.3 In case of delayed payment, the invoice for the Services of the current period is sent to the Client by the 10th (tenth) day of the following month. The fees for the Services of the current period must be paid by the Client within 30 days from the issuance of the invoice.
- 5.4 Contributions paid late by the Client are imputed in accordance with the procedure provided for in Article 6.54 of the Civil Code and these contributions are first imputed to the oldest arrears.
- 5.5 If the Parties do not agree otherwise, the fee begins to accrue from the start of the full installation of the Services.
- 5.6 The first invoice includes the initial (Service installation) fee and the monthly fee for the period from the date of installation until the last calendar day of that month.
- 5.7 In case of prepayment, the invoice for the Services of the current period is sent to the Client by the 5th (fifth) day of that month. The Client must pay it within 5 (five) calendar days.
- 5.8 If the Service order does not state otherwise, the rates of additional works stipulated in the Agreement are applied to the Additional works ordered. The duration of work is calculated with an accuracy of 30 minutes by rounding upward. The duration of work performed at the Client's premises is also calculated with an accuracy of 30 minutes by rounding upward, but the minimum duration of additional work is 1 hour.
- 5.9 In the event that the Service orders or other appendices to the Agreement stipulate that the scope of the Services provided to the Client is variable, by signing the Agreement, the Client agrees to the fee calculated by Baltneta's accounting systems. In the event that the Client purchases Services related to the Baltneta Data Center, the electricity and cooling fee is calculated according to the formula  $(A+B) \cdot PUE$ , where A = the price of 1 kWh of the third group of users of the energy distribution operator, B = the average price of the energy resource exchange per kWh,  $PUE = 1.35$  (Liepkalnis DC1 Tier 3) or  $1.3$  (Liepkalnis DC2 Tier 3). The coefficient consists of cooling, electrical losses in uninterruptible power supplies (UPS), cables and controlled sockets. If A and B tariffs increase, the price for the Client is recalculated automatically. Also, if the power of the equipment hosted by the Client increases, the power component fee is recalculated automatically.
- 5.10 If the Client is late in paying for the Services provided, Baltneta acquires the right to suspend the provision of Services after informing the Client by e-mail specified in the Agreement 3 calendar days in advance. After the suspension of the Services, the minimum period of using

the service is extended for as long as the suspension of the Services lasts for the Client. After the Client pays Baltmeta the debt due to which the provision of Services was suspended, the provision of Services is resumed immediately, but no later than within 2 (two) working days after the funds are credited to Baltmeta's account. Renewal of service provision is charged with a one-time fee of EUR 150 without VAT.

- 5.11 If the Client fails to settle with Baltmeta in a timely manner, Baltmeta has the right to demand from the Client. late payment interest at the rate of 0.02 % on the total amount not paid on time for each calendar day of delay. Information about improper performance of obligations may be transferred to third parties (e.g. UAB Creditinfo Lietuva, which manages the combined data file of debtors).
- 5.12 Termination of the Agreement, Service orders or other appendices thereof does not exempt the Client from the obligation to pay Baltmeta for the Services provided to him prior to the termination of the Agreement.
- 5.13 If the monthly subscription fee of the Service is 3 EUR/month or less, the Client is issued an annual invoice.
- 5.14 The rates for visits to the Client's premises and additional work are applied only in cases where the visits of a Baltmeta specialist to the Client's premises are not considered part of the Service or when specific work can be performed remotely, but the Client requires it to be performed at the Client's premises. The exact rate is determined based on the actual data provided in the Baltmeta accounting systems (arrival price, estimated according to the distance from the Client's premises to the Baltmeta branch, as well as the working time spent at the Client's premises). The Client's premises are visited from the nearest Baltmeta branch in Vilnius, Kaunas and Klaipėda.
- 5.15 Rates of arrival at the Client's premises and additional work:

Rates of arrival at the Client's premises and additional work			
Distance	Arrival price	Rates of additional work	
		During working hours	During non-working hours
Up to 10 km	EUR 25.00	EUR 60.00/hour	EUR 90.00/hour
Up to 25km	EUR 45.00		
Up to 50km	EUR 75.00		
Up to 100km	EUR 150.00		
Up to 150km	EUR 230.00		
More than 150 km	According to a separate		

- 5.16 Consulting, preparation of documents, generation of reports or other work related to audits organized by third parties is performed only after prior agreement between the Parties according to additional work rates.

## 6 SERVICE PROVISION TERMS

- 6.1 Baltmeta Services can be provided remotely, at the Client's premises, or in a mixed manner.
- 6.2 The service provision address, when the Services or the hardware/software required for their provision are installed at the Client's premises, is specified in the Service order. If the Client has several departments or premises at different addresses, depending on the type of Services, several addresses may be specified in the Service orders. The address of the services provided from the Baltmeta data center is Liepkalnio st. 160 C, Vilnius. In exceptional cases, another specific address related to the provision of the Service may be indicated.
- 6.3 The Client cannot arbitrarily change the place of installation of the Service and must inform Baltmeta about the changes in writing 30 calendar days in advance. In the event that the services provided to the Client include technical equipment located on the Client's premises, the costs incurred by Baltmeta for changing the address of the provision of services (transportation of the equipment, preparation of its place, etc.) shall be compensated by the Client according to the hourly rate of additional work. The deadline for transfer of Services is agreed in each case with the Client separately.
- 6.4 In the event of a change in the place of installation of the Service / the Client's address, Baltmeta does not guarantee that the Services will be provided under the same conditions and prices as they were provided before these changes.
- 6.5 In the event that it is not possible to provide Services of the same quality under the same conditions and at the same price at the Client's new address, the Client may cancel the Service order at the former address according to the standard procedure described in this Agreement, paying the penalties provided for in the Agreement (if the minimum period of using the Service has not expired) and all fees due under the previous order. For the provision of services at a new address, a new Service order is signed.
- 6.6 If the technical equipment required for the provision of the Service is installed in the Client's premises, the Client, during the working day, must provide all conditions for Baltmeta employees or persons authorized by Baltmeta, who have submitted relevant documents confirming this, to install, maintain, change and dismantle the equipment required for the provision of the Service at the place of installation of the Service, unless the Parties agree otherwise. The Client ensures Baltmeta's exclusive right to maintain the leased equipment and unimpeded access to it for Baltmeta employees.
- 6.7 Before the full installation of the Services, Baltmeta undertakes to perform the preparatory work for the provision of the Services (ordering and purchasing the necessary equipment, as well as programming, configuring, connecting and testing the equipment), and the Client undertakes to cooperate in the preparatory and equipment connection work, if the Client's participation is required during these works.

- 6.8 The Services are considered fully installed when the Client can use the Services and is informed about this by a message on the self-service portal or by e-mail. In individual cases, a deed of transfer/acceptance of equipment may be signed (if Baltmeta equipment is provided to the Client) and/or a deed of performance of Services. The payment of the first invoice is also considered as a complete fact of installation of the Service.
- 6.9 Preventive works and notices. Usually, the Clients are informed about the planned preventive works by the e-mail of the Authorized Representatives specified in the Service orders 3 working days in advance. Clients are informed about preventive works related to the provision of Services, which are influenced by Third Parties, on the same day when the partner informs Baltmeta. In all cases where data security is at risk, preventive works are carried out as a matter of urgency and are considered necessary. Inability to use the service during preventive work and downtime, if it occurs, are not considered an Incident, a Partial Incident or a User's disruption.

## 7 SLA - SERVICE LEVEL ASSURANCE

- 7.1 The quality of the Services provided by Baltmeta is assured according to SLA parameters. Committed SLA parameters may include service availability parameters (specified in the Service Rules), response times to Inquiries, Incidents and their resolution times. The committed SLA parameters and the working time of their execution depend on the Service provided, the SLA plan chosen by the Client and the chosen working time of the Request Service.
- 7.2 **Technical Service Center** is a team of Baltmeta's specialists, available 24/7, by phone at 8 700 800 88, e-mail pagalba@balt.net or in the form of the self-service portal where Service-related Requests can be submitted.
- 7.3 **Request** is Client's request related to incidents of the provided Services, user disruptions, request for change (RFC), request for information (RFI).
- 7.4 **Service incident** is disruption or non-operation of the provided services, which has or may have an impact on all or a large part (more than 80%) of the service users or service quality (more than 20% deviation from the parameters of service provision, if such are committed). In cases where the service is disrupted for more than 80% of users or the quality of the service deviates by more than 20% from the service availability parameters, the incident is given the highest level of priority (5/5). In the case of a partial service incident, when the service disruption affects only individual users or the quality of the service deviates by no more than 20% from the availability parameters of the provided service, the incident is given a high level of priority (4/5). In the event that two different requests of the same SLA plan are registered, they are resolved in descending order of priority.
- 7.5 **User disruption** is inability of individual users to use available IT resources (printer, computer, user login, etc.).
- 7.6 **Request for changes (RFC)** is a request from the Client that determines the actions of Baltmeta's specialists related to the works provided for in the scope of the Service. Requests for changes are divided into standard (**RFC Standard**) and non-standard (**RFC Normal**). Standard requests are detailed further in this Agreement, in the Service Rules. All requests that are not detailed in the Service Rules are considered non-standard. The preliminary request resolution times indicated in the rules determine only the possible time for the implementation of the task, not including the communication related to the Client or other actions required from him.
- 7.7 **Request for Information (RFI)** is a request from the Client to provide information related to the provision of the Service.
- 7.8 **Event** is a type of request that can be generated by the monitoring system in order to prevent an incident. This may also be a request that is not related to the provision of information or a request for changes (e.g. access to the data center).
- 7.9 **Time of response** is the period of time from the confirmation of receipt of the Request submitted by the Client to the assignment of the request to a Baltmeta specialist
- 7.10 **Time of resolution** is the period of time committed by Baltmeta for the implementation of the Client's Request and/or for the performance of standard work related to the request.
- 7.11 SLA plans. The SLA plan chosen by the Client is indicated in the Service order in each case. Below are the available SLA plan choices:

	Incident		RFC Standard		RFC Normal / User disruption	RFI	
SLA plan	Response	Resolution	Response	Resolution	Response	Response	Resolution
Standard response	1 hour	8 hours	2 hours	10 hours	4 hours	4 hours	12 hours
Priority response	30 min	4 hours	1 hours	6 hours	1 hours	2 hours	6 hours
VIP response	15 min	2 hours	30 min	4 hours	30 min	1 hour	4 hours

- 7.12 Working hours for fulfilling obligations of SLA plans. In each case, the working time plan for Request service chosen by the Client is specified in the Service Order. Below are the possible options for the working hours of Request Service:



Working time for Request service	Working time for Incident resolution	Working time for RFC/RFI/User disruption resolution
<b>Standard working time</b>	8:00 AM - 5:00 PM on work days	8:00 AM - 5:00 PM on work days
<b>Extended working time</b>	7:00 AM - 10:00 PM on work days	8:00 AM - 5:00 PM on work days
<b>24/7 working time</b>	00:00 AM - 00:00 PM on all days	8:00 AM - 5:00 PM on work days

- 7.13 Request submission The Client can submit a request to Baltmeta at any time of the day, on all days. The request can be submitted in the ways indicated in the table below. After the request has been submitted, Baltmeta specialists identify the type of Request and process the Request according to its SLA commitments. Baltmeta responds to all Requests submitted by the Client 24/7, but if the Request is received outside of the Client's selected Request Service working time, the SLA commitments for such a request (Response and Resolution Time) start counting from the first minute of the start of the Request Service working hours.

Request submission form	Request submission time	Time to identify, classify and prioritize the request
Self-service portal <a href="http://www.balt.net/prisijungimas">www.balt.net/prisijungimas</a>	Around the clock, on work days, weekends and holidays	Up to 10 min
Phone <b>8 700 800 88</b>	Around the clock, on work days, weekends and holidays	Up to 5 min
Email <a href="mailto:pagalba@balt.net">pagalba@balt.net</a>	Around the clock, on work days, weekends and holidays	Up to 10 min

- 7.14 In cases where the Client's Request is not served longer than the time provided for in the SLA commitment plan, it is considered that the SLA violation of the specific service for which the Request was submitted has occurred. In this case, after contacting the Client in writing, he is given compensation for the paid monthly fee for that Service. The amount of compensation depends on the level of violation of the SLA and is provided in this clause of the Agreement. The maximum compensation is equal to 100% of one monthly fee for that Service. The amount and cases of compensation are given in the table. The indicated percentage is applied to each additional hour of Request Response and Resolution exceeded:

Request type	SLA type		
	VIP	Priority	Standard
Incident	20%	10%	5%
Partial incident	10%	5%	1%
User disruption	10%	5%	1%
RFC Standard	5%	2.5%	1%
RFI	0.5%	0.25%	0.25%

- 7.15 The limitation of Baltmeta's liability and compensation (damage) is related to the offered price of the Services and the nature of the Services provided. Limitations on the amount of liability and compensation provided for in the Agreement do not apply in cases where they occur due to the intent or gross negligence by Baltmeta employees.
- 7.16 Baltmeta commits to make every effort, to apply the best practices and standards when servicing Client Requests, but does not guarantee that all Services and systems will work without software or hardware disruptions and will be absolutely safe. The Client understands that when connecting to any systems via the Internet, there remains the possibility of experiencing a cyber attack, loss of confidential data, experiencing other damage or an event that has a negative impact on the IT infrastructure.

## **8 BALTNETA'S LIABILITY AND ITS LIMITATIONS**

- 8.1 Baltneta is liable for the high-quality provision of Services to the Client in accordance with the quality technical parameters set in the Agreement or Service order.
- 8.2 Baltneta is liable for all illegal actions of its employees during equipment installation, maintenance and repair.
- 8.3 Baltneta fixes Service disruptions occurred due to Baltneta's fault free of charge.
- 8.4 Baltneta is not liable for the impact of any cyber attacks on the Client's infrastructure and the damage caused to the Client due to these circumstances.
- 8.5 Baltneta is not liable for the Client's indirect losses caused by a disruption in the provision of the service (failed transactions with a third party, production losses, loss of profit, etc.).
- 8.6 Baltneta is not liable for Service disruptions or termination of Service provision and/or damage thereby caused to the Client, if this occurred due to the fault of the Client, third parties and/or third parties providing services.
- 8.7 Baltneta is not liable for the losses suffered by the Client due to the illegal actions of third parties or the Client's representatives after using the login data provided to the Client, i.e. If the Client does not ensure their confidentiality or does not warn in a timely manner about the need to change the provided login data and / or block access.
- 8.8 Baltneta is not liable for the hosting and removal of the Client's website or its content, which contradicts the valid legislation of the Republic of Lithuania.
- 8.9 Baltneta is not liable for troubleshooting related to software or hardware that is not under its control.
- 8.10 Baltneta does not check and is not liable for the legality of the software installed by the Client, the compatibility of its operation with the parameters of the Service provided and other software.
- 8.11 Baltneta confirms that it has insured its activities with professional liability insurance for IT companies. The insurance amount per event is EUR 500,000. Unconditional deductible (franchise) paid by the Client for an insured event is EUR 5,000. The insurance Agreement covers the following risks:
  - 8.11.1 Error or Negligence - the absence of liability arising from professional error, negligence, minimal care or prudence in the performance of work under this Agreement;
  - 8.11.2 Breach of intellectual rights - any breach of intellectual property rights related to misuse of information, leakage of Client information, breach of privacy, defamation, breach of honor and dignity;
  - 8.11.3 Loss of documents – partial or complete loss, destruction, leakage of documents entrusted to Baltneta or in its possession. Both paper documents and information located on Baltneta's computers or digital media are considered documents.
- 8.12 The insurance does not cover any losses incurred by the Client, which were caused by hardware or software failures, service disruptions, caused by cases not covered by the insurance conditions;
- 8.13 The insurance does not cover greater liability or compensation of greater losses than is provided for in the terms of the Agreement signed between Baltneta and the insurer.
- 8.14 If Baltneta is recognized as liable to the Client for the direct losses (damage) suffered by him under the Agreement, the amount and scope of Baltneta's liability cannot be greater than under the insurance conditions provided for in this Agreement, with the mandatory exceptions provided by law, when it is prohibited to limit civil liability.

## **9 CLIENT'S LIABILITY AND ITS LIMITATION**

- 9.1 The Client compensates Baltneta for the direct losses it suffered due to the Client's failure to fulfill his obligations under this Agreement through his own fault.
- 9.2 The Client is fully liable for the content of any information that he sends or downloads using the Services, including violations of the laws of the Republic of Lithuania regulating intellectual property, personal data protection, provision of advertising services, etc.
- 9.3 The Client is fully liable for the claims and lawsuits brought against Baltneta by third parties due to the Client's actions while using the Baltneta Service. If Baltneta determines that the Client, while using the Service, violates the rights of other persons, laws or international treaties, Baltneta has the right to immediately terminate the provision of the Service.
- 9.4 The Client is not liable for indirect losses of Baltneta, caused by improper performance of obligations under this Agreement, unless otherwise stipulated in the Agreement.

## **10 CONFIDENTIALITY PROVISIONS**

- 10.1 The Parties undertake to keep all information received before concluding or executing the Agreement confidential and not to disclose it to third parties without the consent of the other Party, except for the cases provided for by the laws of the Republic of Lithuania and the information which:

- 10.1.1 Is publicly available;
- 10.1.2 was lawfully obtained from a third party and there are no restrictions on its disclosure;
- 10.1.3 was known to the other party before the Agreement was signed and that information was obtained without violating any laws;
- 10.1.4 As of the above-mentioned date of signing of this Agreement, has been made public or is publicly announced, is public in accordance with the procedure established by the regulatory enactments of the Republic of Lithuania, except for cases where it became public due to a violation of this Agreement;
- 10.1.5 Is not considered confidential by separate written agreement of both Parties;
- 10.1.6 becomes available to the recipient of information in the absence of confidentiality obligations from a source that is not the Information Provider or a company related to it, or a representative of any of them and who, to the knowledge of the information recipient, is not bound by a confidentiality agreement or otherwise committed to the Information Provider or its representatives;
- 10.1.7 which the Party was obliged to disclose in the cases and under the procedure established by regulatory enactments or in the execution of a lawful instruction of competent public administration entities, including law enforcement authorities and courts, provided that the information provider is informed in advance about such a mandatory case of disclosure of confidential information. The recipient of information undertakes to constantly consult with the information provider and follow his legal and reasonable instructions before providing any confidential information in accordance with the procedure established by law, except for cases where the disclosure of such information is necessary to protect the Party's rights and legitimate interests in relations with the other Party. Otherwise, such disclosure of confidential information will be considered a breach of this Agreement. In any case, the recipient of information will provide to public administration entities, including law enforcement authorities and courts, only that part of the confidential information that will be legally and reasonably requested;
- 10.1.8 according to the valid laws of the Republic of Lithuania cannot be considered confidential.
- 10.2 The party may disclose confidential information only to those of its employees, subAgreementors, lawyers, legal or tax consultants, auditors, other specialists who must know this information for the purposes of the execution of this Agreement, independent audit or resolution of disputes related to this Agreement, provided that the persons mentioned in this clause, before receiving the confidential information, assume, in writing, confidentiality obligations conformable to this Agreement.
- 10.3 If a Party violates these confidentiality provisions agreed upon by the Parties and the other Party suffers damage as a result, the breaching Party must compensate the other for the related losses.

## **11 AGREEMENT'S VALIDITY AND TERMINATION**

- 11.1 This Agreement, Service orders and all its appendices come into force from the day of the Service order (this document is not signed separately) and is valid for the period of use of the Service specified in it. If, in this period, revisions of the terms of the Agreement appear, which Baltneta has the right to make according to this Agreement, the latest version of the Agreement, the availability of which is described in the terms of this Agreement, is valid for the Client.
- 11.2 The Client can unilaterally terminate the Agreement or one of the Service orders by informing Baltneta thereof 3 months before the desired Agreement termination date. If the Client does not terminate the Agreement after the minimum order period, the service is automatically extended for 12 months' period, while maintaining the discounts applied to the Client. If the Client does not wish a 12-month extension, 1 month before the end of the minimum order period, he must inform Baltneta thereof. The order then becomes open-ended and standard pricing is applied to the Client, with no special discounts provided in the order. The Client may terminate the open-ended contract 1 month in advance, until the desired contract termination date.
- 11.3 In cases where the Client unilaterally terminates the contract without informing Baltneta in advance, the Client must return all discounts granted during the contract period.
- 11.4 In the event that more than one Service order is signed, the expiration, suspension or termination of the minimum service use period of one of them does not affect the validity of the remaining Service orders and this Agreement.
- 11.5 Baltneta may unilaterally terminate the Agreement by informing the Client thereof in writing no later than 3 (three) calendar days in advance in the cases listed below, when the Client violates the essential terms of the Agreement and/or it is not possible to continue providing the Services due to the Client's malicious actions:
  - 11.5.1 The provision of Services to the Client is suspended in accordance with the procedure specified in the Agreement;
  - 11.5.2 The Client connects to the end devices of the communication equipment without Baltneta's consent;
  - 11.5.3 The Client endangers the operation of the electronic communication network, its security, integrity or restricts the ability of other subscribers to use the Services provided by Baltneta;
  - 11.5.4 The Client sends information that is defamatory, offensive, threatening, sends spam or performs other activities prohibited by the laws of the Republic of Lithuania;

- 11.5.5 The Client arbitrarily adjusts the content, scope and other characteristics of the Services.
- 11.6 If Baltneta unilaterally terminates this Agreement due to the reasons specified in Clause 11.5, the Client must pay all fees for the Services provided, and if the minimum period of use of the Service provided for in the terms of the Service orders has not expired, the Client shall pay Baltneta a penalty calculated in accordance with the terms provided for in the Agreement
- 11.7 Baltneta can also unilaterally terminate the Agreement after notifying the Client thereof in writing no later than 30 (thirty) calendar days in advance, for objective reasons: changes in market conditions, state regulation, technologies used in the service, technical conditions, changes in the conditions of third parties related to the provision of services, occurrence of other important conditions. In such a case, the Client must pay the related fees and debts for the Services provided, but if the minimum use period of the Service stipulated in the terms of the Service orders has not expired, the Client does not pay the penalty fee.
- 11.8 When the Client terminates this Agreement, one of the Service orders or relevant Appendices to the Agreement, when the Services have been finally installed and started to be provided to the Client in the first month, the Client undertakes to fully compensate Baltneta for the costs of preparation (losses) for the installation of the Service that it incurred while preparing to properly fulfill its obligations to the Client hereunder (to start providing the agreed Services to the Client on time and in full). Losses are assessed by calculating the Service installation and uninstallation fees specified in the Service order, the time expenditures spent exclusively for the provision of the service to the Client (time is accounted for in Baltneta's internal systems and priced according to the hourly rate of Additional Work specified in this Agreement), software or hardware purchased by Baltneta (market value method). When the Services are finally installed, but not yet started to be provided to the Client, the Client undertakes to compensate 80% of the aforementioned losses.
- 11.9 The Client has the right once during the minimum use period of the service specified in the Service order to suspend the provision of the purchased Services without terminating this Agreement, but for a period of no longer than 60 (sixty) calendar days, which is calculated by adding up all the days of suspension (non-provision) of Services initiated by the Client during the validity of the Agreement. The Client informs Baltneta about the wish to suspend the receipt of the Services by submitting a written request no later than 30 (thirty) calendar days in advance. During the suspension of the provided Services, the minimum use period of the Service is not calculated, i.e. after resuming the provision of Services, the minimum use period of the Services is considered to be extended for as long as the suspension of the Services lasted. In cases where the Service is connected through a third party (connection abroad, FTTX Internet service, mobile 4G Internet service, local Internet access in districts, etc.), temporary suspension of the service is not possible.
- 11.10 Compensation for losses does not exempt the Party from the performance of this Agreement and does not terminate the validity of the Agreement.
- 11.11 The Client has the right to immediately, without penalty, refuse the Services or their part, if due to Baltneta's fault it was not possible to use them for more than 2 (two) working days from the day of receiving the notification about Service disruptions.
- 11.12 Upon termination of the Agreement, equipment belonging to Baltneta must be returned at the Client's expense to Baltneta by delivering it to the nearest Baltneta office, unless otherwise agreed.
- 11.13 The transferred equipment must be in the same condition as it was transferred when the Service started to be provided to the Client, taking into account its natural wear and tear. If the transferred equipment does not meet the requirements, the Client undertakes to compensate Baltneta for the resulting damage in accordance with the conditions stipulated in this Agreement.
- 11.14 Requests to refuse services or part of them are sent to the address [stop@balt.net](mailto:stop@balt.net). Requests received only through this channel and only from authorized representatives of the Client are recognized as an official request to suspend the provision of the Service.

## 12 OTHER TERMS OF THE AGREEMENT

- 12.1 Without the written consent of the other Party, none of the Parties may transfer its rights or obligations arising in the performance of the Agreement to a third party, except in cases where Baltneta transfers its rights or obligations to a company of its group of companies and this is necessary for the performance of the Agreement.
- 12.2 If one of the Parties is reorganized, this Agreement remains in effect and its terms are binding on the successors of the rights and obligations of that Party.
- 12.3 If the legal status of one of the Parties changes, that Party must immediately notify the other Party thereof in writing.
- 12.4 Notices, warnings and other written appeals from one Party to the other related to or arising from this Agreement are sent in writing and are considered received on the same day, if sent by e-mail, and on the day of delivery, if sent by registered mail (with confirmation of delivery), by courier or delivered in person.
- 12.5 The Party must inform the other Party to the Agreement in writing about the change of details or authorized persons no later than within 5 (five) calendar days from the date of occurrence of the changes. The Party that has not fulfilled this requirement cannot make claims that the actions of the other Party, carried out according to the last details known to it, do not comply with the terms of the Agreement or that it did not receive notices sent according to those details.
- 12.6 The Agreement is concluded in accordance with the laws of the Republic of Lithuania. If any part, article or appendix of the Agreement is

recognized as invalid, this does not affect the legal force of other parts, articles or appendices of the Agreement. The Parties agree to replace the invalid provision with a new one, which would be valid and, as far as possible, would allow the Parties to achieve the same goal.

- 12.7 Disputes which the Parties cannot resolve by mutual agreement within 20 (twenty) calendar days are resolved in the competent court of the Republic of Lithuania in Vilnius (according to Baltmeta's registered office address).

### 13 **FORCE MAJEURE**

- 13.1 The parties are exempted from liability in the event of force majeure, provided for in the Civil Code of the Republic of Lithuania and the Rules of Exemption from Liability in the Event of Force Majeure, approved by the Government of the Republic of Lithuania, including cases of lightning, power line accidents, fires, floods, strikes, and also in the event of intentional actions by third parties, for which the parties are not responsible, actions that damage or destroy Baltmeta's equipment, as well as binding decisions of state institutions regulating telecommunications activities.
- 13.2 The Party that is unable to perform this Agreement due to the circumstances specified in Clause 9.1 must notify the other Party in writing of these circumstances within 30 (thirty) calendar days. The Party that has not notified the occurrence of the mentioned circumstances and their influence on the execution of the Agreement must compensate the other Party for the losses caused by the failure to receive the notice.
- 13.3 If the circumstances of force majeure continue for more than 2 (two) months, the Agreement may be terminated at the initiative of one of the Parties, after notifying the other Party thereof in writing no later than 10 (ten) working days in advance.

## SERVICE RULES

### 14 IT EQUIPMENT COLLOCATION SERVICE PROVISION RULES

#### 14.1 DEFINITION OF IT EQUIPMENT COLLOCATION SERVICE

The IT equipment collocation service includes hosting of the Client's IT equipment (servers, network switches, routers, etc.) in the Baltneta data center (hereinafter referred to as - DC), providing it with access to the Internet and ensuring its cooling and power supply. The collocation service can include both a dedicated cabinet, which is a server cabinet that is leased and used by one Client, and hosting in a shared cabinet, which is a server cabinet that is partially leased and used by several Clients.

#### 14.2 ACCESS TO THE DATA CENTER AND LIABILITY OF CLIENTS

##### 14.2.1 Authorized representatives of the Client:

- The hosted equipment of the Client can be accessed only by representatives authorized by the Client who are familiarized with the procedures set forth in this document and undertake to comply with them during the visit to the DC.
- If the Client terminates the employment Agreement or any other form of cooperation with the responsible person, the Client undertakes to inform Baltneta about this as soon as possible. Otherwise, Baltneta is not liable for any Client-incurred losses related to the responsible person.
- If a third party arrives during the visit to DC together with the responsible persons, the Client assumes full liability for the possible actions of the third party and their consequences.

##### 14.2.2 Registration:

- Registration for access to DC can be carried out: a) by sending an email to [patekimas@balt.net](mailto:patekimas@balt.net); b) by calling 8 700 800 88; c) by completing the registration form on the self-service portal.
- Registration is accepted only from the contacts specified by the Client's authorized representatives. Registration is carried out at least 24 hours before the scheduled visit.
- During registration, the purpose of the visit is indicated (for example, installation of new equipment, replacement of parts, dismantling of equipment, etc.).

##### 14.2.3 Access on short notice. Access on short notice is possible in the event of a failure of the Client's IT equipment. In this case, registration is carried out by calling 8 700 800 88. Access to the DC on short notice is not possible during installation or dismantling of new equipment.

##### 14.2.4 Upon arrival at the DC territory, the post controlling access to the DC is contacted with the help of a remote communication device. The responding employee is notified of the purpose of arrival and what persons and from which company have arrived. If the DC post employee does not have information about the planned visit, the gate is not opened. After entering the territory, the car is left in the guest parking area. Attempting to enter other areas is prohibited.

##### 14.2.5 Documents to be provided upon arrival. A valid photo ID is required upon arrival.

##### 14.2.6 Access control cards and passwords. The registered representative of the Client is given an access card by the employee, which must be returned to security upon leaving the DC premises. The card is non-transferable and can only be used by the person to whom it was issued. An SMS with a code is sent to the authorized representative's mobile phone number entered in the system. This code is used together with the access card.

##### 14.2.7 The work of Client representatives in the data center. If the physical work on the server lasts longer than 1 (one) hour, the Client must take the server from the server hosting room to the server installation room and continue the work there.

##### 14.2.8 Misbehavior and liability:

- In the data center, the Client has no right to perform work that is not related to the Client's equipment (switching cables, introducing an alternative energy source).
- In the data center, it is strictly forbidden to take pictures, use video recording equipment and attempt to connect to infrastructure or IT equipment of other clients without authorization.
- The Client compensates for all financial losses that Baltneta suffered due to inappropriate actions of the Client's representatives. In the aforementioned case, the Client also compensates all claims made by third parties.

##### 14.2.9 Improper equipment. If it is established that the equipment delivered by the Client may endanger the stable operation of the DC infrastructure or other IT equipment, such equipment is not installed and returned to the Client.

#### 14.3 DC INFRASTRUCTURE

- 14.3.1 Microclimate. The temperature in the server rooms is maintained at 22-27°C. The temperature of the air flow supplied to the servers is measured. The allowed temperature change per hour is no more than 5° C. The relative humidity in the server room is maintained at 40-55%.
- 14.3.2 Electricity. Baltneta installed a duplicated system of electrical inputs, UPS, electrical distribution and PDU to ensure the supply of electricity. Electricity supply is ensured when the Client's IT equipment is connected to the electricity network using at least 2 sockets.
- 14.3.3 Extinguishing. Extinguishing in the data center is done using inert gas. If a fire breaks out during the Client's visit to the data center, the Client must obey the instructions of the responsible employees of Baltneta and leave the premises through the exits specified in the evacuation plan.
- 14.3.4 Cabinets. The data center is equipped with server cabinets manufactured by APC and Rittal. Cabinet measurements: height 42U, width 750 mm, depth 1070 mm. It is forbidden for the Client to place his own cabinets.
- 14.3.5 Network. Baltneta installed duplicated communication networks, traffic distribution and routing equipment to ensure high connection availability. The availability of the connection is ensured when the Client's IT equipment is connected to the communication network using at least 2 ports of the switching equipment.
- 14.4 **DATA CENTER INFRASTRUCTURE AVAILABILITY:**
  - 14.4.1 The general availability of DC infrastructure consists of local and international Internet connection, electricity supply, temperature maintenance.
  - 14.4.2 The availability of the local Internet connection is determined by sending a ping command to the following IP addresses: delfi.lt, plus.lt, skelbiu.lt. If all addresses do not respond, local connection unavailability is recorded. International availability is determined accordingly by sending a ping command to the following addresses: bbc.co.uk, yahoo.com, google.com.
  - 14.4.3 If the temperature of the air flow to the servers rises above 30°C, the DC infrastructure downtime starts to count.
  - 14.4.4 A power outage is recorded when both power distribution units (PDUs) installed in the server cabinet stop working. In such a case, when the Client's IT equipment is connected to one power distribution unit and that unit breaks down during the provision of the service, this is not considered a disruption in the provision of the service.
  - 14.4.5 The general availability is determined by the availability of the part of the infrastructure that had the lowest availability.
  - 14.4.6 Tier 3 DC monthly availability is 99.982% or 8 minutes of possible downtime per month.
- 14.5 **DATA CENTER INFRASTRUCTURE RELIABILITY**
  - 14.5.1 Possible number of Tier 3 DC failures per month - no more than 1 time.
- 14.6 **SCOPE OF SERVICE**
  - 14.6.1 Acceptance / transfer of equipment:
    - The client's IT equipment is accepted at the address Liepkalnio st. 160c in Vilnius.
    - During the acceptance of the equipment, a deed of transfer and acceptance of the equipment is signed. It also indicates the value of the equipment. The value of the equipment is required to insure the equipment against fire, water damage or physical destruction. In order to determine the value of the equipment, the Client must submit the equipment purchase or other documents that would allow an objective assessment of the equipment's value.
    - The removed equipment is recorded in the equipment register and the deed of transfer and acceptance of the equipment is also signed. Any claims regarding equipment damage or non-functioning after signing the deed are no longer accepted.
  - 14.6.2 Equipment storage
    - For the storage of the Client's IT equipment or its components, the Client can lease closed and open cabinets in the storage room. In the case of leasing a closed cabinet, the key is kept at the DC service post.
    - The Client may use the open cabinets in the storage room for the storage of new equipment without additional charge until the equipment is installed, but not longer than 1 week.
  - 14.6.3 Unpacking the equipment
    - Equipment may only be unpacked in the unpacking and installation room. Unpacking equipment in the server room is prohibited. If various installation materials, cables, disks, etc. need to be taken to the server room, the plastic box located in the unpacking and installation room must be used for this purpose.
    - The Client may use a mechanical transporter for transporting heavy equipment.
  - 14.6.4 Installation of equipment
    - In the case of leasing a shared cabinet, Baltneta engineers take care of server installation.
    - In the case of leasing a dedicated cabinet, unless otherwise agreed, the installation of the equipment is carried out by representatives authorized by the Client.

- The Client must ensure that all hosted IT equipment has mounting rails. Without mounting rails, the Client's equipment cannot be installed. At the Client's request, Baltneta can sell mounting rails for an agreed price.
- Any new equipment stored in the DC must be installed in such a way that it can be uninstalled without disrupting the operation of other servers. Cables must be routed in such a way that they do not obstruct access to the ports of servers or switches (panels).

#### 14.6.5 Remote hands

- The remote hands service (ordered additionally) includes rebooting the Client's IT equipment, monitoring visual IT equipment warnings, changing network topology, changing hot swap server components. The service does not include any parts or materials.
- The service is related to the execution of specific works ordered by the Client (for example, disk replacement, network replacement). Baltneta does not assume liability for the possible consequences of performing the aforementioned actions (for example, if the Client delivers an unsuitable disk and the smooth operation of the system is disturbed due to the replacement).

#### 14.6.6 Equipment insurance:

- All Client's IT equipment delivered to DC is insured by the insurance company against the effects of fire and water and physical damage. In the event of an incident, damages are compensated according to the market value of the equipment. The insurance does not cover the value of the data.
- The equipment is insured only if, at the time of equipment installation, the Client provides documents proving the value of the equipment.

### 14.7 OTHER CONDITIONS

If IT equipment is hosted in a third-party data center, the above service provision rules do not apply. Data center availability, Service Level Assurance (SLA), and additional work rates are specified in the service Order.

#### 14.8 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK	NOTE
Register the Client's request to access the data center	15 min	-
Replace hot swap components - RAM, disks	15 min	Performed if the Remote Hands service has been ordered
Change the network topology	15 min	Performed if the Remote Hands service has been ordered
Reboot the equipment	15 min	Performed if the Remote Hands service has been ordered

## 15 RULES FOR LEASING A DEDICATED SERVER

### 15.1 DEFINITION OF DEDICATED SERVER LEASE SERVICE

The dedicated server lease service includes a physical server operating in Baltneta's data center and connected to the Internet network, owned by Baltneta under the right of ownership, and leased to the Client together with a package of additional software.

### 15.2 SCOPE OF SERVICE

- 15.2.1 Server preparation The server is installed in the data center and connected to the Internet network. A remote server control panel is installed on the server, allowing the Client to install the necessary software.
- 15.2.2 Hosting a server in the data center. The dedicated server is hosted in a Tier 3 Baltneta Data Center.
- 15.2.3 Installation of additional components (hard disk, RAM). According to a separate agreement, additional components requested by the Client can be installed on the dedicated server. Order and installation of components are carried out by Baltneta specialists.
- 15.2.4 Maintenance of server operating systems and software. The maintenance of the server operating system and software is performed by the Client. If a server maintenance service is ordered, Baltneta performs these works.
- 15.2.5 Data backups. Server software and data are not backed up. The Client may additionally order space for backup copies in the Baltneta storage. If a server maintenance service is ordered, Baltneta is responsible for backup and recovery of data, otherwise the Client is responsible for backup and recovery of his own data.
- 15.2.6 Remote server management. Dedicated servers are equipped with a remote server control panel for server installation, management, and reboot. An additional external IP address and network card port are used for remote server management.
- 15.2.7 Dedicated server warranty. In the event of a failure of the disk, RAM or power supply unit, the replacement of parts takes no more than 1 working hour. The replacement is made during working hours. If, at the Client's request, the work needs to be performed



outside of working hours, they are charged in accordance with the procedure specified in this Agreement. If it is necessary to contact the authorized service of the equipment manufacturer (HPE, DELL) to eliminate a server failure, Baltneta provides equipment with similar functionality or virtual IaaS service resources for that period.

### 15.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Make changes to network settings	20 min	Works are performed during working hours. Changes outside of working hours are made after prior agreement and are charged according to the rates of Additional Work.
Remove RAM/disks/FC network card	45 min	Works are performed during working hours. Changes outside of working hours are made after prior agreement and are charged according to the rates of Additional Work. Changing the service scope initiates a new Order.
Change management console (iDRAC) login password	15 min	-
Replace the failed disk	30 min	Works are performed during working hours. Changes outside of working hours are made after prior agreement and are charged according to the rates of Additional Work.
Replace the faulty power supply unit	30 min	Works are performed during working hours. Changes outside of working hours are made after prior agreement and are charged according to the rates of Additional Work.
Replace a faulty random access memory (RAM) module	30 min	Works are performed during working hours. Changes outside of working hours are made after prior agreement and are charged according to the rates of Additional Work.
Install the FC network card	45 min	Works are performed during working hours. Changes outside of working hours are made after prior agreement and are charged according to the rates of Additional Work. Changing the service scope initiates a new Order.
Install additional RAM memory	45 min	Works are performed during working hours. Changes outside of working hours are made after prior agreement and are charged according to the rates of Additional Work. Changing the service scope initiates a new Order.
Install additional disks	45 min	Works are performed during working hours. Changes outside of working hours are made after prior agreement and are charged according to the rates of Additional Work. Changing the service scope initiates a new Order.
Provide resources or a physical	90 min	-

## 16 RESOURCE LEASE IAAS PROVISION RULES

### 16.1 DEFINITION OF RESOURCE LEASE SERVICE (IAAS).

The resource lease IaaS (Infrastructure as a service) service includes a virtual data center (VDC) based on cloud computing, when virtual resources (RAM, processor, hard disk) are provided to the Client and virtual servers are created, modified, deleted and other infrastructure is managed using the management portal.

### 16.2 SCOPE OF SERVICE

16.2.1 Windows VDC. On the Windows VDC platform, the Client can independently create virtual servers with Windows server Datacenter and Linux operating systems, change their configuration, manage network settings. There is no additional charge for the number of

users.

- 16.2.2 Linux VDC. On the Linux VDC platform, the Client can independently create virtual servers with Linux (or other non-Windows OS) operating systems, change their configuration, manage network settings. Creating virtual servers with Windows OS Linux in a virtual data center is illegal.
- 16.2.3 Virtual CPU (vCPU) resources. The Client can allocate vCPU resources to the virtual servers he created. The maximum allowed number of virtual servers is equal to the number of virtual processors.
- 16.2.4 SSD SAN data array resources. The Client is provided the shared capacity resources of the SSD SAN data array, which he can allocate to the created virtual servers. Depending on the purchased capacity, additionally allocated capacity is required for performing backup data copies. If the Client uses this excess capacity, backup data copies are no longer made.
- 16.2.5 IOPS<sup>1</sup> performance resources are common to the entire data array, the distribution of data array performance between virtual servers is free and unlimited. SSD SAN data array performance resources are not guaranteed for Client's virtual data center.
- 16.2.6 Dedicated Internet channel resources. A dedicated Internet channel is a common channel of a virtual data center owned by the Client, which is distributed between the virtual servers created by the Client as needed.
- 16.2.7 Maximum sizes of a virtual server. Recommended maximum virtual machine size 128 GB RAM, 16 virtual processors, 2 TB disk space. If at least one of the recommended maximum parameters is exceeded, this may cause service disruptions that are not considered non-compliance with service level assurance (SLA) parameters.
- 16.2.8 IaaS Data backups<sup>2</sup>:
- Making backup copies of data. Backup copies of the virtual server are performed according to the frequency specified in the Service order and the corresponding amount of copies is stored. If the Client uses up the capacity required for making backup copies of data, the copies are no longer made and Baltneta is not responsible for the fact of non-making.
  - Restoring data from backup copies. The price of the service includes 1 recovery from a backup copy once a year. Additional recoveries are charged according to the Additional Work rates specified in this Agreement. One recovery from a backup copy is estimated to take 1 hour.
  - Data recovery time objective (RTO)<sup>3</sup> The speed of recovering data from backup copies depends on the type of data, the amount and size of the Client's files. The average recovery speed for recovering a virtual server is 100 GB/hour.
- 16.2.9 Virtual router NSX-T Edge. A virtual router that performs basic routing and firewall tasks and has an IPsec function that allows you to connect different departments and the virtual data center in Baltneta resources with a secure connection. The service is ordered additionally. The Client configures and changes NSX-T Edge settings independently, if VDC platform administration is not ordered. NSX-T Edge maximum IPsec VPN bandwidth is 100 Mbps, number of subnets is up to three.
- 16.2.10 IaaS VDC platform administration:
- Connections to VDC. After the service order, the login data are sent to the contacts specified by the Client's authorized representative, to his e-mail box.
  - When administered by the Client himself. The Client is provided with access to the Cloud Director web portal, where the Client independently creates/stops/removes virtual servers, changes network settings, changes the amount of virtual server processors (vCPU), RAM, increases disk space, assigns a new disk to a virtual machine and performs other works. Consultations and assistance of Baltneta specialists are not part of the service and are charged according to the rates of Additional work specified in this Agreement. The Client is fully responsible for his actions performed with the help of the Cloud Director web portal.
  - When administered by Baltneta. In this case, the Client registers the ordered work of changing VDC parameters through the Technical Service Center and the work is performed by Baltneta's system administrators. Baltneta's system administrators perform the tasks of creating from a template/stopping/removing virtual servers at the request of the Client, change the amount of virtual server processors (vCPU) or the amount of RAM, and provide resource (vCPU, RAM, disk space, network) usage schedules. At the Client's order, he performs work on increasing the disk space of a virtual server, assigning a new disk to a virtual machine, creating Affinity rules, changing network settings, moving virtual machines to another virtual data center (vDC) or another vApp, assigning a network-attached storage (NAS) to a virtual machine. Reducing the disk space assigned to the virtual server is charged according to the Additional Work rates under an additional agreement, this task requires a server shutdown and a full system and data migration. When NSX-T Edge service is ordered, Baltneta's system administrators perform the initial configuration of Edge - assign an external IP address, configure Site to Site VPN on the side of the virtual data center, assign LAN subnets, NAT and firewall rules. They make changes to virtual router settings at the Client's request.

<sup>1</sup> The performance of a data array is measured in IOPS, a parameter that describes the number of read and write operations per second.

<sup>2</sup> Backup copies of data are snapshots of virtual servers intended for data recovery after failure in operation of systems or data damage.

<sup>3</sup> Recovery Time Objective, or RTO, is the period of time expected to restore the viability and data of a system, process, or function after an incident.

### 16.3 RESOURCE LEASE IAAS AVAILABILITY:

- 16.3.1 The general availability of Resource lease IaaS consists of the infrastructure (servers, data arrays) required for the virtual data center and the operation of the data center, local and international Internet connection.
- 16.3.2 The availability of the local Internet connection is determined by sending a ping command to the following IP addresses: delfi.lt, plus.lt, skelbiu.lt. If all addresses do not respond, local connection unavailability is recorded. International availability is determined accordingly by sending a ping command to the following addresses: bbc.co.uk, yahoo.com, google.com.
- 16.3.3 The general availability is determined by the availability of the part of the infrastructure that had the lowest availability.
- 16.3.4 Resource lease IaaS monthly availability is 99.95%.

### 16.4 RESOURCE LEASE IAAS RELIABILITY

- 16.4.1 Possible number of Resource lease IaaS service failures per month - no more than 1 time.

### 16.5 MISCELLANEOUS

- 16.5.1 Transfer of data to the Client after the suspension of the service. The data is delivered to the client, upon his request, in the .vmdk file format of the virtual server. For this purpose, the Client must provide the medium to which the data will be transferred. This work is charged according to the Additional Work rates specified in this Agreement.
- 16.5.2 Deletion of data after service suspension. Virtual servers with data are deleted within 2 working days. Data from backup copies and without any possibility of recovery is deleted within 7 calendar days or earlier if so requested by the Client.
- 16.5.3 Transfer of use of the service to third parties. The Client may grant access for using the service to third parties (programmers, integrators, etc.), but Baltmeta is not liable for the damage caused to the Client by these parties. Baltmeta also does not provide information about the service, does not register requests received from third parties. The Client assumes the liability related to the transfer of the use of the installed software to third parties

### 16.6 FRC STANDARD

- 16.6.1 When the Service is administered by the Client

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Increase/decrease disk space in resource pool	15 min	Decreasing is possible if the VDC contains non-allocated (free) disk space for virtual machines. Changing the scope of resources initiates a new Order.
Increase/decrease the amount of RAM in the resource pool	15 min	Decreasing is possible if the VDC contains non-allocated (free) RAM for virtual machines. Changing the scope of resources initiates a new Order.
Increase/decrease the amount of virtual processors (vCPU) in the resource pool	15 min	Decreasing is possible if the VDC contains non-allocated (free) virtual processors for virtual machines. Changing the scope of resources initiates a new Order.
Change the password of the main user	15 min	-
Provide monitoring system schedules ( vCPU / RAM / Disks / Network )	60 min	-
Add disk space for a network-attached storage (NAS).	15 min	Increasing the scope of resources initiates a new Order.

- 16.6.2 When the Service is administered by Baltmeta

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Make network configuration changes	30 min	NSX edge / Firewall / NAT / DHCP changes, addition of additional network

Increase virtual machine disk space	15 min	Increasing is possible if the VDC contains non-allocated (free) disk space for virtual machines. Increasing is done on a virtualization platform. If changes need to be made to the operating system of the virtual machine, these works are carried out according to the rates of Additional Work.
Increase/decrease disk space in resource pool	15 min	Decreasing is possible if the VDC contains non-allocated (free) disk space for virtual machines. Changing the scope of resources initiates a new Order.
Increase/decrease the amount of RAM in the resource pool	15 min	Decreasing is possible if the VDC contains non-allocated (free) RAM for virtual machines. Changing the scope of resources initiates a new Order.
Increase/decrease virtual machine RAM/vCPU	15 min	-
Increase/decrease the amount of virtual processors (vCPU) in the resource pool	15 min	Decreasing is possible if the VDC contains non-allocated (free) virtual processors for virtual machines. Changing the scope of resources initiates a new Order.
Change the password of the main user	15 min	-
Provide monitoring system schedules ( vCPU / RAM / Disks / Network )	60 min	-
Move virtual machines to another vApp	30 min	-
Add disk space for a network-attached storage (NAS).	15 min	Increasing the scope of resources initiates a new Order.
Add a new disk to the virtual machine	15 min	-
Create Affinity rules to keep the virtual machine on different or same ESXi server	15 min	-
Create an additional virtual server	30 min	Preparation of virtual server from template to IP connection
Shutdown/remove an existing virtual server	15 min	-
Changing NAT configurations	15 min	If NSX-T Edge service is ordered
Changing firewall rules (ACL)	15 min	If NSX-T Edge service is ordered
Changing LAN subnet settings	15 min	If NSX-T Edge service is ordered

## 17 VIRTUAL DEDICATED SERVER

### 17.1 DEFINITION OF VIRTUAL DEDICATED SERVER SERVICE

A virtual dedicated server service includes a virtual server with an external IP address, a Linux operating system, reserved resources (virtual processors, RAM, disk space) and connected to a broadband Internet network

### 17.2 SCOPE OF SERVICE

- 17.2.1 VDS platform. The Linux Containers (LXC) virtualization platform is used for VDS service.
- 17.2.2 Backup copies of VDS data. Virtual server backups are performed once a week. They can only be used in case of hardware failure. The Client must take care of the backup copies of his data himself or can order an additional backup service.
- 17.2.3 VDS operating system. The operating system being installed is the latest stable debian gnu/linux version.
- 17.2.4 Control panel. Commercial web hosting and e-mail service management tool Directadmin (<http://www.directadmin.com/>) – additionally ordered service. The stable operation of the control panel requires a certain amount of RAM, so it can be installed on servers with at least 2 GB of RAM. The control panel and the operating system take up about 1 GB of disk space on the server.
- 17.2.5 Installation and maintenance of VDS operating system. The preinstall of the operating system is performed by Baltneta, the Client is granted an SSH connection to the virtual server. The client is responsible for the subsequent configuration, reinstallation, version change, update, and security gap repair of the virtual server, if he does not additionally order the server maintenance service.
- 17.2.6 VDS software installation, modification. Installation, modification of the software is the Client's responsibility. If server maintenance

service is ordered, software installation and changes are performed by Baltneta.

### 17.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Increase/decrease VDS disk space	30 min	Changing the amount of resources allocated to VDS initiates a new Order
Increase/decrease the amount of VDS RAM	30 min	Changing the amount of resources allocated to VDS initiates a new Order
Increase/decrease the amount of VDS virtual processors (vCPUs).	30 min	Changing the amount of resources allocated to VDS initiates a new Order
Change login data	30 min	-

## 18 USE OF MICROSOFT SOFTWARE LICENSES

- 18.1 Microsoft licenses are granted for Client's exclusive use during the service period in conjunction with Windows vDC. They cannot be used to provide services to third parties or sublet to third parties. The Client is responsible for the misuse of the licenses and must take all measures to ensure the security of the licenses.
- 18.2 The Client is responsible for legal use of licenses in compliance with Microsoft license restrictions and uses them in accordance with Microsoft Product Use Rights (PUR) license terms. (<http://www.microsoft.com/licensing/about-licensing/product-licensing.aspx> ).
- 18.3 The use of Client-owned Windows Server licenses in the virtual data center is not permitted. Windows vDC licenses are the only legal way to use Windows Server software in a virtual data center.
- 18.4 If the Client's MICROSOFT SQL, MICROSOFT EXCHANGE SERVER, MICROSOFT SHAREPOINT SERVER, MICROSOFT SYSTEM CENTER, MICROSOFT DYNAMICS CRM software licenses acquired through the Microsoft Volume Licensing program are covered by Microsoft Software Assurance (SA), the Client may transfer these licenses to the leased VDC.
- 18.5 The License Mobility program used to transfer licenses is available at <http://www.microsoft.com/licensing/software-assurance/license-mobility.aspx>.
- 18.6 Together with Windows VDC, Microsoft software (Microsoft SQL, Microsoft Exchange Server, Microsoft SharePoint Server, Microsoft Dynamics CRM, etc.) can be leased to the Client under the Microsoft SPLA program.
- 18.7 The leased software may not be used for non-Windows VDC or equipment owned by Baltneta, nor may it be copied, sublet or otherwise transferred to third parties.
- 18.8 License lease prices are reviewed and may be changed under Microsoft's SPLA lease program once a year in January. The new license lease prices come into effect on January 1st.
- 18.9 LICENSING MODELS FOR LEASED SOFTWARE
- 18.9.1 Three licensing models apply in the Microsoft software license lease: processor, processor core, or user license (some products may be licensed under multiple models):
- Subscriber Access License or SAL is granted to each unique user or device authorized to use the Software.
  - Per Processor is granted for each physical processor of the server, allows the use of the software by an unlimited number of users.
  - Per Core is granted by the number of cores per physical processor or the number of virtual processors (vCPUs) assigned to a virtual server, allows the use of the software by an unlimited number of users.
- 18.10 If more licenses are used than ordered, this is considered a violation of the use of the software and the Client is fully liable for his actions.
- 18.11 LIABILITY FOR ILLEGAL SOFTWARE USED NOT ACCORDING TO THE TERMS OF THE AGREEMENT
- 18.11.1 By using Windows vDC resources or leasing Microsoft software, the Client agrees to comply with all licensing-related rules set forth in this Agreement. Also, the Client understands that Baltneta is obliged to help the Microsoft company to investigate the facts of the use of illegal software. At the request of the Microsoft company, Baltneta provides information on the amount of virtual servers with Windows OS used by the Client and the installed Microsoft software.
- 18.11.2 If the fact of using illegal software is detected, the Client is informed thereof in writing. If within 30 days of receiving a written warning, the Client does not correct the fact of using illegal software (by ordering the missing licenses or the missing number of licenses from the moment they were installed), the services are suspended and information about the use of illegal software is transferred to law enforcement authorities.

## 19 WEBSITE HOSTING

### 19.1 DEFINITION OF WEBSITE HOSTING SERVICE

Website hosting service includes a place to host a website and e-mail, accessible through an Internet connection channel.

### 19.2 SCOPE OF SERVICE

- 19.2.1 Supervision and monitoring. Baltmeta is liable for the operation, monitoring and troubleshooting of the hardware and software on which the website operates. The monitoring system installed on the server monitors the work of the services on the servers 24x7 and warns about deviations from the defined parameters. Baltmeta performs the installation of server software security updates. Baltmeta does not solve problems of e-mail malfunction caused by e-mails applications on mobile devices or computers.
- 19.2.2 Backup copies. Backup copies are made once a day to a separate data storage, 7 copies are stored. Recovery from backup copies is charged according to the Additional Work rates specified in this Agreement. When recovering from copies of different days, the recovery of each copy is counted as an additional recovery.
- 19.2.3 Control panel. During service activation, Baltmeta creates a connection to the DirectAdmin control panel accessible via a web browser. The client independently creates and manages websites, user mailboxes, files, and users in the management portal. It is the Client's responsibility to understand the features on the control panel and to use them correctly.
- 19.2.4 Transferring data from another provider. Website data, e-mail transfer and similar works are ordered additionally and charged by a separate agreement according to the rates of Additional Works specified in this Agreement.
- 19.2.5 The annual subscription to the website hosting service for the relevant period is paid in advance. In case of transfer the website to another provider or cessation of use of the service for other reasons before the expiration of the annual subscription period, the fees paid will not be refunded.
- 19.2.6 Parameter limits In order to avoid disruption of the service due to disproportionate use of server resources, the following limits for website hosting parameters are applied:

PARAMETER	MAXIMUM VALUE
Data traffic per hour	500 MB/hour
Traffic generated by bots	No more than 20% of the total traffic
Number of reads/writes/updates of MySQL data row records	3 000 000 per hour
Number of letters sent	120 letters/hour from one sender 250 letters/3 hours from one sender
Inode (file limit)	100 000
PHP processes	Up to 10 dynamic PHP requests simultaneously

### 19.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Change PHP version	30 min	A new DirectAdmin user is created on another web hosting server. The client performs the website transfer independently.

## 20 DOMAIN REGISTRATION

### 20.1 DEFINITION OF DOMAIN REGISTRATION SERVICE

The domain registration service includes the registration and description of a unique Internet name (domain) on Baltmeta's DNS servers.

### 20.2 SCOPE OF SERVICE

- 20.2.1 Baltmeta carries out domain registration, transfer, extension of domain validity in the Register.
- 20.2.2 Annual fees apply for domain registration, transfer, and extension of validity.
- 20.2.3 In case of transfer of the domain to another provider or refusal of the domain before the domain expires, the fees paid will not be refunded.

## 20.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Change the details of the domain owner in the register	15 min	-
Change name servers (NS) to/from Baltneta name servers	30 min	-
Provide ID/RN code	15 min	Data required for domain transfer

## 21 BALTBX DOCUMENT STORAGE SERVICE PROVISION RULES

### 21.1 DEFINITION OF ALTBOX DOCUMENT STORAGE SERVICE

The service includes initial installation and configuration, i.e. the installation of the operating system and the application, allocating the size of the data storage capacity specified in the ordered service plan, the installation of server monitoring tools, the performance of the necessary configuration settings.

### 21.2 SCOPE OF SERVICE

- 21.2.1 Baltneta is responsible for the operation and monitoring of the BaltBox document storage server. Baltneta carries out the installation of server software updates, advises on the use of document storage.
- 21.2.2 Backups are performed once a week. The scope of the service includes one recovery from backup once a year. Additional recoveries are charged according to the Additional Work rates specified in this Agreement.
- 21.2.3 During service activation, Baltneta creates access to the web portal for a person authorized by the Client.
- 21.2.4 Using the web portal, the Client independently creates and removes BaltBox users, edits their information, sets and changes disk capacity restrictions for user documents.
- 21.2.5 If the Client uses the document synchronization function on his computer, he independently installs the application for the operating system for its operation. The Client independently makes the necessary settings for the operation of the application - specifies the name of the server, username, directories that are synchronized with the server.
- 21.2.6 If the Client uses the service on a mobile device, the Client independently installs the NextCloud mobile application on the mobile device and changes its settings.
- 21.2.7 Third-party software used in the NextCloud mobile or computer application is provided on an "as is" basis. Baltneta cannot and does not guarantee uninterrupted operation of the application functions or error-free operation of these functions. Service disruptions caused by mobile or computer applications are not considered a breach of the service SLA agreement.
- 21.2.8 Additional work, such as integration with Active Directory or LDAP server, etc., is charged by a separate agreement according to the Additional Work rates specified in this Agreement.

### 21.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Increase disk space	30 min	Increasing the scope of resources initiates a new Order.
Change the password of the main user	15 min	-

## 22 BALTMAIL SERVICE PROVISION RULES

### 22.1 DEFINITION OF THE BALTMAIL DOCUMENT STORAGE SERVICE

The service includes initial installation and configuration, i.e. operating system and application installation, allocating the storage volume size for e-mail letters specified in the ordered service plan, installation of server monitoring tools, making of the necessary configuration settings. Baltneta carries out the installation of server software security updates, consults on the matters of e-mail server use.

### 22.2 SCOPE OF SERVICE

- 22.2.1 During service activation, Baltneta creates access to BaltMail e-mail server management web portal for a person authorized by the

Client. In the management portal, the Client independently creates user mailboxes, deletes them, changes user passwords, edits the capacity limit of the user mailbox.

- 22.2.2 Baltmeta is responsible for the operation and monitoring of BaltMail e-mail server.
- 22.2.3 Baltmeta administers and updates the anti-virus and spam filtering systems - updates the anti-virus database and spam filters, adds the most frequently received spam to the anti-spam filters.
- 22.2.4 Backups are performed once a day, 7 copies are stored. The price of the service includes one recovery from backup once a year. Additional recoveries are charged according to the Additional Work rates specified in this Agreement.
- 22.2.5 Users' e-mail installation and maintenance on mobile devices and personal computers is the responsibility of the Client.
- 22.2.6 E-mail operation disruptions caused by e-mail application on mobile devices or computers are not considered as non-fulfillment of the service SLA agreement.
- 22.2.7 Additional works such as e-mail letters moving to a mail server, configuring an additional domain, changing the Webmail graphical user themes, removing the server's IP address from black lists are charged according to the rates of Additional Work specified in this Agreement.

### 22.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Change the password of the main user	15 min	-
Change spam filter settings	15 min	-

## 23 VMWARE DRAAS SERVICE PROVISION RULES

### 23.1 DEFINITION OF VMWARE DRAAS SERVICE

The service includes the initial configuration and activation of the service in the Baltmeta VMware infrastructure, allocating the size of the data storage capacity specified in the service order, preparing the network configuration required for replication.

### 23.2 SCOPE OF SERVICE

- 23.2.1 Baltmeta is responsible for the operation of the VMware Cloud Director Availability snapshot infrastructure in the Baltmeta data center.
- 23.2.2 The installation and configuration of the additional applications required for performing snapshots to the Baltmeta data center in the Client's VMware infrastructure are performed by the Client himself, if maintenance of the Client's virtualization platform is not ordered.
- 23.2.3 The settings for the periodicity of snapshots and the creation of an emergency recovery plan are performed by the Client in the VCDA Manager console located in the Baltmeta Cloud or in the "Replicator" tool located in the Client's VMware infrastructure.
- 23.2.4 Monitoring of snapshot performance is performed by the Client using the VMware replication software on its own infrastructure, if maintenance of the Client's virtualization platform is not ordered.
- 23.2.5 Emergency recovery in the Baltmeta cloud infrastructure or emergency recovery testing is performed by the Client independently using the VCDA Manager console located in the Baltmeta cloud.
- 23.2.6 Once a year, the Client is provided with free emergency recovery testing lasting up to 3 calendar days. During the free testing, the resources specified in the service order are allocated, 4 hours of system engineers' work are provided during working hours. The Client must inform about the free testing 3 working days in advance.
- 23.2.7 In the event of an emergency recovery in the Baltmeta cloud infrastructure, the activated computing resources are charged according to the additional service rates specified in the service order.
- 23.2.8 In order to ensure the operation of the Service, the versions of the VMware vCenter and ESXi software in the Client's infrastructure cannot be more than one version older than the latest version valid at the time. The Client undertakes, after informing Baltmeta by e-mail, to update its infrastructure software versions or make configuration changes, if this is necessary to ensure the operation of the service.
- 23.2.9 If the VMware vCenter, VMware ESXi licenses in the Client's infrastructure do not have manufacturer support, Baltmeta is not responsible for solving incidents related to the operation of the service.
- 23.2.10 Baltmeta reserves the right to charge the Client additionally if the amount of virtual machines specified in the service order has been exceeded.

### 23.3 RFC STANDARD



STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Make changes to network settings (1 rule change)	30 min	-
Increase/decrease allocated RAM/vCPU resources and disk space	60 min	Changing the scope of resources initiates a new Order. Decreasing of the disk space is possible if there is unused space.

## 24 VEEAM DRAAS SERVICE PROVISION RULES

### 24.1 DEFINITION OF VEEAM DRAAS SERVICE

The service includes initial configuration and activation of the service on Baltnet's Veeam Cloud Connect Replication server, allocating the amount of data storage capacity specified in the service order, preparing the network configuration required for replication

### 24.2 SCOPE OF SERVICE

- 24.2.1 Baltnet is responsible for the operation of the Veeam Cloud Connect snapshot infrastructure in Baltnet's data center.
- 24.2.2 Configuration of snapshots to the Baltnet data center, creation of an emergency recovery plan and copy monitoring in the Client's Veeam infrastructure is performed by the Client himself, if virtualization platform maintenance is not ordered.
- 24.2.3 Emergency recovery in the Baltnet cloud infrastructure or emergency recovery testing is performed by the Client independently using his Veeam management console or the Veeam Cloud Connect portal located in the Baltnet infrastructure.
- 24.2.4 Once a year, the Client is provided with free emergency recovery testing lasting up to 3 calendar days. During the free testing, the resources specified in the service order are allocated, 4 hours of system engineers' work are provided during working hours. The Client must inform about the free testing 3 working days in advance.
- 24.2.5 In the event of an emergency recovery in the Baltnet cloud infrastructure, the activated computing resources are charged according to the additional service rates specified in the service order.
- 24.2.6 To ensure the operation of the Service, the version of the Veeam software in the Client's infrastructure cannot be more than one version older than the latest Veeam version valid at the time. The Client undertakes, after informing Baltnet by e-mail, to update its infrastructure software versions or make configuration changes, if this is necessary to ensure the operation of the service.
- 24.2.7 If the Veeam licenses in the Client's infrastructure do not have manufacturer support, Baltnet is not responsible for solving incidents related to the operation of the service.
- 24.2.8 Baltnet reserves the right to charge the Client additionally if the amount of virtual machines specified in the service order has been exceeded.

### 24.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Make changes to network settings (1 rule change)	30 min	
Increase/decrease allocated RAM/vCPU resources and disk space	60 min	Changing the scope of resources initiates a new Order. Decreasing of the disk space is possible if there is unused space.

## 25 BALTNET'S VEEAM CLOUD CONNECT SERVICE PROVISION RULES

### 25.1 DEFINITION OF BALTNET'S VEEAM CLOUD CONNECT SERVICE

During service activation, Baltnet creates access to the web portal for a person authorized by the Client. The service includes initial configuration and activation of the service on Baltnet's Veeam Cloud Connect server, allocating the amount of storage capacity specified in the service order.

### 25.2 SCOPE OF SERVICE

- 25.2.1 The configuration of the remote storage of backup copies in the Client's infrastructure is performed by the Client himself. Recovery from backups is performed by the Client independently using their Veeam management console to the equipment of his choice.
- 25.2.2 Baltnet is responsible for the operation, updating and troubleshooting of the Veeam Cloud Connect server. Baltnet is not responsible for monitoring the performance of remote backups. This is done by the Client using Veeam backup software located on his own infrastructure.

- 25.2.3 If the additional Secret Copies service is ordered, the backup copies removed from the Baltmeta Cloud Connect server are stored in the storage, which is invisible and inaccessible from the Client's Veeam server, for the number of days specified in this order/ After the Client orders the transfer of copies from the Secret Copy Storage to the FTP server, the work is charged according to the rates of Additional Work specified in this Agreement. FTP server resources, if they are provided by Baltmeta, are charged additionally - 1 TB disk space for 10 EUR/day.
- 25.2.4 To ensure the operation of the Service, the version of the Veeam software in the Client's infrastructure cannot be more than one version older than the latest Veeam version valid at the time.
- 25.2.5 If the Veeam licenses in the Client's infrastructure do not have manufacturer support, Baltmeta is not responsible for solving incidents related to the operation of the service.
- 25.2.6 Baltmeta reserves the right to charge the Client additionally if the amount of virtual machines specified in the service order has been exceeded.

#### 25.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Increase/decrease disk space	30 min	Changing the scope of resources initiates a new Order. Decreasing of the disk space is possible if there is unused space.
Enable the "Secret Copies" feature	15 min	A change initiates a new Order.

### 26 BACKUP STORAGE SERVICE PROVISION RULES

#### 26.1 DEFINITION OF BACKUP STORAGE SERVICE

The service includes initial configuration and activation of the service, allocating the size of storage capacity specified in the service order.

#### 26.2 SCOPE OF SERVICE

- 26.2.1 The client is provided with login details for the virtual machine that is associated with the disk space for remote copies. The Client is granted main administrator rights, the settings necessary for the operation of the Client's backup software are made by the Client. If the Server or Virtualization platform maintenance service is ordered, these works are performed by Baltmeta.
- 26.2.2 Configuration of backup copies to remote storage in the Client's infrastructure is performed by the Client himself. If the Server or Virtualization platform maintenance service is ordered, these works are performed by Baltmeta.
- 26.2.3 Baltmeta is not responsible for monitoring the performance of remote backups. This is done by the Client using backup software on his own infrastructure. If the Server or Virtualization platform maintenance service is ordered, these works are performed by Baltmeta.
- 26.2.4 Recovery from backups is performed by the Client independently using his own backup software to the equipment of his choice. If the Server or Virtualization platform maintenance service is ordered, these works are performed by Baltmeta.

#### 26.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Increase/decrease disk space	30 min	Changing the scope of resources initiates a new Order. Decreasing of the disk space is possible if there is unused space.

### 27 M365 BACKUP SERVICE PROVISION RULES

#### 27.1 DEFINITION OF M365 BACKUP SERVICE

The service includes the initial configuration and activation of the service on the Baltmeta Veeam VBO server, allocating the number of users specified in the service order and the disk space for copies in the storage. During service activation, Baltmeta creates access to the web portal, where the Client can independently recover data from backup copies, for a person authorized by the Client.

#### 27.2 SCOPE OF SERVICE

- 27.2.1 Baltmeta is responsible for the operation, updating and troubleshooting of the M365 backup server. The rules for making backup copies of M365 Exchange mailboxes, SharePoint Online and OneDrive files are set by Baltmeta.

- 27.2.2 Standard backup procedure: the entire Client's organization is copied, backups are performed once a day and stored for 12 months.
- 27.2.3 The disk space allocated to copies of Client's M365 user data is aggregated and used jointly for the entire Client's organization.
- 27.2.4 One recovery from a backup once a year is free of charge for the Client's organization.
- 27.2.5 Recovery from backup copies is performed by the Client independently using the web portal, except in cases where Baltmeta's M365 maintenance service is ordered and Baltmeta performs these works. If the M365 maintenance service is not ordered and recovery works from backup copies are required, their price is calculated according to the rates specified in the service order.
- 27.2.6 Baltmeta reserves the right to charge the Client additionally if the number of users specified in the service order or the disk space reserved for backup copies of the Client's organization has been exceeded.

### 27.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Increase disk space for backups	30 min	Changing the scope of resources initiates a new Order.
Create/modify a rule for making backups	45 min	M365 Backup Plus plan

## 28 MICROSOFT SQL DATA BASE LEASE SERVICE PROVISION RULES

### 28.1 DEFINITION OF THE MICROSOFT SQL DATA BASE LEASE SERVICE

The service includes the initial configuration and activation of the service on the Baltmeta MS SQL database server, allocating the amount of RAM specified in the ordered plan, the size of the SSD storage capacity for the database instance and the place for storing backup copies of database transaction logs. Several databases can be stored in a database instance.

### 28.2 SCOPE OF SERVICE

- 28.2.1 During service activation, Baltmeta creates access to the database server for a person authorized by the Client.
- 28.2.2 Baltmeta is responsible for the operation, monitoring and troubleshooting of MS SQL Server. Baltmeta performs the installation of server software updates.
- 28.2.3 The Client independently creates, deletes, and edits databases using database administration tools. The settings of the databases located in the database instance provided to the Client are made by the Client. Baltmeta is not responsible for troubleshooting related to a specific database if the MS SQL server is working correctly.
- 28.2.4 A full database backup is performed once a day and 14 (fourteen) copies are stored. The price of the service includes one recovery from backup once a year. Additional recoveries are charged according to the Additional Work rates specified in this Agreement.
- 28.2.5 For storing backup copies of database transaction logs, Baltmeta provides disk space in another data array and instructions for making the necessary settings. It is recommended to make backups of the database transaction log every hour and keep records of the last 24 hours. The Client is responsible for performing the necessary settings for log backup and monitoring the backup. If the server maintenance service is ordered, these settings and the monitoring of the backup of the database transaction log are performed by Baltmeta.

### 28.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Change the login data of the DB instance	20 min	-
Provide network-attached storage (NAS) space for transaction log	30 min	-

## 29 TWO-FACTOR AUTHENTICATION SERVICE PROVISION RULES

### 29.1 DEFINITION OF THE TWO-FACTOR AUTHENTICATION SERVICE

The service includes initial configuration and activation of the service in the authentication system, creating access for users specified by the Client. Baltmeta is responsible for the operation, monitoring and troubleshooting of the server used for authentication

### 29.2 SCOPE OF SERVICE

- 29.2.1 For entering the second factor, the Google Authenticator or Microsoft Authenticator mobile application is used, which the Client installs on the mobile device independently.
- 29.2.2 Google Authenticator mobile application used as third-party software is as is, Baltneta cannot and does not guarantee uninterrupted operation of the application's features or error-free operation of these features.
- 29.2.3 Service operation disruptions caused by the mobile application are not considered as non-fulfillment of the service SLA agreement.

### 29.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Create/delete user	30 min	-

## 30 VIRTUALIZATION PLATFORM MAINTENANCE SERVICE PROVISION RULES

### 30.1 DEFINITION OF VIRTUALIZATION PLATFORM MAINTENANCE SERVICE

The service includes installation of the infrastructure of virtualized servers, performing the necessary settings, updates, monitoring and improvement. The service is provided remotely.

### 30.2 SCOPE OF SERVICE

- 30.2.1 Virtualization. Maintenance of virtualization in the Client's infrastructure includes installation of software updates, changes to software settings, event log checks, firewall management, availability monitoring. While supervising virtualization, Baltneta creates/deletes virtual machines, changes parameters of virtual servers (RAM, vCPU, disk space), changes network settings of virtual machines, and monitors the load of the virtualized infrastructure.
- 30.2.2 Backup solution. Maintenance of the backup solution in the Client's virtualized infrastructure includes the installation of backup software updates, the implementation of the Backup policy agreed with the Client, changes to backup policy settings, backup monitoring, recovery from backups, monitoring of disk space for backups and notification of running out of disk space.
- 30.2.3 Hardware maintenance. Hardware maintenance includes monitoring of disk space filling and notifying the Client of running out of disk space, monitoring of CPU and RAM usage and notifying the Client of running out of resources, monitoring of hardware operation and notifying of failures if the equipment is equipped with a remote-control console that allows these works.
- 30.2.4 Consultations and recommendations. While maintaining the virtualization platform, Baltneta provides recommendations regarding the operation and modernization of the virtualization platform, informs about hardware models, new software and possible expansions of the equipment, provides advice to the Client on equipment failure issues, server usage and acquisition.
- 30.2.5 Virtualization Platform Maintenance Service Limitations:
- Baltneta does not maintain server operating systems and applications.
  - Baltneta does not perform software development, hardware repair, third-party Agreement management.
  - Baltneta does not perform accounting, installation, configuration and post-failure recovery of specialized software.
  - Baltneta does not train the Client's representatives to configure or install servers, install virtualization, work with programs (applications).
  - Changing the virtualization platform, backup solution are additional works charged according to hourly rates for ordered works.
  - Only responsible Baltneta administrators can connect to the supervised virtualization platform with the rights of the main administrator.
  - If the Client uses software or hardware that does not have software/hardware support from the manufacturer (or it has expired), Baltneta is not responsible for eliminating incidents related to that software or hardware.

### 30.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Make network configuration changes	30 min	NSX edge / Firewall / NAT / DHCP changes, addition of additional network
Increase virtual machine disk space	15 min	Increasing is possible if there is free disk space. rates.
Increase/decrease virtual machine RAM/vCPU	15 min	Increasing is possible if there are free resources.
Add a new disk to the virtual machine	15 min	-

Create Affinity rules to keep the virtual machine on different or same ESXi server	15 min	-
Create an additional virtual server	30 min	Preparation of virtual server from template to IP connection
Shutdown/remove an existing virtual server	15 min	-

### 31 RULES FOR THE PROVISION AND TARIFFING OF VOICE-OVER-INTERNET PROTOCOL SERVICES

#### 31.1 DEFINITION OF VOICE-OVER-INTERNET-PROTOCOL SERVICES

Voice-over-Internet Protocol - VoIP<sup>4</sup> services include the transmission of voice communications over data transmission networks using Internet Protocol. The virtual IP telephone station in the Baltneta network<sup>5</sup> enables the use of standard voice-over-Internet services, such as making calls, receiving calls, forwarding calls, call reports, call distribution, voice mail, sending/receiving faxes to e-mail and etc.

#### 31.2 TERMS AND DEFINITIONS

- 31.2.1 Virtual dedicated telephone station is a telephone station described in a server location dedicated to a specific client and performing the function of terminating internal and external calls.
- 31.2.2 IP phone is a landline telephone set designed to serve telephone calls based on VoIP technology.
- 31.2.3 Converter is a special device for converting voice from a digital signal to IP packets and vice versa. This device is also called an adapter because it adapts digital/analog telephony and IP telephony.
- 31.2.4 City (external) phone number is a geographic or mobile phone number used in the general telephony space on a national and global scale.
- 31.2.5 Call Detail Report (CDR) is detailed information about all external and internal calls during the reporting period.

#### 31.3 SCOPE OF SERVICE

31.3.1 The service is provided by assigning one of the three possible VoIP plans to the Client:

- Plan Mini is a call forwarding service, which, when ordered, forwards calls incoming to a city number located in the Baltneta network<sup>6</sup> to another operator's network. The plan allows receiving forwarded calls only, 1 city number may be connected.
- Plan 1 - a virtual, shared resource, telephone exchange that can serve up to 16 internal<sup>7</sup> and up to 100 external telephone numbers. This virtual station allows using all the basic calling functions.
- Plan 2 - a virtual dedicated resource telephone station capable of serving up to 60 internal and up to 1,000 external telephone numbers. This virtual station allows you to use all the main calling functions and to implement additional telephony functionalities and integrations with other systems.

#### 31.4 Main telephony functions and additional functionalities (ordered separately):

- Call sequence is an immutable creation of an incoming call path using a time and order rule. In a structured sequence, each incoming call is forwarded from one company phone to the other until it is answered or the call times out. Not only company internal numbers, but also numbers in other networks can participate in the sequence.
- Call waiting is a function for holding an incoming call when the recipient's phone line is busy during the call. One telephone line can serve up to 30 active calls at a time.
- Call forwarding is a function for forwarding/directing an incoming call to another internal or external number. IP phones allow the subscriber to perform forwarding independently, without the operator's help.
- Calling group is combining the company's internal numbers into one common group with the possibility of receiving incoming calls from numbers belonging to the same group.
- Ordering and viewing call logs<sup>8</sup> is a special program for ordering and viewing outgoing call logs during the reporting period.
- Call detail report (CDR) is a special application for viewing a detailed report of all outgoing and incoming calls.
- Voice mail is the possibility for the caller to leave a message without answering the addressee. The message will be recorded and sent to the company's predetermined e-mail address.
- Incoming call routing is the processing and routing of incoming calls according to predefined logic.
- Interfax is a virtual fax that allows receiving fax messages to e-mail. Faxes are sent using a special software.
- Conference room (in and outside the office) is a virtual conference room that allows organizing audio conversations between several

<sup>4</sup> Voice-over-Internet Protocol - VoIP - is a Voice-over-Internet solution where voice is transmitted over a data (transmission network Internet) using Internet Protocol.

<sup>5</sup> Virtual telephone station is a special server located in the data center of Baltneta, intended for servicing and terminating internal and external calls.

<sup>6</sup> A city (external) phone number is a geographic or mobile phone number used in the general telephony space on a national and global scale.

<sup>7</sup> Internal (short) telephone number is a telephone number intended only for the use by a specific company without leaving the company's internal telephone network.

<sup>8</sup> Call log is information about all answered outgoing calls during the reporting period presented in digital format..

callers. The participants of the conversation can be in the networks of different operators.

- Individual call plan is a service that allows ordering call rates that meet the needs of a specific company.
- DISA (for calls abroad) is a virtual Lithuanian number that allows the client to make calls from a mobile phone abroad via the Baltmeta network.
- DISA (for calls from abroad) is a virtual foreign country number intended for calls from abroad via the Baltmeta network.
- The 700th number is a Lithuanian 8-digit telephone number, the first three digits of which are 700.
- The 800 number is a Lithuanian 8-digit telephone number, the first three digits of which are 800. Incoming calls are paid by the recipient of the number service, and his clients call for free.
- The 900 number is a Lithuanian 8-digit telephone number, the first three digits of which are 900. Premium rate number.
- Foreign country number is a virtual foreign country number that allows receiving incoming calls
- IVR Interactive Menu is an interactive menu (otherwise known as electronic secretary) that provides the caller with a pre-voiced menu and allows choosing where to forward his call using the numbers on the keypad.
- Call recording - recording of incoming and/or outgoing calls at the station.
- Call register is a program that enables the collection and analysis of incoming call statistics by date and time, operator group, individual operators, answered and missed calls.

### 31.5 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE	NOTE
Generate a 800th line report	30 min	-
Generate call report by user/number	30 min	The works are charged according to the Hourly Rate of Additional Work.
Delete call records	30 min	
Change PBX call forwarding groups	30 min	-
Configure queue (queue 1)	30 min	-
Modify audio (change/cut format) (1 track)	30 min	-
Change Interfax (Hylafax) mailbox	30 min	-
Change IVR audio track (change 1 record)	30 min	-
Change IVR configuration (1-level deep)	30 min	-
Change ring sequence (one sequence)	30 min	-
Change phone name for one device	30 min	-
Prepare a breakdown for incoming calls	30 min	The works are charged according to the Hourly Rate of Additional Work.
Prepare a breakdown for outgoing calls	30 min	The works are charged according to the Hourly Rate of Additional Work.
Expand PBX Disk space	30 min	-
Configure the keyboard on the phone (key reprogramming)	30 min	-
Give access to the directory of call records	30 min	-
Give access to the call records directory	30 min	-
Set forwarding (for 1 number)	30 min	-

### 31.6 MISCELLANEOUS

31.6.1 At the Client's request, Baltmeta can submit a written request to other communication operators regarding the migration of the Client's telephone numbers to the Baltmeta network. At the Client's request, Baltmeta can provide new landline and mobile telephone numbers in Lithuania and foreign countries.

31.6.2 If the Client orders the call recording service, Baltmeta stores the records of the last 6 months.

- 31.6.3 After the suspension of the service, Baltneta undertakes to delete the Client's telephone station with data within 2 working days. Data from backup copies and without any possibility of recovery is deleted within 7 calendar days or earlier if so requested by the Client.
- 31.6.4 Baltneta publishes the rates for calls on the Internet at [www.balt.net/sutartys](http://www.balt.net/sutartys).
- 31.6.5 Rate plans apply to outgoing calls to EEA Caller IDs. Calls to a non-EEA Caller IDs are subject to a separate rate plan. The relevant version is published at [www.balt.net/sutartys](http://www.balt.net/sutartys)
- 31.6.6 Calls to premium rate numbers are charged according to the rates set by the operator. The latest tariffs and the relevant version are available at [www.balt.net/sutartys](http://www.balt.net/sutartys) or the Client is informed about the price of the call during the call.
- 31.6.7 Display of the correct Caller ID is guaranteed only in the Baltneta network.
- 31.6.8 DTMF signal transmission to foreign country numbers is guaranteed only in the Baltneta network.

## 32 TELLQ MULTI SERVICE PROVISION RULES

### 32.1 DEFINITION OF THE TELLQ MULTI SERVICE

Tellq Multi is a multi-channel communication platform that includes management of telephony, e-mail requests, instant chats, operates on the basis of cloud computing and is licensed through the appropriate communication channel and number of users. The system distinguishes agent<sup>9</sup> and teamleader<sup>10</sup> workplaces.

### 32.2 SCOPE OF SERVICE

- 32.2.1 The correct operation and quality of the Tellq software is the responsibility of Baltneta. Baltneta provides the opportunity to purchase this software as a service, also is responsible for the processes of providing the service and monitoring the fulfillment of financial obligations.
- 32.2.2 In the case of integration of the Tellq system with third party software/systems, the operation of that software/systems is the responsibility of the Client or his Third Party maintaining that software. Baltneta does not install, update, configure any Client software, nor recovers it after failures.
- 32.2.3 The Tellq Multi service does not include the management of the Client's hardware.
- 32.2.4 Software development works expanding Tellq's functionality are not part of this service at the Client's request, but in some cases can be performed as Additionally ordered works according to the rates.
- 32.2.5 Baltneta undertakes to provide the Client with instructions for using the Tellq software.
- 32.2.6 Audio recordings of conversations and e-mails, livechat, MSG attachments are stored in the Tellq system for no longer than 180 days.

### 32.3 TELLQ MODULES AND PROPERTIES:

- 32.3.1 Tellq Calls is a module of the multi-channel communication platform for serving call streams.
- 32.3.2 The numbers, connections and minutes (tariffs) required to ensure the calling function are not part of the service and can be ordered as separate Baltneta telephony services. The features and limitations of the telephony service are defined by the rules for the provision of that Service.
- 32.3.3 Features of the Tellq Calls module:
  - The number of teamleader workplaces is selected.
  - Unlimited amount of agent workplaces.
  - Unlimited amount of external numbers.
  - Virtual phone is part of the Tellq software platform available through the program, the functionality of which allows the Client to receive calls and make international calls through the Baltneta network.
  - Agent Break Management is part of the Tellq software platform that allows agents to select the type of break when disconnecting from an active queue based on the default or Client-specified break list.
  - Agent status monitoring in real time is part of the Tellq software platform, which allows the call center administrator to monitor the availability of agents at a given moment.
  - Agents' call register is part of the Tellq software platform, which allows the call center administrator to analyze individual agents' workload, performance, see answered, called back and missed calls.
  - The main analytical dashboard in online mode is part of the Tellq software platform, which allows the call center administrator to selectively view structured information about the work of call center agents, incoming and outgoing calls.

<sup>9</sup> Agent workplace is a virtual workplace of a multi-channel communication platform with limited rights.

<sup>10</sup> Teamleader workplace is a virtual workplace of the multi-channel communication platform with extended configuration rights.

- General call register is part of the Tellq software platform, which allows the call center administrator to analyze the workload of agents, performance, see answered, called back and missed calls in relation to queues.
  - Reports of missed calls and called back calls
  - Contact database is part of the Tellq software platform representing the internal CRM feature with contact history, chat comments, tags and records.
  - Recording of outgoing and incoming calls (saved up to 180 days).
  - Hold feature is part of the Tellq software platform that allows putting an incoming call on hold.
  - Forwarding feature is part of the Tellq software platform that allows forwarding an incoming call to another agent or an external number.
  - Agent Occupancy and Break Analytics is part of the Tellq software platform that allows analysis of agent break and occupancy types based on a default or Client-specified list.
  - Self-service portal is part of the Tellq platform, where the administrator can create and edit agent queues, IVR logic, agent activity, system fields, edit audio recordings, etc. on a self-service basis.
  - Creation and management of callbacks is a call order function that allows an agent to create a reminder for himself or other call center agents about a call to a client.
  - Click to call function is the call initiation feature that allows starting a call from the browser with one click.
  - Agent performance reports.
  - Reports are ordered separately according to the individual needs of the client.
- 32.3.4 Tellq Inbox is a multi-channel communication platform module for email management.
- 32.3.5 The Tellq Inbox module is not a mail solution in itself; its operation requires a mail client selected by the user and the IMAP protocol function must be activated on the mail server for its operation.
- 32.3.6 Features of the Tellq Inbox module:
- The number of teamleader workplaces is selected.
  - Unlimited amount of agent workplaces.
  - Grouping of different channels
  - Agent management in channels
  - Templates
  - Tags management
  - Possibility of different signatures
  - Request delegation/assignment
  - Comments for internal communication in the team
  - Request resolution history
  - Center of notifications
  - Query Categories / Filtering
  - Search by keywords
  - Number and status of new/existing requests
  - Average response/resolution time
  - Individual assessment of agents
  - Quantitative indicators of channel requests
  - Quantitative indicators of tags
  - Storage of e-mail attachments for up to 180 days.
- 32.3.7 Tellq Chat is a multi-channel communication platform module for instant chat management.
- 32.3.8 For the installation and smooth operation of the Tellq Chat module, it is necessary to integrate part of the software code into the Client's website. On the basis of this service, a part of the software code is provided to the Client and its installation is performed by the Client, it is not Baltmeta's responsibility.
- 32.3.9 Tellq Chat module features:
- The number of teamleader workplaces is selected.
  - Unlimited amount of agent workplaces
  - Chat plugin for your page
  - Request tags
  - Request delegation/assignment
  - Comments for internal team communication



- Center of notifications
  - Storage of attachments for up to 180 days.
- 32.3.10 Tellq MSG is a module of the multi-channel communication platform for the administration of chats on the Client's social network Facebook account.
- 32.3.11 A prerequisite for Tellq MSG operation is that the Client's Facebook account must be of the Business version.
- 32.3.12 Features of the Tellq MSG module:
- The number of teamleader workplaces is selected.
  - Unlimited amount of agent workplaces
  - Facebook Messenger plugin for your page
  - The possibility to view and administer requests to the Messenger company's Facebook account in the system
  - Management of received request tags, request personalization
  - Manual and automated (according to described rules) delegation/assignment of tasks to other agents
  - Possibility to add a comment to the request for internal communication within the team
  - Possibility to mark another agent for communication in the comment to the request
  - Request resolution history
  - Center of notifications
  - Storage of attachments for up to 180 days.
- 32.3.13 Tellq Chatbot is a plugin in the Chat module of the Tellq system, designed to maintain an automated chat with clients 24/7 based on the desired choice tree, which can be easily created and modified in the self-service of the platform.
- 32.3.14 Tellq Chatbot can only be used with the Tellq Chat module.
- 32.3.15 The module is managed on a self-service basis by the Client himself, can work in 24/7 mode, allows you to create individual CHATBOT algorithms on different website pages or direct a request received via Chat to a live agent.
- 32.3.16 AI Chatbot – a module of the multi-channel communication platform designed for automated communication with customers 24/7 using artificial intelligence. The module uses OpenAI technology and the n8n tool to provide information based on specified information sources and a predefined communication logic. Both OpenAI and n8n are third-party tools with their own privacy policies. By using the Tellq AI Chatbot module, the Client agrees to the data protection and privacy policy rules applied by OpenAI and n8n, as presented in the following links: <https://openai.com/policies/row-privacy-policy/>, <https://docs.n8n.io/privacy-security/privacy/>.
- 32.3.17 AI Chatbot pricing:
- Charged as a single license per company.
  - To activate the AI Chatbot module, the client must have purchased a valid Tellq Chat license.
  - Additional charges apply based on the actual number of AI Tokens used per month.
  - Pricing is specified in the service order form.
  - The client can view the actual generated cost in the Tellq system.
  - AI Tokens are calculated based on:
    - the amount of information used to generate responses;
    - the resources required to generate responses.
- 32.3.18 AI Chatbot module functionalities:
- Ability to automatically scan website content for information delivery.
  - Ability to upload documents whose data is used for providing information.
  - Ability to enable or disable the module as needed within the Tellq system.
  - Ability to set an AI Token cost limit with a notification when the limit is reached.
  - Ability to provide a communication prompt, defining tone, style, mood, and logic parameters.
- 32.3.19 Tellq Transcription – a module of the multi-channel communication platform designed for the automated transcription of audio recordings generated during calls into text, using artificial intelligence. The module uses OpenAI technology to recognize audio recording and convert it into written form, and the n8n tool for generating and delivering information within the Tellq system. Both OpenAI and n8n are third-party tools with their own privacy policies. By using the Tellq Transcription module, the Client agrees to the data protection and privacy policy rules applied by OpenAI and n8n, as provided in the following links: <https://openai.com/policies/row-privacy-policy/>, <https://docs.n8n.io/privacy-security/privacy/>.
- 32.3.20 Tellq Transcription pricing:
- Charged as a single license per company.
  - Additional charges apply based on the actual number of AI Tokens used per month.

- Pricing is specified in the service order form.
- The client can view the actual generated cost in the Tellq system.
- AI Tokens are calculated based on the resources required to transcribe an audio recording into text.

32.3.21 Tellq Transcription functionalities:

- Ability to choose the transcription method:
  - **Mono** – the text is presented as a continuous block, without distinguishing between the agent and the interlocutor.
  - **Stereo** – the text is presented as a dialogue, distinguishing between the agent's and the interlocutor's speech.
- Ability to enable or disable the module as needed within the Tellq system.
- Ability to select which audio recordings to transcribe (by phone line, agent, etc.).
- Ability to set an AI Token cost limit with a notification upon reaching it.
- Ability to view a conversation summary.
- Ability to view a sentiment analysis of the conversation.

32.3.22 Tellq audio records storage (180+)

32.3.23 Tellq Audio Storage (180+) is additional feature that allows storage of call audio files for more than 180 days.

32.3.24 Tellq audio records storage (180+) includes:

- Unlimited storage period of audio record files in Baltmeta Tier3 Data Center
- Hosting audio files on an SFTP server
- Access to audio recording files only with Teamleader login rights
- Periodic security tests
- Backup copies of records (made once a day and stored for up to 7 days)
- The basic plan includes 100GB of storage for recording files
- An additional 100GB capacity for record file storage is ordered separately

32.3.25 Tellq NPS Calls is a module of the multi-channel communication platform, intended for the assessment of the quality of serviced Client requests by telephone via SMS messages.

32.3.26 Tellq NPS Calls features:

- Unlimited number of SMS messages
- Only used with the Tellq Calls module
- Charging according to the current monthly actual amount of messages sent additionally
- Possibility to select text
- Possibility to select a specific agent rating
- Possibility to select a specific phone line rating
- 10-point rating system
- Selectable interval for serviced calls
- Selectable type of serviced call - incoming, outgoing or all serviced calls can be assessed.
- A separate number is assigned

32.3.27 Tellq NPS Tickets is a module of the multi-channel communication platform, intended for the evaluation of the quality of service of Client requests served, Tellq Inbox and Tellq Chat modules.

32.3.28 Tellq NPS Tickets features:

- Only used with Tellq Inbox and/or Tellq Chat module
- Individual NPS request text
- Automatic sending of e-mail or chat message after servicing the request
- Possibility for the Client to leave a comment
- Viewing NPS evaluation in Tellq Inbox and Tellq Chat logs.
- Viewing NPS client comments in Tellq Inbox and Tellq Chat logs.

32.3.29 Tellq SMS is a multi-channel communication platform feature for Clients with the Tellq Calls module, which allows sending SMS messages to Client in the Tellq system before, during or after a call.

32.3.30 Tellq SMS module features:

- Unlimited number of SMS messages
- Charging according to the current monthly actual amount of messages sent additionally
- Possibility to select text
- Possibility to select Sender ID

- Application Programming Interface (API) is an application programming interface that allows linking the Tellq platform with the Client's systems/programs and access their features or exchange data with it after additional programming work has been completed.

#### 32.4 TECHNICAL RECOMMENDATIONS AND REQUIREMENTS

- 32.4.1 All the latest technical recommendations and requirements can be found at this link: <https://help.tellq.io/content/>.
- 32.4.2 In the event of new technical requirements, we inform clients immediately by the contacts specified in the Orders.

#### 32.5 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Add an additional agent	30 min	Resource modification in the system initiates a new Order.
Add an additional number	30 min	Resource modification in the system initiates a new Order.
Change username for one agent	30 min	
Change ring sequence (one sequence)	30 min	
Change IVR audio track (change 1 record)	30 min	The record is submitted by the Client or it can be ordered through Baltmeta.
Change IVR configuration (1-level deep)	30 min	
Set forwarding (for 1 number)	30 min	
Configure queue	30 min	
Expand disk space	30 min	Resource modification in the system initiates a new Order. Application to Baltmeta is required.
Delete call records	30 min	
Generate call report by user/number	30 min	

#### 32.6 MISCELLANEOUS

- 32.6.1 Requests related to the technical part of the Tellq Multi service (User incidents, Partial incidents, RFC Requests, RFI Requests) are exclusively submitted by e-mail to [help@balt.net](mailto:help@balt.net). Questions related to the management of the service are submitted by e-mail to [help@balt.net](mailto:help@balt.net).
- 32.6.2 The prices of the Tellq service are reviewed and may be changed once a year in January. The new service prices come into effect on January 1st.
- 32.6.3 After the suspension of the service, Baltmeta undertakes to delete the Client's telephone station with data within 2 working days. Data from backup copies and without any possibility of recovery is deleted within 7 calendar days or earlier if so requested by the Client.

### 33 GENESYS CLOUD SERVICE PROVISION RULES

#### 33.1 DEFINITION OF THE GENESYS CLOUD SERVICE

Genesys Cloud is a WEB browser-based software for the organization, automation, management and control of contact center and client experience management. The system is designed to serve different communication channels:

#### 33.2 SCOPE OF SERVICE

- 33.2.1 Baltmeta orders the Genesys Cloud licenses specified in the Order on behalf of the Client, activates them on behalf of the Client and transfers them to the Client's authorized representative.
- 33.2.2 The manufacturer and developer of the Genesys Cloud CX system provides Genesys Cloud CX feature options, which are constantly

being added to, on a public website. The latest list of license options is available on the website <https://www.genesys.com/pricing/pricing-expanded#self-service>

33.2.3 Consulting, preparation of documents, generation of reports or other work related to third-party integrated solutions is performed only after prior agreement in accordance with the rates of Additional Work specified in this Agreement.

33.2.4 Genesys Cloud CX licenses according to the type specified in the Order have a limited number of sessions and resources for using system features per month. If the specified limits are exceeded, the Client is charged additionally according to ...

33.2.5 Limitation based on the time of system sessions in minutes and the amount of resources (specified in the order):

- The space is intended for storing files in GB per month
- Call usage per session in minutes per month
- IVR usage sessions in minutes per month

33.2.6 Exceeded session time in minutes and the amount of resources specified in the order are charged additionally:

- Price for exceeded resources: 1GB/Eur. – EUR 0.25
- Price for exceeded resources: 1 hour/Eur. – EUR 0.08
- Price for exceeded resources: IVR menu duration 1 hour/Eur. – EUR 0.60

33.2.7 Sessions may be charged additionally for installed additional features or additional integrations.

### 33.3 MISCELLANEOUS

33.3.1 By signing the order, the Client's authorized representative acknowledges that on the day of signing he is familiar with the terms and conditions of the Genesys Cloud Technology general agreement published on the website <https://help.mypurecloud.com/articles/global-genesys-cloud-service-terms-and-conditions/> and agrees to them.

33.3.2 The Genesys Cloud CX license lease service is subject to the provider's SLA, which can be found on the provider's website <https://help.mypurecloud.com/articles/service-level-agreements/>

33.3.3 Genesys Cloud licenses are granted to the Client for the period specified in the Order and are immediately activated for the entire period.

33.3.4 The Client must pay the annual license fee stipulated in the order to Baltmeta in one of the following ways:

- Pay the full period amount in equal parts every month;
- Pay the full amount within 30 calendar days from the day of the invoice.
- If the Order is terminated at the Client's initiative before the deadline specified in the Order, the Client must pay Baltmeta the remaining unpaid part of the fee for the period specified in the Order no later than within 30 calendar days after the day of termination of the Order.

## 34 GENESYS CLOUD MAINTENANCE SERVICE PROVISION RULES

### 34.1 DEFINITION OF GENESYS CLOUD MAINTENANCE SERVICE

Genesys Cloud maintenance service is consultations of certified Baltmeta specialists related to Genesys Cloud software, expansion of system features according to the Client's needs within the system limits, implementation of Requests for Changes (RFC) or Requests for Information (RFI).

### 34.2 SCOPE OF SERVICE

34.2.1 Holders of the Genesys Cloud CX maintenance service are subject to a time limit of no more than 4 hours per month for technical people's work consultations, requests for changes (RFC), and requests for information (RFI). Unused hours are not transferred to the next month. If the scheduled time is exceeded, subsequent service will be charged according to the Additional Work rates specified in this Agreement.

34.2.2 Advice related to Genesys Cloud features:

- Advice on using an existing configuration
- Advice on changes to the existing configuration
- Advice on the implementation of new configurations
- Advice on AppFoundry marketplace applications
- Advice on the options of using available licenses
- Advice on the use of reports

34.2.3 Consulting, preparation of documents, generation of reports or other work related to third-party integrated solutions is performed only after prior agreement in accordance with the rates of Additional Work specified in this Agreement.

### 34.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE	NOTE
Activate an additional agent	30 min	A resource modification in the system initiates a new Genesys Cloud Order.
Deactivate an agent	30 min	A resource modification in the system initiates a new Genesys Cloud Order.
Add an additional number	30 min	A resource modification in the system initiates a new Genesys Cloud Order.
Remove a number	30 min	A resource modification in the system initiates a new Genesys Cloud Order.
Change username for one agent	30 min	-
Change ring sequence (one sequence)	30 min	-
Change IVR audio track (change 1 record)	30 min	-
Change IVR configuration (1-level deep)	30 min	-
Configure queue	30 min	-
Configure request end codes	30 min	-
Change agent rules	30 min	-

### 35 RULES FOR THE PROVISION OF DATA TRANSMISSION SERVICES

#### 35.1 DEFINITION OF DATA TRANSMISSION SERVICES

Data transmission services include: fiber optic Internet, wireless Internet, 4G connection Internet, DSL Internet and networking solutions (L2 line, VPN solutions, lease of connecting cables, lease of dark fibers). These services can be provided by various technologies, such as optical access, copper access, wireless access, using Baltneta network or Third Party communication infrastructure.

#### 35.2 CLIENT'S LIABILITY

- 35.2.1 The Client undertakes to ensure that he has and during the period of service provision will have all the necessary permits that may be required for the provision of Services at the specified location of the Service provision and undertakes to ensure, at his own expense, that Baltneta is not hindered (prohibited) from implementing the technical possibilities for the provision of Services in the Service provision place chosen by the Client for the entire period of validity of the Agreement. This condition is considered an essential condition for the Services to be provided to the Client. The Client must also ensure suitable conditions for the use of Baltneta equipment and an uninterrupted supply of electricity for the Baltneta communication equipment installed at the place of installation of the service.
- 35.2.2 The Client is aware that Baltneta reserves the right to charge the Client additionally for exceeding the data traffic (burst) specified in the order due to the Client's actions. The Burst application condition is noted in the service order. When calculating according to the 95th percentile calculation method, excess traffic may be charged for each additional Mbps (the price of 1Mbps is specified in the service order).

#### 35.3 TYPES OF DATA TRANSMISSION SERVICES

- Fiber optic Internet is an Internet service provided via fiber optic line.
- Wireless Internet is an Internet service provided by wireless antennas on a point-to-point or point-to-multipoint basis.
- 4G connection Internet is the supply of Internet based on 4G technology.
- L2 line is a network connection service provided by a fiber optic line or other technology, which connects two geographically distant electronic communication networks and is implemented at OSI tier 2.
- Fiber lease is the dedication of physical optical fiber to the Client.
- DSL Internet is an Internet service based on copper access network technology.
- Third-party and network connection solutions are third-party resources or technologies used to provide data transmission solutions.

#### 35.4 SERVICE PARAMETERS AND AVAILABILITY

- The average monthly package delay of fiber optic Internet service in Lithuania is 15 ms.
- Loss of fiber optic Internet service packages is no more than - 0.1%
- Fiber Internet service's monthly availability is 99.9%
- Wireless Internet service's monthly availability is 99.8%
- 4G Internet service's monthly availability is 96.5%
- L2 line's monthly availability is 99.9%

### 35.5 SCOPE OF SERVICE

#### 35.5.1 The services include:

SCOPE	TYPES OF DATA TRANSMISSION SERVICES
Baltmeta ensures the installation, provision and maintenance of the service up to the introduction, including the high-quality operation of Baltmeta's end equipment <sup>11</sup> .	fiber optic Internet, wireless Internet, 4G Internet, L2 line, fiber lease, DSL, third party and network connection solutions
Malfunctions in the Baltmeta network that are not due to the Client's fault are eliminated free of charge	fiber optic Internet, wireless Internet, 4G Internet, L2 line, fiber lease, DSL, third party and network connection solutions
During the period of warranty maintenance, malfunctions of the end equipment caused by no fault of the Client or third parties are repaired free of charge. In the absence of the possibility to replace the defective end equipment with equipment of the same manufacturer and the same model, Baltmeta has the right to replace the defective equipment with another equivalent end equipment.	fiber optic Internet, wireless Internet, 4G Internet, L2 line, DSL, third party and network connection solutions
Service bandwidth and operating distance depend on equipment parameters, building and other surrounding characteristics.	wireless Internet, 4G Internet
The Client's devices for using data transmission services must be in good order with correctly installed software. Otherwise, Baltmeta is not responsible for problems caused by installing the software required to maintain the connection.	fiber optic Internet, wireless Internet, 4G Internet, L2 line, DSL, third party and network connection solutions
Service performance testing.	fiber optic Internet, wireless Internet, 4G Internet, L2 line, fiber lease, DSL, third party and network connection solutions

35.5.2 Data transmission services do not include: network cabling works, high-rise works and the lease of special equipment and purchase of additional materials required for the provision of the service, checking and configuring employees' computerized workplaces and mobile or peripheral devices, but these services can be ordered additionally by separate agreement.

### 35.6 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Make DHCP role changes per device	30 min	-
Configure/change IP addressing (up to 5 addresses)	30 min	-
Do port forwarding	30 min	-
Change DHCP settings / IP reservation	30 min	-
Change DHCP settings / Changing server settings	30 min	-
Check the reachability of the router	30 min	-
Configure/modify NAT/Portforward/ACL and DHCP rules per device	30 min	-

## 36 RULES FOR THE PROVISION OF NETWORK MAINTENANCE SERVICES

### 36.1 DEFINITION OF NETWORK MAINTENANCE SERVICE

<sup>11</sup> End equipment is a router, antenna or other device required to ensure the provision of data transmission service installed at the Client's premises. The end equipment is owned by Baltmeta.

Network maintenance is a service that includes the initial identification of the company's LAN network equipment (switches, routers, wireless access points, firewalls), recommendations on network topology, enabling basic and security rules in the network, configuration, installation of updates, continuous maintenance, and proactive management.

## 36.2 SCOPE OF SERVICE

### 36.2.1 PREPARATION Before starting the network maintenance service, the following steps are taken

- Identification of network devices - at this stage, the network equipment owned by the Client is inventoried and a list of maintained equipment is drawn up, the equipment quantities are specified, the equipment is marked with special service information stickers and has a unique number assigned. The completed document specifying specific equipment models and quantities is considered part of the order.
- Network topology documentation – the future or existing network topology is predicted, a documented network scheme is prepared, on the basis of which the service is further provided. When a new device appears in the network, the Client must inform Baltneta and the initial scheme is adjusted. Maintenance service is provided for the equipment specified in the order. Arbitrary use of other devices by the Client reduces Baltneta's responsibility for operation, leaving the obligation only for the response to the failure.

### 36.2.2 MONITORING The Client's defined network equipment is included in the Baltneta's monitoring system, which monitors the status of network devices, service work 24x7 and warns of deviations from standard (or agreed) parameters. Monitoring includes the following areas:

- Availability Checking the availability of the connection between internal managed devices on the Client's network and the external network using the ICMP protocol. Check interval is every 300 seconds (5 minutes).
- Performance counter The monitoring system checks and captures events on the client's network:
- Utilization counter
- Errors counter
- Discard counter Deviations from norms are recorded
- Centralized collection of log entries. All client network events are recorded, and log entries are stored for 1 week in the Baltneta data center.
- Configuration changes and versions.
- Granting dashboard access to the Client. Access to own network dashboard with observer rights is granted. (An exception may apply to Ruckus WiFi devices)

### 36.2.3 CONFIGURATION The security and basic rules defined in these rules are enabled and configured for the Client's network equipment. Enabling rules is directly dependent on the capabilities/functionality of the Client's network equipment.

#### 36.2.4 Configuring switches:

- Enabling security rules
- DAI (Dynamic ARP Inspection)
- IP spoofing
- DHCP snooping
- STP BPDU/ROOT guard
- Loop prevention
- Enabling base rules:
- VLAN configuration
- Port description configuration
- Interface configuration
- Implementation of the agreed topology
- LACP/Link aggregation protocol configuration
- SNMP protocol configuration

#### 36.2.5 Configuring routers:

- Enabling Qos (quality of service) function for assuring quality according to standard rules
- IP sec (site to site) VPN. Creating a virtual private network between different company departments/third parties
- L2TP/ SSL VPN remote access configuration. Creating a virtual private network for remote workplaces. Enabling this feature only involves configuring the network hardware part. It is the client's responsibility to install a VPN at the client's remote workstation
- IP address configuration
- NAT rules configuration
- Port forward rules configuration
- Access list rules arrangement

- HCP rol management

#### 36.2.6 Wifi stations configuration

- Network name assigning/changing
- Changing the network authentication login
- Changing the network authentication protocol
- Separation of additional network groups
- Guest policy management
- WiFi signal coverage map. A physical analysis of the Client's premises is performed. Based on this, the most suitable installation locations for WiFi stations are selected and a map of WiFi device layout or WiFi signal coverage is prepared. AP device layout plan can be done as needed, according to the AP manufacturer's planning programs for an additional fee.
- 802.1X/EAP configuration. IEEE 802.1X/EAP authentication configuration is performed if the equipment is technically capable. In this way, physical network protection (Wi-Fi devices, firewalls) is implemented, when the Client's device can connect to the 802.1X/EAP company network only in case of authorization. A typical 802.1X/EAP solution includes a RADIUS server (authentication server), a LAN switch (authenticator) and client devices with authentication software, so the full implementation of the solution is only possible if the Client's technical infrastructure so allows. In other cases, Baltneta reserves the right to charge the exceeded work costs additionally, and the additional equipment required to implement the solution is the responsibility of the Client and is not part of the service.

#### 36.2.7 SUPPORT

- Installing and updating firmware.
- Automatic Updates: the installation of updates is related to updated versions supported by the manufacturer to fix software bugs, security holes, etc.
- Scheduled installations: installation of recommended or agreement-based updates to the client's network equipment.
- Centralized authentication management. A centralized authentication server is used to connect to the client's network equipment, i.e. Configuration changes made on the client's network are recorded by identifying specific user sessions to the network and taking actions. Saving/restoring device configuration.
- Vendor support, if the Client has purchased a support service for the intended equipment or it is provided under a third-party Agreement, Baltneta specialists help submit requests and communicate on equipment compatibility issues.
- Replacement equipment. In the event of a failure, the Client is temporarily (until the Client's equipment is repaired/replaced) provided with replacement equipment (not necessarily the same as the Client used) to restore basic functionality/network performance for an additional monthly fee determined according to the value of the required equipment.
- Analysis of monitoring parameters. Definition of the standard parameters of the Client's network and proactive analysis of deviations from these parameters, optimization of the network with the help of settings, provision of recommendations in case of need. In case of an incident or a deviation from the standard parameters, Baltneta identifies it and takes appropriate actions, informs the Client if necessary and undertakes to resolve the failure in accordance with the response and troubleshooting times provided for in the Agreement. In other cases, when the incident is related to the physical failure of the equipment or third parties, Baltneta ensures that it will take all possible, financially reasonable steps to eliminate the incident, but the scope of the service does not include the delivery of the damaged equipment to the warranty service center and the payment of the equipment repair invoice.

### 36.3 SERVICE LIMITATIONS

36.3.1 All features are implemented according to customer-initiated demand.

36.3.2 In order to best meet the interests of the Client, Baltneta specialists try to perform all works of the network maintenance service scope remotely. In cases where it is not possible to carry out the work or rectify the fault remotely, Baltneta specialists carry out the work at the Client's premises (works in Client's premises in Vilnius, Kaunas and Klaipėda are not charged additionally, clients of other cities are charged an additional fee for arriving at the location according to the Fees for Arrival at the Client's premises specified in this Agreement and additional work).

36.3.3 If the Client's equipment uses software that does not have support from the software manufacturer (or it has expired), Baltneta does not assume responsibility for eliminating incidents related to that software.

36.3.4 The network maintenance service does not include the services listed below, but these services can be ordered additionally by separate agreement:

- Installation of local network cables and sockets
- Network equipment lease
- Detailed traffic analytics
- WAF configuration and maintenance



- Network migration works
- Network migration plan and new environment preparation
- Hardware repair
- Management of third-party Agreements.

36.3.5 Consulting, preparation of documents, generation of reports or other types of work related to audits organized by third parties are carried out only after prior agreement in accordance with the rates of Additional work specified in this Agreement.

36.3.6 As the number of maintained equipment increases, Baltneta proportionally increases the price of the service in accordance with the conditions stipulated in this Agreement or the Service order.

36.3.7 Requests for changes and information can only be registered by the Client's authorized representatives listed in the order.

#### 36.4 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Update the list of network equipment	30 min	
Separate wifi subnets	60 min	One location
Change the switch interface configuration	30 min	Time per device
Change the router's forwarding configuration	30 min	Time up to 10 pcs. ports.
Change wifi password	30 min	
Change wifi network name	30 min	
Provide device configuration file	30 min	
Provide switch port configuration information in pdf, xls or others. format	30 min	
Provide a log report	30 min	
Provide router forwarding configuration	30 min	
Provide a monitoring report (ICMP, CPU, RAM, SWAP, Errors)	30 min	
Provide a list of monitored network equipment	30 min	
Provide a network topology scheme	30 min	
Provide a Wifi signal quality report	30 min	
Restart a wifi station	30	
Configure an additional IP	30 min	
Configure/change basic security rules of the switch	60 min	
Configure/change L2TP/SSL VPN (remote access) on one network device	30 min	
Configure/modify basic router security rules	30 min	
Configure/change VLAN configuration	30 min	

### 37 RULES FOR THE PROVISION OF NETWORK PERIMETER PROTECTION (vUTM) SERVICE

#### 37.1 DEFINITION OF NETWORK PERIMETER PROTECTION (vUTM) SERVICE

Network Perimeter Protection (vUTM) – in the Baltneta Data Center, a virtual firewall-based security solution for the prevention of various types of threats (DoS, DDoS attacks, database intrusions, data phishing, viruses, SPAM messages).

#### 37.2 SCOPE OF SERVICE

##### 37.2.1 vUTM plans:

	vUTM 25	vUTM 50	vUTM 100	vUTM 150	vUTM 200	vUTM 500
Recommended maximum number of users (units)	25	50	100	150	200	500
UTM bandwidth, (Mbps) (with security rules package activated)	100	200	250	450	600	1200
Maximum firewall throughput in UDP (Mbps)	500	1000	1500	3000	3900	5000
IPsec (Mbps)	75	150	200	250	325	450
SSL VPN (Mbps)	75	150	300	400	520	720
WAF (Mbps)	75	150	300	500	650	850
Anti-Virus (Mbps)	300	550	900	1500	1950	2500
IPS (Mbps)	200	370	450	780	1200	1500

- 37.2.2 Recommended maximum number of users The recommended number of users is based on the actual system load when the maximum set of security rules is enabled for each user. When the number of users increases significantly, Baltneta has the right to inform the Client about the necessary plan change, and if the Client refuses to change the plan, Baltneta is not responsible for the correct operation of the system as its loads increase.
- 37.2.3 Total UTM bandwidth, Mbps (with security rules package activated). In the case of service provision, a standard security package is enabled for the Client's network, which limits the maximum network bandwidth in Mbps, which is presented in the table of these rules. The table also shows the maximum possible and indicative bandwidth in case of activation of each feature.
- 37.2.4 Firewall with high assurance (HA) The firewall infrastructure is hosted in the Baltneta TIER3 data center, where high service reliability is implemented in accordance with TIER3 requirements.
- 37.2.5 Traffic limiting and quotas. The feature allows limiting the distribution of the total traffic through applications or categories, users, group policy.
- 37.2.6 Protection against DDoS attacks, IPS. To enable perimeter protection of the client's network, the vUTM license manufacturer uses improved, new-generation network intrusion prevention system (IPS) and dual-engine Antivirus scanning using its own and third-party signature databases.
- 37.2.7 User self-service portal. The client is granted access to the user self-service portal with administrator or observer rights, depending on whether the service is purchased with or without a maintenance package. In a situation where Baltneta and the Client have access to administrator rights, it is considered that incorrect changes made in the firewall are the responsibility of the Client and Baltneta performs recovery work according to the standard service quality parameters or the hourly rates provided for in this document.
- 37.2.8 IPsec, SSL VPN, Remote Ethernet Device (RED) VPN. The tools provided by the vUTM license manufacturer allow creating secure and standards-based VPN networks (SSL, PPTP, L2TP, Cisco VPN, Open VPN, RED VPN (requires additional client equipment)).
- 37.2.9 Control and limitation of unwanted applications and visited WEB pages. The vUTM license producer allows choosing from standard policies and rule templates to restrict or prohibit the availability of certain applications or protocols within the company. Specific sets of restriction rules are provided to the Client and agreed upon before the installation of the service.
- 37.2.10 Data collection of used applications and visited WEB pages. The vUTM license producer collects the traffic passing through the firewall and provides the opportunity to see the accumulated information about the browsing of applications, services and WEB pages in the reports module. For displaying information, the vUTM license producer has standard templates for data slices, which can only be adjusted after ordering a maintenance service.
- 37.2.11 Collection and storage of log entries. The vUTM license producer collects traffic passing through the firewall and provides the opportunity to view log entries that are stored in the system depending on the client's network load and available disk space on the server.
- 37.2.12 Separation of operation of vUTM and Client infrastructure. During the period of using the service, Baltneta is responsible for the correct operation of vUTM, including the infrastructure for vUTM (data center, servers, network equipment) and producer's software. In case of official information about software malfunctions published by the vUTM license producer, Baltneta undertakes to take all necessary measures within its competence to recover the system, but the best-effort method, which is used by the vUTM license producer himself, is also applied. Also, in the event of disruptions in the Client's infrastructure and the resulting non-functioning of the vUTM service, Baltneta does not assume responsibility for downtime and troubleshooting.

### 37.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE	NOTE
Reset logins for client*	30 min	Performed for an additional fee
Recover a VM copy from backup	60 min	-

Recover a VM copy from snapshot	60 min	-
Submit a monitoring report (ICMP, CPU, RAM, SWAP, errors)	30 min	-
Provide VM availability log	30 min	-
Check monitoring parameters	30 min	-
Check VM availability	30 min	-

### 38 RULES FOR THE PROVISION OF NETWORK PERIMETER PROTECTION (vUTM) MAINTENANCE

#### 38.1 DEFINITION OF NETWORK PERIMETER PROTECTION (vUTM) MAINTENANCE SERVICE

Network Perimeter Protection (vUTM) maintenance is remote maintenance of a virtual firewall-based security solution. Installation, configuration of vUTM solution features, monitoring of systematic deviations, and management and control of all available features.

#### 38.2 THE SERVICE INCLUDES

##### 38.2.1 Service plans:

Service properties	STANDARD	PRO
<u>Monitoring:</u>		
Availability monitoring	+	+
Load monitoring	-	+
Service life cycle analysis	-	+
Web page accessibility (in case of WAF)	-	+
<u>Firewall and infrastructure management:</u>		
Updating the firewall version	During working hours	Out of working hours
Appliance backup and recovery of virtual machine	+	+
Configuration backup and recovery	Monthly copy	Weekly copy
Connecting and managing the client's firewall in the management account of the vUTM product manufacturer	-	+
Formation and management of firewall cluster on the manufacturer's basis	-	+
<u>User and application management:</u>		
Creation and maintenance of user authorization policies	+	+
User grouping	+	+
Formation of reports	+	+
Management of prohibited portals and applications	+	+
Configuring rule exceptions	-	+
Evaluation and implementation of changes based on client requests	Up to 3 changes per month	Up to 10 changes per month
<u>Security management:</u>		
IPS, Anti-virus, logging	+	+
Enabling standard manufacturer's email protection rules*	+	+
Enabling standard manufacturer's WAF rules*	-	For extra fee
<u>Network management:</u>		
Configuring PSEC, L2TP IPSEC, SSL tunnels	+	+
DHCP server configuration	+	+
HTTPS scanning	+	+
Zone segmentation	Up to 3 zones	Up to 10 zones
Support for traffic classification and management rules	+	+
Mediation with the manufacturer regarding vendor support	-	+

\*In case of activation of additional firewall modules

38.2.2 Monitoring The client's firewall router is included in the Baltneta monitoring system, which monitors device statuses, service work 24x7 and warns of deviations from standard (or agreed) parameters. Firewall monitoring includes the following areas:

- Availability Software availability check using ICMP protocol. Check interval is every 300 seconds (5 minutes).
- Performance counter Firewall events are checked and recorded in the monitoring system:
  - CPU, RAM, disk space parameters;
  - SWAP status monitoring;
  - Critical error messages and log entries;
- Service life cycle analysis. Monitored virtual machine life cycle, reboots, time of performance, loads.
- Website availability. In case of enabling WAF, the availability of the web page is monitored in the monitoring system.

### 38.2.3 Firewall and infrastructure management:

- Updating the firewall version. Depending on the plan, the update works are performed at the appropriate time if the firewall updates are officially released.
- Appliance backup and recovery of virtual machines. In the data center of Baltmeta, a weekly copy of the virtual machine, where the firewall service is running, is made and stored, and can be recovered, if necessary.
- Configuration backup and recovery. A weekly copy of the client's firewall configuration is made and stored in the Baltmeta data center, and it can be recovered, if necessary.
- Managing the client's firewall module in the management account of the vUTM product manufacturer.

### 38.2.4 User and application management:

- Creation and maintenance of user authorization policies. Creation of local users or integration with the user identification system (LDAP, AD, RADIUS) possessed by the Client, association of these users with existing firewall rules and activity support. Baltmeta does not assume responsibility for the compatibility of the firewall and the Client's user identification system in the case of integration; during the operation of the general feature, no detailed analysis is made in relation to exceptional cases when the group policy or authorization is activated incorrectly, and Baltmeta is not responsible for the configurations of the Client's user identification system or other parts of the infrastructure, does not connect to the Client's infrastructure such as servers, user identification system or other services.
- User grouping Dividing firewall users into groups by applying group policies (application availability, assigning VPN types, applying policies to a group, etc.)
- Formation of reports. The feature includes:
  - Providing access to the reports module;
  - Generating recurring reports of a general nature (applications and content, network and threats, VPN usage);
  - Formation of individual reports according to users. Individual reports are generated only for PRO plan holders. The maximum amount of different types of reports cannot exceed 10 reports per request;
- Management of prohibited portals and applications:
  - Customization of standard vUTM license producer applications and WEB filters to groups or rules;
  - Creation and customization of non-standard individual applications or WEB filters and configuration of rule exceptions are performed only for PRO plan holders;
- Evaluation and implementation of changes based on customer requests. This feature covers the analysis of the requests submitted by the Client, assessing whether the requested change complies with the general logical rules of the firewall and does not conflict with them, and the implementation of those requests.

### 38.2.5 Security management:

- IPS, IDS, Anti-virus, logging. Support for these features includes:
  - Enabling standard IPS/IDS/Antivirus manufacturer rules and related changes;
  - Custom creation and enabling of non-standard IPS rules is only for PRO plan holders;
  - Storage capacity for log entries is limited to 50 GB
- Management of e-mail protection rules. Feature includes enabling standard vUTM product manufacturer's firewall email protection or WAF rules and managing their changes. Baltmeta is not responsible if the manufacturer's standard filters or rules are not compatible with the client's infrastructure or WEB page and does not undertake to solve individual incidents related to the client's infrastructure during the operation of the general feature.

### 38.2.6 Configuring remote workplace tunnels (Remote L2TP/IPSEC, SSL VPN). Enabling this feature only involves configuring the network hardware part. It is the Client's responsibility to install a VPN at the Client's remote workstation. Within the scope of this service, Baltmeta does not connect to the Client's workplace and does not perform configuration steps to run the VPN client on the Client's equipment.

### 38.2.7 Network management:

- Configuration of IPSEC, L2TP/IPSEC, SSL tunnels.
- Configuration of remote branches or third-party tunnels (Site to site IPSEC VPN). In the case of IPSEC VPN, enabling the feature in the infrastructure of the third party specified by the Client is not Baltmeta's responsibility. The Client is responsible for coordinating configuration details with the third party. Baltmeta performs actions related to the firewall infrastructure and configuration and, if

required by third parties or the Client, performs standard diagnostics, including enabling/disabling the tunnel or checking the IPSEC VPN feature of the base vUTM product manufacturer. Also, the standard quality service parameters are not applied to the implementation of this feature due to the participation of third parties, therefore the best effort method is applied to the launch of the service.

- Configuring remote workplace tunnels (Remote L2TP/IPSEC, SSL VPN). Enabling this feature only involves configuring the network hardware part. It is the Client's responsibility to install a VPN at the Client's remote workstation. Within the scope of this service, Baltneta does not connect to the Client's workplace and does not perform configuration steps to run the VPN client on the Client's equipment.
- DHCP server configuration.
- HTTPS scanning. Support of this feature includes enabling standard scanning rules. The creation of individual rules, work related to the management of the vUTM certificate service and consulting users on issues of installation at the workplace are available only to PRO plan holders.
- Zone segmentation. Support of this feature includes the creation and modification of network segmentation rules, new network interfaces. The number of zones is limited per plan - zone segmentation up to 3 separate zones is available to Standard plan holders, 10 - to PRO plan holders.
- Support of traffic classification and management rules. Support of this feature includes the creation and modification of network segmentation rules, new network interfaces. Enabling hierarchical classification rules is only available to PRO plan holders.
- When providing the vUTM maintenance service, Baltneta follows the rules and restrictions on the amount of changes defined in these rules, but reserves the right to apply a time limit in the case of an obviously long-lasting request or an uncontrollable amount of requested changes, when Standard plan holders are allocated no more than 1.5 hours per month for the execution of requests, PRO plan holders - no more than 3 hours. If the scheduled time is exceeded, subsequent service will be charged additionally at the hourly rates provided for in this Agreement.

38.2.8 The service does not include the services listed below, but these services can be ordered additionally by separate agreement:

- VPN client installation on the Client's computerized workplace;
- Installation of certificates in the Client's computerized workplace;
- WAF installation, configuration of individual rules and their support;
- Any consulting, document preparation, report generation or other type of work related to the audit organized by third parties is performed only after prior coordination of the planned work, charging them according to the hourly rates provided for in this Agreement.

### 38.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE	NOTE
Reset logins for the client	30 min	Performed for an additional fee
Recover a VM copy from backup	60 min	-
Recover a VM copy from snapshot	60 min	-
Submit vutm server monitoring report (ICMP, CPU, RAM, SWAP, errors)	30 min	-
Provide VM availability log	30 min	-
Check monitoring parameters	30 min	-
Check VM availability	30 min	-
Perform IPSEC tunnel diagnostics: enable/disable tunnel;	30 min	-
Perform L2TP tunnel diagnostics: enable/disable tunnel;	30 min	-
Perform SSL tunnel diagnostics: enable/disable tunnel;	30 min	-
Recover a copy of the firewall configuration from a backup	30 min	-
Recover a copy of a virtual machine (appliance)	30 min	-
Changing the firewall policy	30 min	-
Enable local firewall users (up to 10 users)	30 min	-

Enable/disable HTTPS scanning function	30 min	-
Enable/disable the manufacturer's standard Antivirus/Antispam security policies (up to 3 rules)	30 min	-
Enable/disable manufacturer's standard application and WEB security policies (up to 3 rules)	30 min	-
Enable/disable the manufacturer's standard IPS/IDS security policies (up to 3 rules)	30 min	-
Import/export HTTPS certificate	30 min	-
Disable local firewall users (up to 10 users)	30 min	-
Delete local firewall users (up to 10 users)	30 min	-
Modify network traffic classification rules	60 min	-
Do port forwarding	30 min	-
Change DHCP settings / IP reservation	30 min	-
Change DHCP settings / Changing server settings	30 min	-
Submit a monitoring report (ICMP, CPU, RAM, SWAP, errors)	30 min	-
Submit one of the standard reports	60 min	-
Provide VM availability log	30 min	-
Provide a log of entries from the vUTM product manufacturer	30 min	-
Check monitoring parameters	30 min	-
Check the enabling of standard applications and WEB security policies	30 min	-
Check the enabling of standard IPS/IDS security policies	30 min	-
Check enabling standard WAF rules	30 min	-
Check web page accessibility (for WAF)	30 min	-
Check VM availability	30 min	-
Add/change e-mail for sending reports	30 min	-
Assign existing rules in the firewall to users (up to 10 users)	30 min	-
Configure a client-requested rule exception	30 min	-
Configure an L2TP IPSEC tunnel on the firewall side	60 min	-
Configure an SSL tunnel on the firewall side	30 min	-
Create local firewall users (up to 10 users)	30 min	-
Create an account on the vUTM product manufacturer management platform	60 min	-
Create access to the firewall reports module (per user)	30 min	-
Assign users to firewall groups	30 min	-
Changing the VPN policy	30 min	-
Modification of VPN users	30 min	-

### 39 RULES FOR THE PROVISION OF SDN MAINTENANCE SERVICE

#### 39.1 DEFINITION OF SDN MAINTENANCE SERVICE

SDN maintenance is a software and hardware-based networking solution that enables companies to centrally, simply and automatically manage their remote branch network and use any combination of IP transport services, including fiber, MPLS, LTE, and etc.

### 39.2 SCOPE OF SERVICE

- 39.2.1 Availability monitoring. Extensive remote branch monitoring capability, signal quality assessment, capability to monitor SDN device status and SDN device configuration settings and changes.
- 39.2.2 Providing a dashboard to the Client. The possibility to monitor the network status of own remote branches, see settings and events in real time, with read-only rights.
- 39.2.3 Automatic security updates for SDN devices. SDN equipment update is initiated by the firewall when a security incident occurs at the same time. The equipment receives updates immediately, instead of waiting for the scheduled window for equipment updates.
- 39.2.4 Securing department traffic with firewall rules. SDN equipment allows firewall rules to be brought closer to departments. SDN equipment traffic is checked by the firewall, even when the end equipment is communicating within the department.
- 39.2.5 Saving the configuration of SDN devices in firewall templates. For failed SDN devices, or in case of adding an additional remote department, we will recover the used network security settings extremely quickly.
- 39.2.6 Analysis of traffic consumed per department. The traffic of the company's departments is evaluated and analyzed, deviations from the norm are monitored, proactivity in submitting comments or recommendations regarding changes in departments' rules or changes in the department's Internet speed.
- 39.2.7 Advanced routing/split tunneling. The possibility to allow not to use firewall rules for zones or end devices that do not require security requirements after separating the zones. Not to overload the firewall when it is not necessary.
- 39.2.8 Device-specific rule assignments, access up to tier 2 address. (IP address, MAC address and etc.). SDN devices allow to see an extended amount of network devices up to tier 2 address and assign rules to specific devices.
- 39.2.9 HTTPS scanning. Support of this feature includes enabling standard scanning rules. Creation of individual rules, management and consulting of users on issues of installation at the workplace.
- 39.2.10 Traffic filtering between departments in the same security zone. Possibility to assign firewall security rules to individual security zones by exchanging data with each other. Detailed traffic and browsing analysis.
- 39.2.11 Creating zones in the department. Separate zones for end devices are created and separate firewall rules are applied according to needs and security levels.
- 39.2.12 Mediation with the manufacturer on vendor support. The SDN equipment provided is supported by the manufacturer, which allows having equipment updates and technical support for configuring or maintaining the equipment.

### 39.3 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE	NOTE
Create an account on the vUTM product manufacturer management platform	60 min	-
Create access to the manufacturer's reports module (per user)	30 min	-
Updating the version of SDN devices	30 min	-
Initiating security updates for SDN devices	30 min	-
Creating/changing routing and split tunneling	30 min	-
Rule assignments for a specific end device (one)	30 min	-
Configure an additional connection input for 4G	30 min	Equipment must support 4G
Assign/change security settings for a security zone	30 min	-
Change DHCP settings / IP reservation	30 min	Up to 5 units at a time
Change DHCP settings / Changing server settings	30 min	-

#### 40 RULES FOR THE PROVISION OF MAINTENANCE SERVICES FOR COMPUTERIZED WORKPLACES (CWP)

##### 40.1 DEFINITION OF THE MAINTENANCE SERVICE FOR COMPUTERIZED WORKPLACES (CWP)

Computerized workplaces (CWP) maintenance service is the maintenance of the computer and the additional equipment assigned to it (monitor, mouse, keyboard, docking station) and peripheral equipment (printer, scanner, multifunction device) in order to ensure timely resolution of requests. The CWP maintenance service can be provided remotely (Service plan CWP REMOTE), remotely and at the Client's premises (Service plan CWP PRO).

##### 40.2 CLIENT'S LIABILITY

- 40.2.1 The Client undertakes to inform Baltmeta in writing no later than 5 working days in advance of any installation of new computer equipment or network expansion work which he himself or third parties scheduled.
- 40.2.2 When registering CWP requests, provide specific and consistent information by specifying a unique CWP number that is assigned to each computerized workplace.
- 40.2.3 Not to require Baltmeta to come to the CWP installation location in cases where the request can be resolved remotely.
- 40.2.4 If necessary, provide the opportunity to provide CWP maintenance services at the Client's premises during non-working hours.
- 40.2.5 Within 5 working days after signing the order for the CWP maintenance service, the Client undertakes to provide Baltmeta with a list of all the Client's employees whose CWP maintenance is included in the signed order, specifying the employee's name, surname, phone number, and e-mail.

##### 40.3 SCOPE OF MAINTENANCE SERVICE FOR COMPUTERIZED WORKPLACES (CWP)

###### 40.3.1 Computerized workplace maintenance service plans:

Service	REMOTE	PRO
CWP maintenance remotely	+	+
CWP maintenance at the client's premises	60,00 EUR/hour + arrival fee	+
Preparation of a new workplace	+	+
Replacement equipment	+	+
Maintenance of peripheral equipment	+	+
Maintenance of specialized software	-	-
Maintenance of antivirus software	+	+
Remote workplace (VPN) maintenance and configuration	+	+
Hardware and software inventory	+	+
Proactive monitoring and management	+	+
Collection and analysis of computer logs	+	+
Periodic installation of Microsoft software updates	+	+
Evaluation and recommendations of the IT economy of computerized workplaces	+	+
Dedicated IT services manager	+	+
Consultations by email and phone	+	+
IT incident registration 24/7	+	+
Helpdesk service (Available to all company employees)	+	+
Request reports	+	+
New hardware and software selection and consultations	+	+
Collection and disposal of unused equipment hard drives and batteries	+	+
Antivirus license	According to the need	According to the need
Computer encryption	According to the need	According to the need
Email protection	According to the need	According to the need

- 40.3.2 CWP maintenance includes the resolution of Requests related to computerized workplaces and peripheral devices remotely and/or at the Client's premises.
- 40.3.3 In cases where the Client's Requests cannot be resolved remotely, Baltmeta specialists carry out the work at the Client's premises. The number of calls is unlimited for the CWP PRO plan. In the case of the CWP REMOTE plan, the Client pays additionally for each call and work performed at the client's premises.
- 40.3.4 Preparation of a new workplace includes preparing a new computerized workplace for a new employee or preparing a new computer by migrating user data. In the CWP REMOTE and CWP PRO plans, the preparation of new workplaces is included in the service



fee, but in the course of one calendar month, the client cannot register more than 20% (calculated from the total amount of CWP) of requests for the preparation of new workplaces. If the limit of 20% is exceeded, a fee of 59Eur/unit without VAT is applied. Also, in the case of the CWP REMOTE plan, an on-site arrival fee is applied if it is required in the scope of a new workplace preparation request.

- 40.3.5 When the Client cannot use the CWP feature for more than 8 hours (the equipment is taken for warranty/post-warranty service, the old one breaks, in case of waiting for the new one to be delivered, etc.) At the Client's request, Baltmeta undertakes to provide replacement equipment. Replacement hardware applies to laptops only. No SLA applies to the provision of replacement equipment. Replacement equipment is only provided with the CWP PRO plan.
- 40.3.6 Peripheral equipment maintenance includes the following services: configuration of peripheral equipment and mediation in eliminating equipment faults - delivery of equipment to/from an authorized service center (in the same city), with the Client paying the invoice provided by the service. The service does not include hardware repairs. If the peripheral equipment is purchased from third parties, Baltmeta only performs its configuration, but does not mediate in eliminating equipment faults, this must be initiated by the Client by contacting the seller of the peripheral equipment.
- 40.3.7 Specialized software maintenance work (installation, updating, development and customization of new or additional functions and other work related to the specialized software used by the client) is not included in the scope of the CWP maintenance service. Works related to specialized software can be performed at the Client's request and will be charged additionally. Specialized software includes business management systems, accounting systems, document management systems and other specialized programs.
- 40.3.8 Standard software maintenance includes operating systems (Windows, Mac), MS Office suite, Outlook e-mail software, Internet browsers (Edge, Mozilla Firefox, etc.), MS applications (Visio, Project), antivirus software, archiving software, Adobe Reader.
- 40.3.9 Antivirus maintenance includes the following services: antivirus software installation, antivirus software updates, automatic antivirus software scans, configuration of settings (policies). In the event that the Client decides to change the existing antivirus software to another manufacturer's software, the replacement work is not considered part of the service and the replacement process is charged according to the rates of Additional Work specified in this Agreement.
- 40.3.10 Virtual Private Network (VPN) maintenance and configuration includes installing a VPN client on a computer and configuring it with the login data provided.
- 40.3.11 Hardware and software inventory. While providing CWP maintenance services, Baltmeta takes inventory of hardware and software. Only the hardware on which the pro-active CWP maintenance software is installed is taken inventory of.
- 40.3.12 Pro-active monitoring and management. During pro-active monitoring and management, Baltmeta monitors the work of services in computerized workplaces and warns about deviations from the defined parameters, checks user rights on the computer, checks the condition of the hard disk, frees disk space according to the client's request.
- 40.3.13 Periodic installation of Microsoft software updates. By providing the CWP maintenance service, Baltmeta pro-actively installs updates of the Microsoft software owned by the Client to computerized workplaces.
- 40.3.14 Economic assessment of computerized workplaces. According to the client's request, within 60 days after ordering the services or once a year, Baltmeta performs an initial assessment of the economy of the client's computerized workplaces and submits a CWO economy assessment report, which includes: IT infrastructure (CWP, peripheral equipment, software) inventory, evaluation of CWP functionality, reliability and security; identification of risks; recommendations on the elimination of IT risks. After the evaluation of the economy of computerized workplaces, further work and the implementation of recommendations are coordinated individually with the Client.
- 40.3.15 By providing CWP maintenance services, Baltmeta provides the Client with a dedicated IT service manager, who advises the Client on the issues of execution of existing Agreements and the conclusion of new Agreements.
- 40.3.16 By providing CWP maintenance services, Baltmeta provides the client with consultations on the failure, operation, modernization or acquisition of computer or peripheral equipment.
- 40.3.17 Every month, the Client portal <https://myportal.balt.net> automatically generates and presents a report on the performed CWP maintenance work and the times of their resolution.
- 40.3.18 By providing CWP maintenance services, Baltmeta gives the Client the opportunity to apply for the selection and purchase of new hardware and software.
- 40.3.19 The CWP maintenance service does not include the maintenance of mobile devices of service users.
- 40.3.20 If unsupported operating systems remain installed in CWP after the CWP economy assessment recommendations are submitted, the SLA level provided for in the Order does not apply to these CWP requests.
- 40.3.21 If the Client is using software that does not have software support from the software manufacturer (or is out of date), Baltmeta is not responsible for resolving requests related to that software.

40.3.22 Baltneta does not train Client representatives (CWP users) to work with computers and software.

40.3.23 In order to ensure the quality and proactivity of the required service, a pro-active CWP maintenance software is installed in each supervised computerized workplace (CWP). The provided SLA level of the service is not applicable if the pro-active CWP maintenance software is not installed in the computerized workplaces.

40.3.24 Consulting, preparation of documents, generation of reports or other types of work related to audits organized by third parties are carried out only after prior agreement according to the hourly rate of Baltneta's additional work valid at that time.

#### 40.4 RFC STANDARD

STANDARD WORK	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Free up disk space	30 min	When there is no more disk space, the engineer migrates/clears the excess information with the instructions of the Client.
Perform standard software updates	30 min	The computer is connected to and the software is updated (Microsoft updates are installed systematically). Standard software includes: operating system (Windows, Mac), MS Office package, Outlook e-mail software, Internet browsers (Internet Explorer, Mozilla Firefox, etc.), MS applications (Visio, Project), antivirus software, archiving software, Adobe Reader, Graphics software (AutoCAD, Corel Draw, Photoshop).
Recover password	15 min	Recovery via AD/Proactive
Install a language pack	15 min	Installing additional language packs on the computer (eg: LT/RU)
Install a new device (when documentation is provided)	20 min	It can be any device (peripheral, software), when the documentation is provided and the work does not exceed 1 hour. Otherwise, the works are treated as Additional orders.
Install the Office package	30 min	Installation of the client's Office package after providing licenses and login data.
Install/uninstall software from the list of standard software	30 min	Standard software includes: operating system (Windows, Mac), MS Office package, Outlook e-mail software, Internet browsers (Internet Explorer, Mozilla Firefox, etc.), MS applications (Visio, Project), antivirus software, archiving software, Adobe Reader, Graphics software (AutoCAD, Corel Draw, Photoshop).
Install/remove antivirus software	20 min	-
Delete data via user (account)	20 min	The user is deleted from the computer and the data is deleted or moved to another device as needed.
Replace the drive	180 min	Replacing a computer hard drive with a new one and transferring data.
Change the computer language	20 min	Changing the language in a Windows computer environment
Prepare the workplace remotely	120 min	Configuring Windows parameters of a new computer, connecting to a domain, updates, listing standard software installation, inclusion in maintenance and configuration of the user environment.
Prepare the workplace on the way to the site (no travel time)	150 min	Configuring Windows parameters of a new computer, connecting to a domain, updates, listing standard software installation, inclusion in maintenance and configuration of the user environment.
Provide a list of computers/users	20 min	Reporting from the Proactive system
Connect the computer to the domain (without migrating the Client profile)	20 min	Connecting a computer to AD.
Archive a mailbox	30 min	We archive mails in Outlook and create archiving rules (we create rule 1)
Generate a standard report	20 min	All template reports that can be generated through the Proactive system
Install the printer/scanner	20 min	Connect to the computer and install the printer/scanner that is documented in the Client's account. If the device was not identified during the inventory, the work is treated as the installation of a new device.
Configure the mail profile on the computer	15 min	Configuring a mail profile in Outlook when login details are provided.

Configure a VPN on the computer	15 min	Installation of the VPN client on the computer and configuration according to the provided login data
Create a new user with data migration	120 min	When a computer user is changed, a new user is created and the data required for the user is migrated (the computer was already included in maintenance before the change)
Add drives (connect the shared file to the user's environment) and grant access to the server	15 min	Connecting a shared folder to a user environment by providing login data.
Encrypt the computer's hard drive	30 min	Encrypting a computer's hard drive with Bitlocker or a similar tool by storing the encryption key in a location specified by the Client.

#### 40.5 MISCELLANEOUS

- 40.5.1 The works that are not included in the subscription fee of the KDV maintenance service plan chosen by the Client are performed by agreement of the parties according to the Baltneta hourly rate valid at that time and are formalized by a deed of transfer and acceptance of the works.
- 40.5.2 The client's representative undertakes to accept the ordered work without a separate prior written agreement, if the price of the additional work does not exceed EUR 400.00 without VAT. The works are formalized by a deed of transfer of acceptance of works.
- 40.5.3 With the KDV REMOTE plan, the arrival fee to the client's branch is applied according to the arrival rates specified in the BPTS agreement, unless otherwise stipulated in this order.
- 40.5.4 With the CWP PRO plan, the arrival fee to the client's branch outside of Vilnius, Kaunas, Klaipėda is applied according to the arrival rates specified in the BPTS agreement, unless otherwise stipulated in this order.
- 40.5.5 As the number of maintained computer equipment increases, Baltneta proportionally increases the monthly service fee from the first working day of the following calendar month. If the amount of maintained equipment decreases from that specified in this order, the Client must inform the representatives of Baltneta and return the discounts granted according to this order (for the Service activation fee and KDV assessment).
- 40.5.6 The Client must return the given discounts if, due to the Client's actions, the terms and conditions of service provision, for which the discount was given at the time of signing the order, change.
- 40.5.7 Consulting, preparation of documents, generation of reports or other work related to audits organized by third parties is performed only according to the pre-agreed hourly fee, which is applied according to the rates of additional work provided for in this Agreement.

#### 41 RULES FOR THE PROVISION OF SERVER MAINTENANCE SERVICES

##### 41.1 DEFINITION OF SERVER MAINTENANCE SERVICE

The server maintenance service includes continuous maintenance of the server infrastructure remotely or, where needed, at the Client's premises, which includes resolving requests, initial configuration, timely installation of updates and pro-active monitoring of server parameters.

##### 41.2 CLIENT'S LIABILITY

- 41.2.1 The Client undertakes to inform Baltneta in writing no later than five working days in advance of any new software installation works planned to be performed by himself or third parties, other changes that may affect the operation of the servers.
- 41.2.2 Create conditions for the performance of maintenance work.
- 41.2.3 When registering Request to provide specific and consistent information.
- 41.2.4 If necessary, provide the opportunity to provide server maintenance services at the Client's premises during non-working hours.
- 41.2.5 Create conditions for Baltneta employees to perform server equipment repair work.

##### 41.3 SCOPE OF SERVER MAINTENANCE SERVICE

- 41.3.1 The server maintenance service includes: initial installation and configuration, installation of the operating system, necessary roles (services), server monitoring tools and configuration of the necessary settings, which is performed within the first 30 calendar days from the commencement of the Service Order.
- 41.3.2 The scope of the service includes the installation of updates and consultations, which include the installation of operating systems, software updates, and antivirus software updates. Also, the Client is provided with consultations on server operation, modernization and acquisition issues.
- 41.3.3 The scope of the service includes proactive analysis of security, log files, resource usage, resource planning, system performance analysis, optimization of system performance with the help of settings, consultations on application optimization issues, providing

application developers with logs of inefficient requests/processes

- 41.3.4 The scope of the service includes monitoring the work of the services on the servers and performed warnings about deviations from the defined parameters.
- 41.3.5 Baltmeta undertakes to manage the backup copies of the server, if the Client has purchased this service or has the appropriate tools for making backup copies (drive, software). In this case, all work related to backup copies, i.e. installation, monitoring, rule changes, recovery are carried out by Baltmeta. If the server is located in the Baltmeta's data center, the disk space for storing backup copies and the software required for making them are ordered additionally. If the server is not in the Baltmeta's data center, the space for backup copies and the backuping software is provided by the Client.
- 41.3.6 Data recovery. In the event of data loss or equipment failure, Baltmeta recovers the Client's data that has been successfully copied to the disk space designated for backup copies with the dedicated software. If data recovery requires replacement equipment that the Client does not have, such equipment is charged additionally. In the scope of Baltmeta service, data recovery can only be performed at the OS or database level if the data recovery solution is properly configured.
- 41.3.7 Specialized software maintenance work (installation, updating, development and customization of new or additional functions and other work related to the specialized software used by the client) is not included in the scope of the server maintenance service. Works related to specialized software can be performed at the Client's request and will be charged additionally. Specialized software includes business management systems, accounting systems, document management systems and other specialized programs.
- 41.3.8 Roles of maintained servers and scope of work performed:

MS Active Directory server	Web server – LAMP (Linux, Apache, MySQL, PHP)
<ul style="list-style-type: none"> <li>checking the event log;</li> <li>centralized management of updates;</li> <li>Active Directory rights management;</li> <li>Management of Active Directory domain services;</li> <li>DNS Server management;</li> <li>GPO management (Group Policy);</li> <li>Firewall management;</li> <li>anti-virus system administration.</li> </ul>	<ul style="list-style-type: none"> <li>changing software settings;</li> <li>software update (up to the highest supported version specified by the application installers);</li> <li>recording and analyzing settings errors;</li> <li>log file content report on demand (not more often than once a month);</li> <li>monitoring the size of log files;</li> <li>redistribution of file system disk space;</li> <li>Configuration of PHP and other Apache modules;</li> <li>file access rights management;</li> <li>Installation of PHP (or other programming environments) libraries on demand;</li> <li>Configuring SSL certificates on demand;</li> <li>Virtual host, user creation/removal, rights management;</li> <li>performing backups with specialized software on a local disk;</li> <li>analysis of slow query log files on demand;</li> <li>analysis of database processes, changing of database parameters that influence the speed and functionality of the system;</li> </ul>
MS Terminal Server	DB server (Mysql server, PostGre)
<ul style="list-style-type: none"> <li>checking the event log;</li> <li>centralized management of updates</li> <li>Terminal services/Remote desktop management;</li> <li>Management of print services;</li> <li>software installation (Adobe, MS Office, archiving tools, other application software);</li> <li>file access rights management;</li> <li>anti-virus system administration;</li> <li>Firewall management;</li> <li>license administration</li> </ul>	<ul style="list-style-type: none"> <li>changing software settings;</li> <li>software update (up to the highest supported version specified by the application installers);</li> <li>recording and analyzing settings errors;</li> <li>log file content report on demand (not more often than once a month);</li> <li>monitoring the size of log files;</li> <li>redistribution of file system disk space;</li> <li>performing backups with specialized software on a local disk;</li> <li>analysis of slow query log files on demand;</li> <li>analysis of database processes, notification of sudden changes in status;</li> <li>optimization of the database by changing the parameters influencing its operation;</li> <li>installation and configuration of additional tools/services (Memcached, Sphinx, Maatkit, Pgfovine, Pgpool2, etc.).</li> </ul>
MS SQL server	Mail server Baltmail
<ul style="list-style-type: none"> <li>centralized management of updates;</li> <li>checking the event log;</li> <li>SQL updates are installed at the client's request;</li> <li>Monitoring of SQL services</li> <li>database status monitoring;</li> </ul>	<ul style="list-style-type: none"> <li>changing software settings;</li> <li>software update</li> <li>recording and analyzing settings errors;</li> <li>log file content report on demand (not more often than once a month);</li> </ul>

<ul style="list-style-type: none"> <li>• monitoring the disk space occupied by the database;</li> <li>• administration of transaction logs;</li> <li>• database defragmentation according to the client's request;</li> <li>• a report on the server resources used by the databases according to the client's request;</li> <li>• performing backup copies (only if specialized backup software is installed/ordered and disk space is ordered or available for storing copies);</li> <li>• Firewall management;</li> <li>• anti-virus system administration.</li> </ul>	<ul style="list-style-type: none"> <li>• monitoring the size of log files;</li> <li>• redistribution of file system disk space;</li> <li>• administration and management of the AntiSpam system;</li> <li>• mail queue monitoring;</li> <li>• Blacklist monitoring and IP address removal from them;</li> <li>• installation and configuration of electronic mail conferences (Mailing lists) on demand.</li> </ul>
<b>MS File Server</b>	<b>Samba server</b>
<ul style="list-style-type: none"> <li>• checking the event log;</li> <li>• centralized management of updates</li> <li>• monitoring of file server filling;</li> <li>• informing the client about the ending place;</li> <li>• report on the space occupied by files and directories on demand (no more than once a month);</li> <li>• Installation and management of print services;</li> <li>• file access rights management;</li> <li>• anti-virus system administration;</li> <li>• firewall management.</li> </ul>	<ul style="list-style-type: none"> <li>• changing software settings;</li> <li>• software update</li> <li>• recording and analyzing settings errors;</li> <li>• log file content report on demand (not more often than once a month);</li> <li>• monitoring the size of log files;</li> <li>• redistribution of file system disk space;</li> <li>• file access rights management;</li> <li>• user creation/removal, rights management.</li> </ul>
<b>MS Hyper V server</b>	<b>Proxy server (Nginx, Varnish and etc.)</b>
<ul style="list-style-type: none"> <li>• software updates (only at the Client's request);</li> <li>• checking the event log;</li> <li>• anti-virus system administration;</li> <li>• Firewall management;</li> <li>• Availability monitoring;</li> <li>• Performance monitoring.</li> </ul>	<ul style="list-style-type: none"> <li>• changing software settings;</li> <li>• software update (up to the highest supported version specified by the application installers);</li> <li>• recording and analyzing settings errors;</li> <li>• log file content report on demand (not more often than once a month);</li> <li>• monitoring the size of log files;</li> <li>• redistribution of file system disk space;</li> <li>• Configuring SSL certificates on demand;</li> <li>• selection, configuration of the size of the accelerating memory;</li> <li>• analyzing requests to the web server (Apache, etc.), choosing an acceleration (cache) strategy, making suggestions to application developers, implementing the solution;</li> <li>• consulting on headers issues.</li> </ul>
<b>MS Web server</b>	<b>Application server (Java, Tomcat, node.js, etc.)</b>
<ul style="list-style-type: none"> <li>• software updates;</li> <li>• centralized management of updates;</li> <li>• checking the event log;</li> <li>• monitoring the disk space occupied by the database;</li> <li>• anti-virus system administration;</li> <li>• Firewall management;</li> <li>• certificate management;</li> <li>• certificate monitoring;</li> <li>• DNS service management;</li> <li>• monitoring of database services;</li> <li>• availability monitoring;</li> <li>• Performance monitoring;</li> </ul>	<ul style="list-style-type: none"> <li>• changing software settings;</li> <li>• software update (up to the highest supported version specified by the application installers);</li> <li>• recording and analyzing settings errors;</li> <li>• log file content report on demand (not more often than once a month);</li> <li>• monitoring the size of log files;</li> <li>• redistribution of file system disk space;</li> <li>• analysis of processes, informing about sudden status changes;</li> </ul>

#### 41.4 SERVICE LIMITATIONS

- Test data recoveries are not included in the service scope.
- If the Client uses software that does not have software support from the software manufacturer (or is out of date), Baltmeta does not assume responsibility for solving incidents or requests related to unsupported software.
- Baltmeta does not train the Client's representatives to configure, install the server, work with programs (applications).
- Baltmeta does not perform work that is not directly related to this Agreement, such as changes to the server operating system, virtualization platform and application programs.
- Baltmeta does not perform accounting, installation, configuration and recovery of specialized software after failures (unless otherwise agreed).
- When providing server maintenance services, the Request resolution time does not include operating system installation time, data recovery time from backup copies, disk formatting, defragmentation and other times that Baltmeta cannot influence. If replacement equipment is required to resolve the Request, this equipment shall be provided by the Client.

#### 41.5 RFC STANDARD

STANDARD WORK	PRELIMINARY WORK PERFORMANCE TIME	NOTE
<b>Linux Server maintenance requests</b>		
Perform a PostGre/MySQL dump	15 min	
Update the SSL certificate	15 min	If the SSL certificate is purchased from Baltneta, it is necessary to order its update for an additional fee
Recover data/server from backup	60 min	Not valid if it is the Client's private infrastructure and he has not provided space for storing copies
Install the PHP standard module from the PHP repository	15 min	
Initiate removal of server IP address from black lists	15 min	
Change DNS records on Baltneta name servers	15 min	
Change DNS records on non-Baltneta name servers	30 min	
Change the password of the main user	15 min	
Create an additional database	15 min	
<b>Windows Server maintenance requests</b>		
Free up (clear) disk space	30 min	
Make changes to Windows Firewall rules	30 min	
Update the SSL certificate	30 min	If the SSL certificate is purchased from Baltneta, it is necessary to order its update for an additional fee
Recover data from backup	60 min	Not valid if it is the Client's private infrastructure and he has not provided space for storing copies
Install the printer on the Print server	30 min	
Clear database (shrink)	15 min	
Clone the database	30 min	
Increase disk space/CPU/RAM	15 min	To be performed when the server is in Baltneta's resources. If the server is the client's server, additional parts may need to be acquired
Change DNS records on Baltneta name servers	20 min	
Change DNS records on non-Baltneta name servers	20 min	
Change the access rights of the user File server through directories	20 min	
Change a user File server access rights at the group level	20 min	
Change user password	15 min	
Change user rights	15 min	If it is only required to add to the relevant groups
Add to the White and Block lists of the Exchange server	20 min	
Provide monitoring system data (CPU / Disk / Network)	20 min	
Restart the server	15 min	If nothing needs to be done after restarting
Restart the service	15 min	
Scan the server for malicious activities	60 min	Initiated when searching for the reason why the server's IP address was blacklisted
Create an additional user	15 min	
Create/edit Active Directory objects	15 min	

## 42 RULES FOR THE PROVISION OF MICROSOFT 365 USER MAINTENANCE SERVICE

### 42.1 DEFINITION OF MICROSOFT 365 USER MAINTENANCE SERVICE

The Microsoft 365 user maintenance service includes administration of the Microsoft 365 (Office, Exchange Online, Teams, SharePoint, OneDrive)

platform and constant resolution of Microsoft 365 user requests.

## 42.2 SCOPE OF MICROSOFT 365 USER MAINTENANCE SERVICE

### 42.2.1 Users:

- Creation/Removal of users
- Assignment of licenses to a user, transfer to another user, cancellation
- Password recovery
- Adding a user to a group
- Providing information about M365 account data to the Client upon request (information is provided in csv format)\*
- Configuring settings in the M365 management console. Settings are configured as per Client's request to enable/disable specific settings

### 42.2.2 Mail:

- Mailbox creation and administration
- Creation and administration of groups/Shared mailbox
- Creation and administration of equipment/premises mailboxes
- Creation of contacts
- Verification of log entries and submission to the client upon request
- Exchange user attribute management
- Changing the DNS record (when the client provides access to the administration panel)
- Adding an additional domain (when the client provides access to the administration panel)
- Data recovery/deletion at the client's request (performed taking into account the tools and capabilities provided by MS)
- Export emails from one box to pst.
- Activation of online archiving of letters

### 42.2.3 SharePoint/Onedrive:

- Basic Sharepoint access rights management
- Sharepoint/Onedrive settings management

### 42.2.4 Teams:

- Teams settings management

### 42.2.5 Security:

- Block/unblock IP/email address due to SPAM
- MFA activation
- Security reporting based on the capabilities of the purchased Azure AD

42.2.6 If the amount of Microsoft 365 licenses owned by the Client changes during the Agreement period and it does not meet the conditions of the existing plan, the Microsoft 365 maintenance service plan and fee may be unilaterally changed to another plan that corresponds to the amount of available licenses.

## 42.3 RFC STANDARD

STANDARD WORK	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Recover User's Deleted Mail	45 min	Recovery is only possible if they are still stored in the M365 environment.
Block/unblock IP/email address due to SPAM	45 min	
Export mail to pst (per mailbox)	60 min	One mailbox
Activate MFA per user	20 min	If the client configures the authenticator himself
Enable online archiving	45 min	
Add a user to a group	15 min	
Convert mailbox to SharedMailbox (no data storage in OneDrive)	15 min	
Forward mail to another mailbox	15 min	
Change a DNS record	20 min	When the client provides access to the DNS administration panel
Change password	15 min	
Edit members in group/shared mailboxes	20 min	
Adjust user attributes (e.g. add phone number, add additional email address)	15 min	It can be: adding an additional email address, entering a phone number, entering a display name



Provide a license usage report	30 min	Reports on which users have which licenses assigned.
Submit log entries	30 min	The following log entries may be submitted: 1) Why the letter did not reach the addressee; 2) who sent the letter to whom and when; 3) From which IP addresses M365 were connected to
Transfer the license to another user	15 min	
Add an additional domain	30 min	When the client provides access to the DNS administration panel
Assign a license to a user	15 min	
Create a shared mailbox	20 min	
Create a group mailbox	20 min	
Create a user	20 min	The user is created in the M365 management console

## 43 RULES FOR THE PROVISION OF MICROSOFT 365 LICENSES LEASE SERVICE

### 43.1 DEFINITION OF THE MICROSOFT 365 LICENSES LEASE SERVICE

Microsoft 365 license lease service are software leases. There are two ways to lease Microsoft 365 licenses:

- 1) Microsoft 365 monthly license lease with monthly commitment (P1MM)
- 2) Microsoft 365 license monthly lease with annual commitment (P1YM).

Both methods apply a monthly payment model to the Client.

### 43.2 CLIENT'S LIABILITY

- 43.2.1 The Client's representative, by signing this Agreement, acknowledges that on the date of signing, he is familiar with the terms and conditions of the general Microsoft cloud technology agreement published on the website <https://docs.microsoft.com/en-us/partner-center/agreements> and agrees to them.

### 43.3 TERMS OF PROVISION OF MICROSOFT 365 LICENSE LEASE SERVICE

- 43.3.1 The Microsoft 365 license lease service is subject to the manufacturer's SLA, which can be found on the manufacturer's website [www.microsoft.com](http://www.microsoft.com).

- 43.3.2 License lease fees or terms may be changed in accordance with the terms set forth in this Agreement or changes initiated by the license manufacturer Microsoft.

#### 43.3.3 Terms of Microsoft 365 (P1MM) licenses lease:

- The parties expressly agree that Microsoft 365 licenses (P1MM) are granted for a period of 1 (one) month and immediately activated for the entire period.
- Microsoft 365 licenses (P1MM) are valid for 1 (one) month from the day of license activation. If within 72 hours from the expiry of the Order period, none of the Parties expresses a desire to terminate or adjust the Order, it is automatically extended for another 1 (one) month under the same conditions. Such number of Order extensions is not limited.
- If the Order is terminated by the Client's initiative before the deadline specified in the Order, the Parties agree that the Client must pay Baltmeta the entire remaining unpaid part of the monthly fee and return all discounts granted to him no later than within 30 calendar days after the day of termination of the Order. The Client also undertakes to pay all fees for additional services provided.
- The parties expressly agree that Microsoft 365 (P1MM) licenses are provided subject to Microsoft's then-valid pricing policy and pricing may be unilaterally changed as many times as Microsoft adjusts it.
- An order to increase Microsoft 365 licenses (P1MM) of the Client's authorized representative, the amount of which does not exceed EUR 300.00/month. without VAT is executed without prior written agreement within 1 working day. The Client acknowledges Baltmeta's right to charge the Client according to the actual number of licenses ordered by the Client.

#### 43.3.4 Terms of Microsoft 365 (P1YM) licenses lease:

- The parties expressly agree that Microsoft 365 licenses (P1YM) are granted for a period of 12 (twelve) months and immediately activated for this entire period in accordance with the procedure provided for in the Order.
- The Client must pay the annual license fee to Baltmeta in one of the following ways:
  - Pay the full amount within 12 months, paying it in equal monthly installments (1/12);
  - Pay the full amount within 30 calendar days from the day of the invoice.
  - Microsoft 365 licenses (P1YM) are valid for 12 (twelve) months from the date of license activation. If at least 1 (one) month before the end of the Order term, none of the Parties expresses a desire to terminate or adjust the Order, it is automatically extended for another 12 (twelve) month period by applying the then-current (standard) Microsoft license pricing. Such number of Order extensions is not limited.



- o If the Order is terminated by the Client's initiative before the deadline specified in the Order, the Parties agree that the Client must pay Baltneta the entire remaining unpaid part of the annual fee multiplied by the number of licenses actually ordered - if payments are made in accordance with this clause - no later than within 30 calendar days after the day of termination of the Order - and return all discounts granted to him.

#### 44 RULES FOR THE PROVISION OF MOBILE DEVICE MANAGEMENT (MDM) SERVICE

##### 44.1 DEFINITION OF MOBILE DEVICE MANAGEMENT (MDM) SERVICE

Mobile device management (MDM) service is provided on the basis of Microsoft Intune or SureMDM software and includes initial installation and configuration of the solution, creation of security policies and rules, and continuous monitoring of mobile devices used in the organization.

##### 44.2 SCOPE OF MOBILE DEVICE MANAGEMENT (MDM) SERVICE

Stage	Service properties
Preparation	Creating a list of devices
Installation	Registering devices in the Microsoft Intune environment
	Registering Windows 10 devices in a Microsoft Azure Active Directory environment
	Configuring security features and settings on devices
	Compilation and configuration of the directory of standard company applications
	Configuration of data protection settings at the application level.
	Configuring Wifi and VPN on devices
	Configuring mail profiles on devices
	Creation and installation of an automatic update policy for Office applications on devices
	Configuration of disk encryption on devices
Administration	Providing information about devices
	Providing information about installed applications on registered devices
	Installing applications on registered devices
	Deleting applications from registered devices
	Complete or partial deletion of information from the device
	Submission of reports generated by Microsoft Intune
	Manual installation of a new device / removal of an old device

- 44.2.1 The service is provided with a Microsoft Intune or 42Gears SureMDM license. These licenses are not part of the MDM service and must be ordered separately. A Client who does not use these licenses must change the Microsoft 365 licenses currently used to the following: Microsoft 365 Business Premium; Microsoft 365 E3; Microsoft 365 E5; Enterprise Mobility + Security E3; Enterprise Mobility + Security E5; Microsoft Intune or purchase them additionally:
- 44.2.2 The service is supported only with the following device operating system versions: Windows 10 - Pro, Education, Enterprise; Android - from version 6.0; iOS - from version 12.0; iPadOS - from version 13.0; macOS 10.13 and later versions.
- 44.2.3 Baltneta ensures the installation of the VPN software on the Client's devices, but does not ensure the enabling of the VPN configuration.
- 44.2.4 VPN software installation does not include automatic submission of user login data. The user must connect to the VPN network by independently entering his login data.
- 44.2.5 The installation of the WiFi network configuration does not include the automatic provision of user login details. The user must connect to the WiFi network by independently entering his login data.
- 44.2.6 WiFi network installation does not include enabling configuration with user certificates ("Certificate Authority").
- 44.2.7 Baltneta is not responsible if the Client's devices cannot be registered in the "Intune" environment due to an incorrect version of the device's operating system or other technical obstacles related to the device;
- 44.2.8 Baltneta is not responsible if the provided policies and applications cannot be installed on the Client's devices due to an incorrect version of the device's operating system or other technical obstacles related to the device.
- 44.2.9 If the Client's equipment uses software that does not have support from the software manufacturer (or it has expired), Baltneta does not assume responsibility for eliminating incidents related to that software.

##### 44.3 RFC STANDARD

STANDARD WORK	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Application installation and deletion to/from registered devices	30 min	-
Providing information about devices	20 min	-
Providing information about installed applications on	30 min	-

registered devices		
Submission of reports generated by Microsoft Intune	45 min	-
Manual installation/removal of a new device	15 min	-
Complete or partial deletion of information from the device	25 min	-

## 45 RULES FOR THE PROVISION OF NETWORK-ATTACHED STORAGE (NAS) LEASE AND MAINTENANCE SERVICE

### 45.1 DEFINITION OF NETWORK-ATTACHED STORAGE (NAS) LEASE AND MAINTENANCE SERVICE

Network-attached storage (NAS) lease and maintenance service includes data storage device (NAS) lease and constant solution maintenance and timely resolution of requests. The service can be provided in two ways: 1) Network-attached storage (NAS) lease with maintenance; 2) Maintenance of the Client's own network-attached storage (NAS).

### 45.2 CLIENT'S OBLIGATIONS

45.2.1 When maintaining the Client's own network-attached storage (NAS), the Client takes care of additional disk space by himself or with the help of Baltmeta and assumes the additional costs required for expanding the disk space. The expansion of the disk space in the Client's network-attached storage (NAS) is charged according to the hourly rates of additional work applied at the time in Baltmeta.

### 45.3 SCOPE OF NETWORK-ATTACHED STORAGE (NAS) LEASE AND MAINTENANCE SERVICE

45.3.1 The Service includes:

- Configuring rules;
- User management is granting rights, adding new users, removing old users;
- Monitoring and responding to system alerts;
- Operating system update works;
- Recovering data from stored backup copies of data;
- Capacity increase.
- In the case of network-attached storage (NAS) lease, Baltmeta undertakes to take care of disk space expansion, recalculating the subscription fee of the service according to the size of additional disk space.

45.4 The service does not include the installation of the Client's own network-attached storage (NAS). These works are charged according to Baltmeta's hourly rate of Additional Works at that times.

## 46 RULES FOR THE PROVISION OF BALTNETA SIEM'AAS SERVICE

### 46.1 DEFINITION OF BALTNETA SIEM'AAS SERVICE

The Siem'aas service is a security solution based on Graylog software and operating in the Baltmeta's data center, which collects logs from various sources (servers, network equipment, computer equipment, etc.), analyzes them in real time and performs continuous monitoring of the Client informing about recorded threats or security incidents. The SIEM'AAS service is divided into three standard service plans, which depend on the logs storage policy (50GB, 100GB, 200GB).

### 46.2 SCOPE OF BALTNETA SIEM'AAS SERVICE

46.2.1 The Service includes:

- Creating a list of objects from which log entries will be collected.
- Installation of Graylog software in Baltmeta/Client infrastructure.
- Graylog software integration with all devices whose logs will be collected in a centralized way.
- Performing the necessary configurations and creating rules.
- Creation of dashboards (no more than three dashboards can be created within the scope of this service, and no more than 9 parameters per dashboard).
- Training of the Client's authorized person on how to work with the already configured Graylog tool.
- Maintenance of the service, which ensures the proper operation of the service at the software level and the resolution of requests.
- Storage of log entries.
- Graylog software updates are performed.
- During the term of the Agreement, updates to the service may be implemented and new log entries may be added.

46.2.2 List of log entries included in the service scope:

- Created new user;
- Changed user data.
- Deleted user.
- Unsuccessful user login attempts.
- Password change attempts.
- User added to the group.
- User deleted from the group.
- Log entry has been deleted.
- Computer reboot initiated.
- Critical operating system messages (errors).
- Wireless network user identification messages.
- Connections to switches, firewalls and control panels of wireless network access nodes.
- Changes to system configurations.
- VPN user identification messages.
- Firewall messages about user identification.
- High-priority messages for devices across the network.
- Status messages for physical servers (connections, failed connections, disk statuses, electricity).

46.2.3 Resolution of requests at the server level is not included in the scope of the Siem'aas service.

46.2.4 Collection of log entries at the application level is not included in the scope of Siem'aas service.

46.2.5 The configuration works of objects not provided in the scope of the Siem'aas service are performed according to the hourly rate of Additional Works applied by Baltmeta in this Agreement.

46.2.6 The amount of data transferred within the scope of the Siem'aas service cannot exceed 5GB per day.

#### 46.3 RFC STANDARD

STANDARD WORK	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Perform Graylog software updates	30 min	-
Install service updates	60 min	These updates are not periodic - they are carried out when, using good practices, Baltmeta engineers find ways to improve the service provision to clients.
Create one additional dashboard	15 min	A dashboard is created, which displays the graphs and tables of the collected log entries. There are as many tables/graphs as there are types of log entries to be collected.

## 47 RULES FOR THE PROVISION OF KUBERNETES CLUSTER MAINTENANCE SERVICE

### 47.1 DEFINITION OF THE KUBERNETES CLUSTER MAINTENANCE SERVICE

The Kubernetes cluster maintenance service is the maintenance and proactive management of the infrastructure for the Kubernetes cluster, the Kubernetes cluster and the services operating in it (e.g. Loadbalancer, network connection, DNS service, cluster IP, cluster external IP, cluster ingress, the very application running through one network port).

### 47.2 SCOPE OF KUBERNETES CLUSTER MAINTENANCE SERVICE

- Changing Kubernetes cluster configurations;
- Kubernetes cluster (Engine) update;
- Recording and analysis of Kubernetes cluster logs;
- Log content report on demand (no more than once a month);
- Cluster capacity monitoring and proactive management and response;
- Redistribution and optimization of cluster disk space;
- Configuring SSL certificates in the cluster;
- Monitoring the validity period of SSL certificates and informing the Client about the expiry date;
- Acceleration memory service selection and application reconfiguration;
- Analyzing requests to the Kubernetes cluster (Nginx, Proxy, etc.), choosing an acceleration (Cache) strategy, making suggestions to application developers, implementing the solution;
- Cluster security risk assessment once a month (categories assessed: passwords, rights management and access restriction (encryption

in transit assessment);

- DNS service management; Service firewall management;
- Monitoring of application, cluster and connections between services;
- Performing configuration backups.

#### 47.3 RFC STANDARD

STANDARD WORK	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Renewal of SSL Certificates	15 min	Performed once a year
Preparation of new application deployment	60 min	-
CI/CD pipeline replacement	15 min	-
Changing the web service configuration of the application	60 min	-
Changing the application database configuration	30 min	-
Perform PostGre/MySQL dump	30 min	-
Change DNS records on Baltmeta name servers	15min	-
Change DNS records on non-Baltmeta name servers	30min	-
Submit a Kubernetes cluster performance report	60min	-
Recover data/server from backup	60min	-
Install the PHP standard module from the PHP repository	15min	-
Initiate removal of server IP address from black lists	15min	-
Create an additional database	15min	-

#### 47.4 MISCELLANEOUS

- 47.4.1 The Kubernetes cluster installation fee is assessed separately and is not included in the monthly service fee unless otherwise specified in the service order.
- 47.4.2 If the number of servers, clusters or services that make up the Client's Kubernetes cluster infrastructure changes during the Agreement period, the service fee may be changed unilaterally according to the expansion pricing provided for in the service order.

### 48 RULES FOR THE PROVISION OF THE PASSWORD MANAGEMENT SOLUTION SERVICE

#### 48.1 DEFINITION OF THE PASSWORD MANAGEMENT SOLUTION SERVICE

The password management solution is a solution based on the Keeper software, which includes an encrypted password locker for each user and a management console for the password locker administrator. Password management solution consists of two parts 1) Keeper software license lease 2) Baltmeta password management solution support services. The password management solution can be provided with or without Baltmeta support. If the password management solution is supported by Baltmeta, Baltmeta additionally performs the initial configuration of the Keeper platform, the initial configuration of rules and roles, user training and provides consultations on solution development issues. If the password management solution is provided without Baltmeta support, Baltmeta provides only the software necessary for the solution to work.

#### 48.2 KEEPER SOFTWARE (FOR PASSWORD MANAGEMENT SOLUTION) LICENSE LEASE PROVISION RULES

- 48.2.1 The Keeper software license lease service is provided on a monthly lease basis.
- 48.2.2 In the case of Keeper software, a monthly payment model applies to the Client.
- 48.2.3 The Keeper software license lease service is subject to the manufacturer's SLA.
- 48.2.4 The Keeper software license lease agreement is signed only for a period of 12 months, during which Baltmeta cannot change the software license lease prices.
- 48.2.5 New Agreement terms for the lease of Keeper software licenses are negotiated every 12 months in accordance with the then-valid official pricing policy of the Keeper manufacturer.
- 48.2.6 The parties expressly agree that Keeper software licenses are granted for a period of 12 (twelve) months and are immediately activated for the entire period in accordance with the procedure provided for in the Order.
- 48.2.7 If the Order is terminated by the Client's initiative before the deadline specified in the Order, the Parties agree that the Client must

pay Baltmeta the entire remaining unpaid part of the annual fee, multiplied by the number of licenses actually ordered, and return all discounts granted to him no later than within 30 calendar days after the date of termination of the Order.

48.2.8 If at least 1 (one) month before the end of the Order deadline, none of the Parties expresses a desire to terminate or adjust the Order, it is automatically extended for another 12 (twelve) month period by applying the Keeper license prices valid at that time. Such number of Order extensions is not limited.

48.2.9 An order to increase the Keeper licenses of the Client's authorized representative, the amount of which does not exceed EUR 300.00/month without VAT, is executed without prior written agreement within 1 working day. The Client acknowledges Baltmeta's right to charge the Client according to the actual number of licenses ordered by the Client.

48.2.10 Types of Keeper licenses for the password management solution:

Plan	Functionality	ENTERPRISE	ENTERPRISE PLUS
KEEPER LICENSES	Encrypted vault for every user	+	+
	Folders and subfolders	+	+
	Shared team folders	+	+
	Access from unlimited devices	+	+
	Policy engine and enforcements	+	+
	Security Audit	+	+
	Activity reporting	+	+
	Team management	+	+
	Basic Two-Factor Authentication (SMS, TOTP, smartwatch and FIDO U2F)	+	+
	Single Sign-On (SAML 2.0) authentication	+	+
	Automated Team Management	+	+
	Advanced Two-Factor Authentication (DUO & RSA)	+	+
	Active Directory and LDAP sync	+	+
	SCIM and Azure AD provisioning	+	+
	Email auto-provisioning	+	+
	Command line provisioning	+	+
	Developer APIs for password rotation and backend integration	+	+
	100GB Storage	+	+
	Breachwatch	-	+
	Advanced Reporting and Alerts Module	-	+
	1TB Storage	-	+

#### 48.3 SCOPE OF PASSWORD MANAGEMENT SOLUTION SUPPORT SERVICE

STAGE	WORKS
<b>Preparation</b>	Coordination of service requirements with the Client
<b>Installation</b>	Initial launch and configuration of the Keeper platform

	Creating users/AD groups
	SSO configuration based on available/selected SSO technology
	2FA configuration
	Alignment of rules and roles with the client
	Initial configuration of rules and roles
	Training for users (according to the Client's need) <i>Provided in the video recording format</i>
	Instructions (according to the Client's need)
<b>Stage of providing the service</b>	Consultations (2h/month) on solution development/improvement/additional configurations

#### 48.4 MISCELLANEOUS

- 48.4.1 During the provision of the password management solution support service, Baltmeta does not have access to the administration console of the Client's password locker. The Keeper administrator console is managed by the Client.
- 48.4.2 As part of the password management solution support service, Baltmeta performs the initial launch and configuration of the platform; Creation of Users/AD groups; SSO configuration (based on available/selected SSO technology); 2FA configuration; alignment of rules and roles with the client and initial configuration; Training for end users of the password management solution (presented in video recording format); Prepares instructions (according to the Client's needs).
- 48.4.3 As part of the password management solution support service, Baltmeta provides 2 hours of consultation per month on the development, improvement, and additional configurations of the password management solution. Additional hours are charged according to the additional work rates provided for in this Agreement.
- 48.4.4 As part of the password management solution support service, Baltmeta does not resolve end-user requests regarding the use of the password management solution.

#### 49 RULES FOR THE PROVISION OF CLOUDFLARE MAINTENANCE SERVICE

##### 49.1 DEFINITION OF CLOUDFLARE MAINTENANCE SERVICE

Cloudflare maintenance service is a consultation and configuration of Cloudflare service settings and rules (WAF, DDoS protection, etc.), allowing to increase the security of the Client's website or mobile application.

##### 49.2 SCOPE OF CLOUDFLARE MAINTENANCE SERVICE

- 49.2.1 Baltmeta makes changes to the DNS server settings of the Client's website.
- 49.2.2 Baltmeta provides consulting, selection and implementation of website security solutions using Cloudflare tools and rule sets.
- 49.2.3 Baltmeta performs the configuration of Cloudflare service settings and rules.
- 49.2.4 Cloudflare, as a set of third-party services, is as is, and Baltmeta cannot and does not guarantee that its functions will be uninterrupted or error-free. Cloudflare's SLAs, which apply to Business and Enterprise plans, are available on the website [www.cloudflare.com](http://www.cloudflare.com).

##### 49.3 MISCELLANEOUS

- 49.3.1 Cloudflare maintenance service is charged per Client site (per Cloudflare plan assigned to one domain).
- 49.3.2 The Cloudflare maintenance service can be provided using the Cloudflare account that the Client has, or Baltmeta can order the required Cloudflare plan.
- 49.3.3 If the Cloudflare account is registered by Baltmeta, the Cloudflare plan is activated for a period of 12 (twelve) months. The Cloudflare account fee for the Cloudflare plan chosen by the Client is paid on a monthly basis. If the Client terminates the service before the expiry of the 12-month period, the Client shall pay for the remaining unpaid months.

#### 50 RULES FOR THE PROVISION OF WI-FI AND NETWORK EQUIPMENT LEASE SERVICES

##### 50.1 DEFINITION OF WI-FI AND NETWORK LEASE SERVICES

Wi-Fi and network equipment lease gives the Client the opportunity to use the equipment of global network equipment manufacturers' Fortinet, Sophos, HPE, MikroTik, Cisco, Juniper, Ruckus, Ubiquiti, Cisco, HP Aruba, etc. for a limited time in his infrastructure.

##### 50.2 SCOPE OF WI-FI AND NETWORK EQUIPMENT LEASE SERVICE

50.2.1 The WI-FI and network equipment provided in the order is delivered via courier or the Client collects the equipment at the nearest Baltmeta office.

50.2.2 In the event of equipment failure not due to the Client's fault, the Client registers the failure at the Baltmeta Technical Service Center, and Baltmeta replaces the equipment with equivalent equipment by sending it via courier to the specified address or hands over the equipment directly to the Client at the nearest Baltmeta office. The Client undertakes to deliver the defective equipment to the Baltmeta office within 7 calendar days.

#### 50.3 SERVICE LIMITATIONS

50.3.1 The service does not include equipment configuration and installation. Equipment configuration and installation services are ordered according to the rates for Arrival at the Client's premises and additional work specified in this Agreement.

### 51 RULES FOR THE PROVISION OF BALT-IX SERVICES

#### 51.1 DEFINITION OF BALT-IX SERVICES

BALT-IX is a powerful data exchange platform that brings together various Internet service providers operating in the Baltic region, the most visited web pages, content managers and content users. Provides the possibility to manage routes and traffic, and integrations with target networks on the platform guarantee the lowest latency even at the highest network loads.

#### 51.2 CLIENT'S LIABILITY

51.2.1 The Client undertakes to ensure that he has and during the period of service provision will have all the necessary permits that may be required for the provision of Services at the specified location of the Service provision and undertakes to ensure, at his own expense, that Baltmeta is not hindered (prohibited) from implementing the technical possibilities for the provision of Services in the Service provision place chosen by the Client for the entire period of validity of the Agreement. This condition is considered an essential condition for the Services to be provided to the Client.

51.2.2 The Client does not have the right to arbitrarily change the place of installation of the service and must inform Baltmeta about the changes 30 days in advance.

51.2.3 The Client is fully responsible for the claims and lawsuits brought against Baltmeta by third parties due to the Client's actions while using the Baltmeta service; if Baltmeta determines that the Client, while using the service, violates the rights of other persons, laws or international treaties, Baltmeta has the right to immediately terminate the provision of the service.

#### 51.3 SCOPE OF BALT-IX SERVICE

51.3.1 Baltmeta ensures the installation, provision and maintenance of the Internet or data transmission service up to the introduction, including the high-quality operation of Baltmeta's end equipment, i.e. Baltmeta is not responsible for disruptions in the operation of the service, if these are caused by poor performance of the Client's computer network or the equipment used.

51.3.2 Malfunctions in the Baltmeta network that are not due to the Client's fault are rectified free of charge.

51.3.3 During the warranty maintenance period, malfunctions of the End Equipment that are not caused by the fault of the Client or third parties are repaired free of charge. In the absence of the possibility to replace the defective End Equipment with equipment of the same manufacturer and the same model, Baltmeta has the right to replace the defective equipment with another equivalent End Equipment. The replaced End Equipment is not subject to a new warranty maintenance period.

51.3.4 The hardware used by the Client must be in good order with correctly installed software. Otherwise, Baltmeta is not responsible for problems caused by installing the software required to maintain the connection.

#### 51.4 SERVICE LIMITATIONS

51.4.1 Internet connection and data transmission service does not include network cabling work, but these services can be ordered additionally by separate agreement.

51.4.2 Other works not mentioned in the scope of services are also considered additional

#### 51.5 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Replace the AS-SET/AS filter	30 min	

Change the connection interface configuration	30 min	
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#### 51.6 MISCELLANEOUS

51.6.1 Baltneta does not check and is not responsible for the legality of the software installed by the Client, the compatibility of its operation with the parameters of the provided service and other software.

51.6.2 The service is not considered to be not working due to Baltneta's fault and a service availability decrease when:

- service disruptions are caused by the client's actions or the client's software, service disruptions were caused by unauthorized connections or hacking;
- service disruptions were caused by mass sending of advertising or information (spam);
- planned system prevention is being carried out, failures occurred due to factors beyond Baltneta's control, due to Force Majeure.

## 52 RPA'AAS AND RPA'AAS MAINTENANCE SERVICE PROVISION RULES

### 52.1 DEFINITION OF RPA'AAS SERVICES

RPA'aaS is a service designed for the robotization (automation) of selected business processes or business tasks, which is implemented using specific software and the creation, implementation and testing of a robotization solution.

### 52.2 CLIENT'S LIABILITY RPA'AAS SERVICE SCOPE

52.2.1 The RPA'aaS service includes the initial analysis of the processes that can be robotized, which can be included in the total price of the RPA'aaS solution or evaluated and charged separately.

52.2.2 The RPA'aaS service includes preparation of a process robotization work plan, development of a process robotization solution, implementation, testing and training for end users.

52.2.3 The RPA'aaS service may include a preliminary calculation of the financial return, which is expected after the implementation of the RPA'aaS solution. Preliminary calculations of the financial return are performed only if the client requests it.

52.2.4 The RPA'aaS solution can be installed in the Baltneta data center. Also, Baltneta can provide continuous maintenance of the infrastructure dedicated to the RPA'aaS solution (these services are ordered and paid for separately).

### 52.3 RPA'AAS SERVICE LIMITATIONS

52.3.1 The scope and price of the RPA'aaS service may vary in the case of each robotized process, depending on the Client's needs and business specifics.

52.3.2 This contract describes only the standard (general) scope of the RPA'aaS service, all specific RPA'aaS service requirements, exceptions, changes and additional agreements are described in the service order document.

52.3.3 For the implementation of the RPA'aaS service, a UiPath software license is required, which the client can purchase from Baltneta or from third parties. If UiPath software is purchased from Baltneta, Baltneta only acts as a software reseller and is not responsible for the operation and changes of UiPath software, cyber security incidents or other actions for which the UiPath software manufacturer is responsible. For all relevant questions related to the UiPath software, the client must independently contact the manufacturer of the UiPath software.

52.3.4 If the UiPath software rental order is terminated by the Client's initiative earlier than the term specified in the Order, the Parties agree that the Client must pay Baltneta the entire remaining unpaid part of the monthly fee and return all discounts granted to them no later than within 30 calendar days after the date of termination of the Order. The Client also undertakes to pay all fees for additional services provided.

52.3.5 For the implementation of the RPA'aaS service, Baltneta uses partners who are responsible for the technical development, implementation and testing of the RPA'aaS solution.

### 52.4 DEFINITION OF RPA'AAS MAINTENANCE SERVICE

For the implementation of the RPA'aaS service, Baltneta uses partners who are responsible for the technical development, implementation and testing of the RPA'aaS solution.

### 52.5 SCOPE OF RPA'AAS MAINTENANCE SERVICE

52.5.1 RPA'aaS maintenance services include troubleshooting and testing, installing updates, updating documentation, reporting (related to errors or disruptions experienced), robotic process performance and usability review, phone and email consultations (from 8:00 a.m. until 17:00 p.m.).

52.5.2 During the provision of RPA'aaS maintenance services, the Client will be provided with a communication channel for registering incidents, RFCs and RFIs related to the RPA'aaS service.



## 52.6 LIMITATIONS ON RPA'AAS MAINTENANCE SERVICE

- 52.6.1 RPA'aaS maintenance pricing can vary depending on the amount and complexity of robotic processes.
- 52.6.2 This agreement describes only the standard scope of the RPA'aaS maintenance service, all specific requirements, exceptions, changes and additional agreements for the RPA'aaS maintenance service are described in the service order document.
- 52.6.3 Large-scale RPA'aaS platform modifications or functionality changes are evaluated as separate projects and charged according to a separate agreement.
- 52.6.4 The RPA'aaS maintenance service can be charged additionally according to the hourly fee stipulated in this contract if more than 8 hours of work are allocated to RPA'aaS maintenance in one calendar month and the service order does not provide otherwise.
- 52.6.5 For the provision of RPA'aaS maintenance service, Baltneta uses partners who are responsible for the maintenance of the implemented RPA'aaS solution.

## 53 RULES FOR THE PROVISION OF CONTENT DISTRIBUTION NETWORK (CDN) SERVICE

### 53.1 DEFINITION OF THE CONTENT DISTRIBUTION NETWORK (CDN) SERVICES

CDN is a cloud-based content delivery and management system. The network focuses on video content streaming solutions. A capability is given to use ready-made infrastructure for processing particularly large video broadcasts, which is intended for companies providing services or content over the Internet, conducting Internet broadcasts or large projects that require continuous operation or the ability to monetize content.

### 53.2 CLIENT'S LIABILITY

- 53.2.1 The Client undertakes to ensure that he has and during the period of service provision will have all the necessary permits that may be required for the provision of Services at the specified location of the Service provision and undertakes to ensure, at his own expense, that Baltneta is not hindered (prohibited) from implementing the technical possibilities for the provision of Services in the Service provision place chosen by the Client for the entire period of validity of the Agreement. This condition is considered an essential condition for the Services to be provided to the Client.
- 53.2.2 The Client does not have the right to arbitrarily change the place of installation of the service and must inform Baltneta about the changes 30 days in advance.
- 53.2.3 The Client is fully liable for the claims and lawsuits brought against Baltneta by third parties due to the Client's actions while using the Baltneta service; if Baltneta determines that the Client, while using the service, violates the rights of other persons, laws or international treaties, Baltneta has the right to immediately terminate the provision of the service.

### 53.3 SCOPE OF SERVICE

CDN Platform Service Plans	Baltneta CDN
Live streaming service	+
Maximum bandwidth to Lithuanian Internet providers Gbps	180
Maximum bandwidth abroad in Gbps	30
Monitoring of servers and services	+
"Video on demand" service for 10GB of cache space	+
Statistics	+

### 53.4 THE SERVICE INCLUDES

- 53.4.1 Baltneta CDN service includes initial configuration and service activation in the Baltneta infrastructure. All additional work is charged according to the hourly rates of Additional Work applied at the time in Baltneta.
- 53.4.2 The recipient of the service has the right to exceed the purchased high-speed up to 2% of the time of the current calendar month without additional fees;  
  
If the recipient of the service exceeds the purchased high-speed for more than 2% of the time of the current calendar month, the service provider has the right to apply an additional fee. The monthly fee is calculated by dividing the traffic used per calendar month by 5-minute average values, arranging them in ascending order and excluding 2% of the highest values, the remaining highest value is charged according to the prices specified in advance in the order.
- 53.4.3 Baltneta is not responsible for disruptions in the operation of the service, if these are caused by poor performance of the Client's

computer network or the equipment used.

53.4.4 Malfunctions in the Baltneta's network that are not due to the Client's fault are rectified free of charge.

53.4.5 The hardware used by the Client must be in good order with correctly installed software. Otherwise, Baltneta is not responsible for problems caused by installing the software required to maintain the connection.

#### 53.5 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Removing the video file from the cache	15 min	
Access adjustment for the live broadcast application	15 min	

#### 53.6 MISCELLANEOUS

53.6.1 Baltneta does not check and is not responsible for the legality of the software installed by the Client, the compatibility of its operation with the parameters of the provided service and other software.

53.6.2 The service is not considered not to work due to Baltneta's fault and non-operation of the service is not considered service availability decrease when:

- service disruptions are caused by the client's actions or the client's software, service disruptions were caused by unauthorized connections or hacking;
- service disruptions were caused by mass sending of advertizing or information (spam);
- planned system prevention is being carried out, failures occurred due to factors beyond Baltneta's control, due to Force Majeure.

### 54 NOVATALKS SERVICE PROVISION RULES

#### 54.1 NOVATALKS SERVICE DEFINITION

Novatalks is a unique platform that allows you to collect and manage messages received in social network channels: WhatsApp, Facebook Messenger, Viber, Telegram, Instagram or Livechat chats. The possibility of serving messages to the employee on a one-stop basis or automatically using chatbots. The solution works as a cloud service and does not require complex installation processes.

#### 54.2 CLIENT'S RESPONSIBILITIES

54.2.1 The client's authorized representative, by signing the order, acknowledges that on the day of signing, he/she is familiar with the terms and conditions of Novatalks services published on the website <https://novatalks.ai/en/> and agrees with them.

#### 54.3 SCOPE OF SERVICE

54.3.1 Baltneta orders the Novatalks licenses specified in the Order on behalf of the Client, activates them on behalf of the Client and transfers them to the Client's authorized representative.

54.3.2 The manufacturer and developer of the Novatalks system provides Service options on the public website, which are constantly being added. The latest list of license options is available on the website <https://novatalks.ai/en/>

54.3.3 The Novatalks product enables you to order and use the following licenses or functionalities:

- Licenses through the company: Online Chat - Management of live chats on the Internet; Viber Public Account/Viber Bot, Telegram Bot, Facebook Messenger, WhatsApp, Instagram Direct, Apple Messenger for Business, WeChat Account, Line Account - management of correspondence on these channels; WhatsApp by Phone - management of messages linked to a WhatsApp account to a specific number.
- Agent licenses – every employee of the Client who will use the Novatalks platform is assigned an Agent license.

54.3.4 The manufacturer and developer of the Novatalks system will use commercially reasonable efforts to make the Service available 98.5% of the time each calendar month ("Target Availability"). Exceptions to the calculation of unavailability when there are general internet problems, force majeure events or other factors beyond the reasonable control of either Baltneta or the Novatalks system manufacturer and developer; due to inappropriate software or hardware of the Client; due to third-party system integration or planned scheduled product maintenance for the Novatalks product.

#### 54.4 SERVICE LIMITATIONS

54.4.1 Additional functionalities or additional integrations may be charged additionally after agreeing with the Client.

#### 54.5 OTHER CONDITIONS

54.5.1 The Novataalks license rental service is subject to the provider's SLA, Response and Incident Resolution Time during business hours from 8:00 AM to 5:00 PM.

54.5.2 Registration of requests is carried out in the Viber support channel dedicated to the client or by registering at the support e-mail of the Novataalks system manufacturer specified in the Order.

## **55 RULES FOR THE PROVISION OF IT EQUIPMENT RENTAL SERVICES**

### **55.1 IT EQUIPMENT RENTAL SERVICE DEFINITION**

The IT Equipment Rental Service provides the Client with the opportunity to use the equipment specified in the order for a limited period of time. The Client does not acquire any ownership rights to the rental object.

### **55.2 SCOPE OF EQUIPMENT RENTAL SERVICES**

55.2.1 Baltneta delivers the equipment described in the Order to the address and within the time limit specified in the Order.

55.2.2 If equipment is rented in Baltneta's data center, Baltneta is responsible for installing this equipment in the data center, the equipment is insured by an insurance company against effects of fire and water and physical damage.

55.2.3 The manufacturer's warranty service rules apply to the rented equipment. In the event of equipment failure, Baltneta mediates between the equipment manufacturer's authorized service and the Client, performing warranty service for the equipment. Baltneta carries out the delivery and return of equipment from the manufacturer's service center. In the event of failure, replacement equipment is not provided, except when otherwise provided in the Order.

### **55.3 LIMITATIONS OF THE SERVICE**

55.3.1 The service does not include configuration of the rented equipment and installation of software. Equipment configuration and installation services are ordered according to the Rates of arrival at the Client's premises and additional work specified in this agreement.

55.3.2 Baltneta does not perform software updates for rented equipment unless appropriate equipment maintenance services have been ordered.

### **55.4 RESPONSIBILITY OF THE CLIENT**

55.4.1 The Client undertakes to use the rented equipment according to its intended purpose and to follow the recommendations of the equipment manufacturers and Baltneta regarding the safe operation of the equipment, to keep the rented equipment in good technical condition, and not to perform physical or software actions that may disrupt the operation of the equipment.

55.4.2 The Client may not transfer, rent or allow the use of the equipment for other purposes to a third party.

55.4.3 The Client may not move the rented equipment from the address specified in the Order without the written consent of Baltneta.

55.4.4 The Client cannot change the configuration of the rented equipment, i.e. add additional components.

55.4.5 In the event of equipment failure, when the manufacturer's warranty is not valid, the Client undertakes to compensate for the damage caused by paying for it according to the market value of the equipment. The warranty is not valid if the equipment was damaged due to external/mechanical effects, if the safe operating rules were violated, unauthorized modification or repair work was performed, etc.

### **55.5 OTHER CONDITIONS**

55.5.1 If the Equipment rental Order is terminated at the Client's initiative before the minimum term specified in the Order, the Client must pay Baltneta the entire remaining unpaid amount of the equipment rental fee, which is calculated by multiplying the equipment rental fee by the number of months remaining until the end of the minimum service period, no later than 30 calendar days after the date of termination of the Order.

55.5.2 Inability to use the equipment due to a malfunction or other reasons beyond Baltneta's control is not considered a service disruption and does not exempt from payments under this agreement.

## **56 SDM (SERVICE DELIVERY MANAGER) SERVICE PROVISION RULES**

### **56.1 SDM (SERVICE DELIVERY MANAGER) SERVICE DEFINITION**

The SDM (Service Delivery Manager) is a dedicated IT service management specialist responsible for coordinating IT service delivery, managing communication between the Client, the IT service provider(s), and third parties, monitoring service quality, and ensuring continuous improvement. The specific SDM service, based on the scope described below, is agreed upon individually with the Client and is provided in accordance with an activity plan mutually approved by the Parties.

### **56.2 SCOPE OF SERVICE**

56.2.1 The scope of SDM services is determined based on the Client's business needs. The service may cover only the Services provided by Baltneta and/or may be extended to the management of specific third-party IT services

- 56.2.2 The SDM may coordinate and manage the IT and telecommunications Services used by the Client, acting as the primary contact for technical matters related to these Services.
- 56.2.3 Based on the SDM service, the Client's business needs may be translated into technological changes.
- 56.2.4 The SDM monitors the status of SLA (Service Level Agreement) performance and takes actions to ensure their implementation.
- 56.2.5 The SDM coordinates the resolution of incidents, problems, and changes related to IT and telecommunications Services among different providers.
- 56.2.6 The SDM is responsible for the continuity of their activities, i.e., the person providing the SDM service documents the service activities. The format of the documentation and data recording principles are agreed upon individually with the Client.
- 56.2.7 The SDM participates in strategic IT and telecommunications planning processes and decision-making direction setting.
- 56.2.8 Planning of projects related to the provision of the Client's IT and telecommunications Services, as well as risk management.
- 56.2.9 Analysis and comparison of third-party IT and telecommunications proposals and provision of recommendations to the Client.
- 56.2.10 The SDM provides recommendations for the improvement, automation, or optimization of the IT and telecommunications Services used by the Client.
- 56.2.11 Identification of risks related to Service provision and monitoring of mitigation actions.
- 56.2.12 Preparation and presentation of periodic reports to the Client. Periodic reports are submitted to the Client no less frequently than once per quarter. However, based on the Client's needs and mutual agreement between the Parties, reports may be submitted more frequently (but in any case, not more than twice per calendar month).
- 56.3 **LIMITATIONS OF THE SERVICE**
  - 56.3.1 SDM conducts analysis, provides recommendations and insights to support the Client in making informed decisions in the field of IT and/or business, acting as a consultant. The final decision-making remains the sole responsibility of the Client. If the Client authorizes SDM in writing to make decisions on behalf of the Client or delegates certain responsibilities, a separate written agreement must be concluded, defining the scope of such authorization, the actions of SDM, and the related consequences.
  - 56.3.2 The SDM service does not include the following activities: administration, testing, programming, configuration, or training.
  - 56.3.3 The SDM service does not include the following competencies: system architect, integration specialist, engineer, or consultant for specific systems.
  - 56.3.4 The SDM service does not include direct technical implementation, i.e., specific technical tasks are carried out by the Client's technical departments or third parties, based on Service orders initiated by the Client or the SDM.
  - 56.3.5 If IT and telecommunications services are provided to the Client by a third party, the Client undertakes to grant the SDM the necessary authorizations allowing the SDM to request from the third party all information and data required for the execution of SDM functions. Any communication with third parties shall be carried out based on the Client's instructions and the principles agreed upon by the Parties. Upon receiving information from a third party, the SDM is responsible for organizing and presenting such information to the Client.
- 57 **BACKUP AND RECOVERY SERVICE IN THE PUBLIC CLOUD PROVISION RULES**
  - 57.1 **BACKUP AND RECOVERY SERVICE IN THE PUBLIC CLOUD DEFINITION**

The IT Equipment Rental Service provides the Client with the opportunity to use the equipment specified in the order for a limited period of time. The Client does not acquire any ownership rights to the rental object.
  - 57.2 **SCOPE OF SERVICE**
    - 57.2.1 Baltmeta performs the initial installation of the service in the Client's public cloud account, including the installation and configuration of the necessary virtual machines, preparation and initiation of the process of performing backups of data to the cloud platform.
    - 57.2.2 Baltmeta prepares a disaster recovery plan for restoring backups in the public cloud platform and updates it after recovery testing.
    - 57.2.3 Baltmeta is responsible for monitoring the operation of the infrastructure in the public cloud platform and the performance of backups.
    - 57.2.4 Data backups to the public cloud infrastructure are performed according to a plan agreed with the Client.
    - 57.2.5 Disaster recovery tests in the public cloud are performed twice a year. The Client informs about the testing at least 3 working days in advance. During the testing, virtual machines are restored from backups and their operation and availability are evaluated.
    - 57.2.6 Baltmeta provides recommendations regarding the public cloud infrastructure and its optimization.
  - 57.3 **LIMITATIONS OF THE SERVICE**
    - 57.3.1 The Client is responsible for maintaining their cloud account, including access to infrastructure, user management, and payment for cloud resources (disk space, RAM, vCPU, and other used resources).
    - 57.3.2 Baltmeta is not responsible for disruptions of the public cloud platform or other operational disruptions caused by third parties but

provides consultations and recommendations for resolving them.

## 58 SOCaaS SERVICE PROVISION RULES

### 58.1 SOCaaS SERVICE DEFINITION

SOCaaS is a service designed for the supervision of a company's IT security and risk management. The service includes continuous real-time monitoring of IT infrastructure, detection and analysis of suspicious activities, rapid response to security incidents, identification of vulnerabilities, and provision of recommendations for their elimination. SOCaaS also involves the use of security information and event management solutions, report generation, and proactive implementation of security rules to protect the company's data and IT systems from threats.

The Security Operations Center (SOC) operates by providing a centralized solution that combines expert knowledge, technologies, and insights, enabling organizations to adapt more quickly and efficiently to an evolving threat landscape. The SOC integrates all necessary capabilities to maintain and enhance cybersecurity. SOC personnel use selected technologies to ensure that potential security incidents are identified as early as possible and that response actions are taken promptly and effectively to remediate them.

### 58.2 SCOPE OF SERVICE

#### 58.2.1 SOCaaS Service Preparation Phase

- Analysis of the client's IT infrastructure
- Identification of IT components
- Assessment of security strengths and weaknesses
- Determination of SOC monitoring scope
- Preparation of a readiness report:
  - The report serves as the basis for further actions and SOC service implementation.

#### 58.2.2 SOCaaS Service Technology Implementation Phase

- Configuration preparation at Baltmeta's data center.
- Software installation on the client's endpoint devices (computers, servers).
- Deployment of sensors within the client's network infrastructure.
- Implementation of integrations with SOC systems.
- System testing:
  - Full deployment testing is performed to verify the proper functioning of technologies and smooth data flow.
  - Ensuring that all components operate efficiently and that the client's environment meets the service requirements.

#### 58.2.3 SOC Specialists' Operating Principles in Monitoring the Client's Infrastructure

- Continuous monitoring and response
- Threat detection and analysis
- Incident escalation and management:
  - When an incident is detected, the client's designated responsible person is informed according to the defined Service Level Agreements (SLA)
  - The incident is escalated to the relevant specialists to ensure efficient management and elimination.
- Ongoing communication with the client:
  - Regular SOC activity reports are provided, including infrastructure status, identified threats, and implemented security measures.
  - Cooperation with the client is maintained to ensure that the infrastructure meets security requirements.
- Implementation and improvement of security rules
- Data confidentiality and integrity:
  - Ensuring that the client's log records and other data are handled in accordance with strict confidentiality and data protection requirements.
  - SOC specialists adhere to the confidentiality agreement provisions signed between the client and the service provider.
- Regular security drills and testing
- Incident documentation and continuous refinement of detection rules

### 58.3 LIMITATIONS OF THE SERVICE

- Limited responsibility for client's internal systems:
  - SOCaaS covers only the monitoring of the client's infrastructure and identification of incidents; however, it does not include configuration or management of internal systems.
  - The client or their IT department is responsible for system updates, patches, and configuration changes.
- Monitoring scope:
  - SOC monitoring is limited to the systems and devices included in the monitoring list and configured during service implementation.
  - New devices or systems must be properly added and configured before being included in monitoring.
- Limitations regarding third-party systems:
  - SOCaaS cannot directly control or monitor systems or networks managed by third parties.
  - Managing incidents involving such systems is limited due to restricted access level.
  - In such cases, infrastructure monitoring is at a limited level.
- Response limitations to detected threats:
  - SOC specialists perform threat monitoring, analysis, and initial response, but the final resolution of the threat/incident is the responsibility of the client or their IT service provider.
  - In certain cases, client IT personnel or third-party support may be required.
- Security assurance limitations:
  - SOCaaS can detect and alert about most known threats, but cannot guarantee complete protection from new, unknown, or highly complex threats (e.g., zero-day threats).
- Confidentiality and privacy limitations:
  - The SOCaaS provider adheres to strict confidentiality and data protection standards, but the client must ensure that their employees and partners comply with the same standards.
  - The client is responsible for internal data protection and staff training.
- Limitations due to infrastructure changes:
  - Any changes to the client's infrastructure (e.g., adding new devices, updating network architecture) must be coordinated with the SOCaaS provider.
  - Failure to inform in time may reduce service effectiveness or increase incident risk.

#### 58.4 OTHER SERVICE CONDITIONS

- 58.4.1 All functionalities are implemented based on the client's initiated request.
- 58.4.2 If the client's equipment uses software that is no longer supported by the manufacturer (or support has expired), Baltmeta assumes no responsibility for resolving incidents related to that software.
- 58.4.3 Consulting, document preparation, report generation, or other work related to audits organized by third parties is performed only upon prior agreement and in accordance with the Additional Work Rates specified in this Agreement.
- 58.4.4 If the number of monitored devices increases, Baltmeta will proportionally adjust the service price according to the conditions set in this Agreement or the Service Order.
- 58.4.5 Requests for changes and information may only be registered by authorized client representatives listed in the order.

#### 58.5 RFC STANDARD

STANDARD WORK / REPLACEMENT	PRELIMINARY WORK PERFORMANCE TIME	NOTE
Add device to monitoring panel	30 min	