

Service Terms

Telia's Cloud Based Telephony - and Collaboration Services

1. Introduction

These Terms of Service govern the provision and use of Telia's cloud-based telephony and collaboration services, including Telia Smart Connect, SIP-Trunk, Telia Operator Connect, and Teams Phone Mobile, as well as additional services related to these services, collectively referred to as the "Services."

In addition, Telia General Terms and Conditions for Business Customers and the appendices specified as part of the Agreement shall apply.

Sections 2–4 apply to the specific services.

Section 5 contains general provisions applicable to all services covered by these Terms of Service.

2. Telia Smart Connect

2.1 About The service

Telia Smart Connect is a cloud-based, self-service communication and contact center solution with integrations for businesses operating in Norway and the Nordic/Baltic regions. The service combines mobile and IP telephony with collaboration features in a flexible solution.

Telia delivers and invoices users with Norwegian fixed lines and Norwegian mobile numbers. The service may also be used for communication between the company's employees across national borders. For further details, see the Service Description.

2.2 Roaming

Abroad, traffic is routed through networks belonging to foreign providers with whom Telia has roaming agreements. Foreign providers are subject to the agreements and jurisdiction of the country in which the user is located. Telia is not responsible for coverage, quality, security, service offerings, or other aspects of foreign communication networks.

2.3 Customer Responsibilities

The Customer must obtain the necessary authorizations from its employees for the processing of call data made available through the Service.

The Customer must also ensure that its employees are sufficiently informed about which data is made available to other employees. Telia's processing and other handling of data in the Service will occur as a data processor for the Customer, in accordance with Telia's General Business Terms and Conditions.

Telia's distribution partners, both internal and external, are granted access to set up the Service for the Customer and are, for that reason, assigned administrative rights for the Service.

For Telia to deliver the Service, the User must be connected either to Telia's mobile network or the internet. The Customer is responsible for ensuring that internet coverage and capacity are sufficient for the use of the Services if Users are located in areas without adequate mobile coverage.

Sections 2.2 and 2.3 apply correspondingly for the Service Telia Bedriftsnett.

3. SIP-Trunk

SIP Trunk is a service that provides the Customer with access to the public electronic communications network for telephony. The service is delivered over an IP-based network and relies on the SIP protocol. SIP trunk can be provided over certain Telia Data Communication Services or over the Customer's existing third-party internet connection. In the latter case, the Customer is responsible for ensuring that the internet capacity is sufficient for the use of the service.

With SIP trunk, the Customer is allocated one or more series of telephone numbers associated with the solution. To comply with regulatory requirements for handling emergency calls, the Customer must inform Telia of the address where the numbers are used. Telia cannot verify the accuracy of this information, and it is the Customer's responsibility to provide correct information, both when establishing the service and for any subsequent changes.

SIP trunk allows the Customer to set a different display number for outgoing calls. It is a requirement that the Customer has ownership of the display number used.

4. Telia Operator Connect and Teams Phone Mobile

4.1 About the service

The service enables users to make and receive external calls using Microsoft Teams clients on any Teams-certified endpoint, as well as features for call queues, voicemail, and integration of certified third-party switchboard and contact center applications.

Telia Teams Operator Connect is based on an integration with Microsoft Teams pursuant to a contract between Microsoft and Telia, wherein Microsoft reserves the right to unilaterally modify the requirements and functional specifications for their integration. Any changes by Microsoft to the Operator Connect contract and/or the service may affect Telia's ability to deliver the service.

4.2 Definitions

Teams Admin Center ("TAC") is an administrative tool in Microsoft 365 for managing and customizing the customer's Teams solution.

4.3 Customer's Responsibilities and Interfaces

4.3.1 Technical Configuration

The Customer is responsible for ensuring that the configuration in the Teams Admin Center complies with Telia's requirements for the Service as specified in the Service Description.

4.3.2 Microsoft Office 365-lisenser

The Customer is responsible for ensuring that Users have Microsoft licenses with sufficient functionality, e.g., Teams Phone System.

4.3.3 Customer-side Support

The Customer is responsible for:

- The Customer's Microsoft applications and Teams clients.
- Communication equipment such as PCs, telephones, and headsets.
- The IP network and the connection between clients, applications, and Microsoft's cloud-based platforms for Microsoft 365 and Azure.
- The Customer is responsible for the security of their Microsoft 365 solution, including all usage and processing of the solution resulting from the Service, from clients, equipment, and applications due to access to the Customer's Microsoft 365 solution.

4.4 Telia's Support

Telia is responsible for:

- Operation and fault correction for the Service up to the handover point for integration with Microsoft as described in the Service Description.
- Handling support inquiries related to call quality and the availability of phone numbers in the Teams Admin Center.
- Faults can be reported 24/7 to Telia's regular support channel for fault reports and service disruptions for business customers and will be managed during the customer service center's operating hours.

Both Telia and Microsoft monitor the Service 24/7.

4.5 Delivery

4.5.1 Ordering

In connection with the order, and for Telia to deliver the service, the Customer must select Telia as the operator in the Teams Admin Center and accept Microsoft's terms and conditions for the service.

4.5.2 Delivery Time

Delivery times for service establishment and additional orders will be provided by Telia after the order is placed. The service is considered delivered when Telia has made the service ready for use.

4.5.3 Acceptance of Delivery

The delivery is considered accepted when the service is put into normal use, or if no objections to the delivery are received within 14 days after Telia has made the service ready for use.

4.5.4 Data Protection

Telia is responsible for GDPR and data protection for call transfer and delivery to/from the handover point (IP peering) to Microsoft. Microsoft is responsible for GDPR and data protection beyond the handover point.

5. General

5.1 Delivery

The Customer is responsible for configuration, testing, and troubleshooting of its own setup in the on-premises central and in the subcontractor's network. The Customer is also responsible for configuration, testing, and troubleshooting of other network elements, such as firewalls, routers, and switches, which are part of the Customer's or subcontractors' network.

The Customer is responsible for the maintenance and fault correction of its internal electronic communications network, as well as any equipment connected to the network, Microsoft Office 365, or the Customer's (or subcontractor's) network. The Customer is also responsible for configuration, testing, and troubleshooting of other network elements such as firewalls, routers, and switches that are part of the Customer's or subcontractors' network.

The Customer is solely responsible for the maintenance and fault correction of its internal electronic communications network, as well as the equipment connected to the network.

5.2 Customer Information

For Telia to deliver the Services, the Customer must provide the necessary information about Users, the solution, and other relevant matters as reasonably requested by Telia, e.g., by completing a delivery form. The Customer is responsible for ensuring that the information provided to Telia is accurate.