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## **Telia Device-as-a-Service**

This document describes the Telia Device-as-a-Service solution. Device-as-a-Service (DaaS) is a service concept that enables a company to purchase both mobile devices and computers as a hosted service. In addition, the concept includes the services described in this document.

### **1.1 Telia Device-as-a-Service options and their contents**

#### **1.1.1 Telia Device-as-a-Service options**

##### **Telia Device-as-a-Service Mobile**

Device-as-a-Service Mobile consists of the following components:

- Device-as-a-Service
- Delivery
- Customer support
- Maintenance service with loan device (mobile)
- Insurance
- Secure and environmentally friendly recycling
- Management register

##### **Telia Device-as-a-Service PC**

Device-as-a-Service PC consists of the following components:

- Device-as-a-Service
- Pre-installation of the operating system (PC)
- Delivery
- Customer support
- AntiVirus IT (PC)
- Warranty extension and maintenance services (PC)
- Insurance
- Secure and environmentally friendly recycling
- Management register

##### **Telia Device-as-a-Service Mobile Routers and accessories**

Device-as-a-Service Mobile Routers consists of the following components:

- Device-as-a-Service
- Delivery
- Customer support
- Maintenance service with replacement device (mobile routers and accessories)

#### **Company information**

Data-Info Oy  
Sturenkatu 16, FI-00510 Helsinki  
Registered office: Helsinki  
Business ID: 0606359-8, VAT No. FI0606359

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- Secure and environmentally friendly recycling
- Management register

### 1.1.2 Device-as-a-Service

Telia Device-as-a-Service is an affordable procurement model that facilitates the use and management of devices by means of a predefined lifecycle and a standardized process. The service model also helps to standardize the device base, and makes it easier to allocate and monitor costs.

### 1.1.3 Customer support

The customer is attended to by professionals specialized in the Device-as-a-Service, maintenance and support services, device options, the management register and logistics.

### 1.1.4 Maintenance service with loan device (mobile)

Maintenance service with loan device helps the customer in service request processing and enables a cost-effective maintenance process and uninterrupted working.

If the customer device malfunctions, the customer can submit a service request either through the Telia DataInfo portal or by calling the customer service. We will provide the customer with maintenance instructions and packaging material for the device to be sent for repair and with a loan device owned by Data-Info Oy. The loan device has a similar operating system as the device sent for repair. If the size of the SIM card of the device to be repaired differs from that of a SIM card suitable for the loan device, a SIM card adapter is provided with the loan device. The size of the memory and the colour and model of the device may differ from those of the device sent for repair.

The customer packs the device using the packaging material delivered. A repair note is provided in the packaging material, and a postage-paid parcel address label is fixed to the maintenance material. The customer is responsible for any transport damage, if the device has not been packed according to the instructions. When the device has been repaired, it is returned to the customer.

Orders received by the mobile phone repair service before 2 pm are delivered to the end user within the next business day from the service request. The delivery to the customer takes place by 9 am under the Posti Express Morning transport service terms or, in the Greater Helsinki Area, by a courier service or the like.

The repair is performed within predefined limits of repair service or the repair shop sends a cost estimate to the customer in an email, to which the customer must reply within five business days. If the customer does not reply to the email within five business days or if device is not repaired, the customer is sent an invoice for the repair estimate in accordance with the order. A device that is not repaired is returned to the customer or sent to recycling. Repair work not covered by the warranty are invoiced to the customer according to the price-list of the repair shop.

If the service request includes a loan device, the customer is obliged to return it within five business days from the sending of the repaired device. Return instructions and a postage-paid return envelope for the loan device are provided with the repaired device. If the loan device is not returned within five business days, Data-Info Oy will collect a late charge for each commenced week of delay. The late charge per week equals the price of the repair



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service. The maximum amount of late charge equals the purchase price of the device according to the customer-specific price-list. If the terminal device has been removed from the offering, the maximum amount equals the last valid listed price.

In the case of repair orders, the security code of the terminal device must be activated. Data-Info Oy is not responsible for the user information of the device, if the security code has not been activated on the terminal device. When the loan device is returned, it must not have any setting preventing the erasing of the device data (e.g. Find My iPhone or the like). The customer is charged for any loan devices that can no longer be utilized in the service according to the valid price-list.

The loan devices are owned by Data-Info Oy, and the customer is obliged to compensate according to the price-list for any loan devices that have not been returned or that have been broken.

### 1.1.5 Insurance

The Telia Device-as-a-Service concept includes insurance that provides effective protection against financial losses in case of damage. On account of the insurance, a device can be either repaired or replaced quickly.

The insurance covers physical damage caused to the devices by a sudden and unexpected event, if the value is reduced or lost on account of the event.

The terms of insurance are described in greater detail in a separate appendix.

### 1.1.6 Secure and environmentally friendly recycling

The recycling service recycles or destroys the customer's terminal devices to be disposed of in a secure manner. We ensure that information security is observed in the handling of all recycled devices. In the service, the memory of each device is erased and wiped by means of a certified method.

### 1.1.7 Management register

The management register offers the customer an easy way to control and monitor the whole lifecycle of the devices from their introduction to their disposal. The register gives an accurate picture of the DaaS objects and related responsibilities and services. In the management register, it is also easy to get reports on the financial and technical data related to the devices.

The management register is a web-based service used over a secure Internet connection.

### 1.1.8 Pre-installation of the operating system (PC)

Pre-installation of the operating system enables the customer to get a highly ready-to-use computer that the end user can start to use immediately.

### 1.1.9 AntiVirus IT (PC)

AntiVirus IT consists of the F-Secure Protection Service for Business, which simplifies the end user's working by protecting the terminal device and managing the information security software throughout the lifecycle of the device. The functionalities of the service are described in the table below.

	AntiVirus IT
Maintenance and monitoring of the information security management environment	x



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Problem and error solution	x
Information security reports	x
Real-time identification and removal of viruses, spyware and malware	x
Intrusion prevention	x
Version management and updates of information security software	x
Automatic updates of identification data	x
Licence management of information security software	x
Application control	x
Third-party software patches	x
Browser protection	x

Supported operating systems: Windows 7/8/10 and Mac OS S 10.6 or later.

### 1.1.10 Warranty extension and maintenance service (PC).

During the original agreement period, the devices include the manufacturer's warranty extension and On-Site or Carry-In maintenance service. The service includes a centralized contact channel for activating maintenance and service jobs.

### 1.1.11 Maintenance service with replacement device (mobile routers and accessories)

Maintenance service with replacement device helps the customer in service request processing and enables a cost-effective repair process and uninterrupted working.

If the customer device malfunctions, the customer can submit a service request either through the Telia DataInfo portal or by calling the customer service. We will provide the customer with maintenance instructions and packaging material for the device to be sent for repair and with a replacement device corresponding to the original device for the original agreement period. The colour and model of the device may differ from those of the device sent for repair.

The customer packs the device using the packaging material delivered. A repair note is provided in the packaging material, and a postage-paid parcel address label is fixed to the maintenance material. The customer is responsible for any transport damage, if the device has not been packed according to the instructions.

Orders received by the mobile phone repair service before 2 pm are delivered to the end user within the next business day from the service request. The delivery to the customer takes place by 9 am under the Posti Express Morning transport service terms or, in the Greater Helsinki Area, by a courier service or the like.

The repair is performed within predefined limits of repair service or the repair shop sends a cost estimate to the customer in an email, to which the customer must reply within five business days. If the customer does not reply to the email within five business days or if device is not repaired, the customer is sent an invoice for the repair estimate in accordance with the order. A device that is not repaired is returned to the customer or sent to recycling.



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Repair work not covered by the warranty are invoiced to the customer according to the price-list of the repair shop.

## 1 Introduction of the services

### 1.1 Service agreement

Data-Info Oy and the customer conclude a service agreement to agree on the introduction of the service.

## 2 Device lifecycle management

### 2.1 Ordering

The products under the Telia Device-as-a-Service concept can be ordered through Telia's and DataInfo's online services [Telia.fi/yriytyksille](http://Telia.fi/yriytyksille) and [datainfo.fi](http://datainfo.fi). It is also possible to buy the device at a Telia Kauppa shop or through Telia's telephone sales channels.

By accepting an order submitted, the customer accepts the delivery and service charge.

The customer authorizes its employees to submit orders by providing them with a written authorization. This is to ensure that the person in question is entitled to accept the above on behalf of the company. When the order and delivery have been accepted, the products become active.

### 2.2 Delivery

We deliver the devices and services according to the customer's order, in the manner selected, to the delivery address indicated in the order. The Customer accepts the delivery in accordance with Data-Info Oy's general delivery terms.

Orders can be viewed and processed in the management register ([datainfo.fi](http://datainfo.fi)).

### 2.3 Start date of the service

The lease period of the accepted deliveries starts after the delivery period. The lease periods always begin on the first day of the month following the delivery.

### 2.4 Replacement of devices included in the service

Up-to-date information on the agreements about to expire is available in the management register.

The customer will be notified of agreements that are about to expire three (3) months before the expiry of the Device-as-a-Service agreement. The customer must provide information on any contact person changes.

After the agreement period the customer can return the devices, extend the agreement on them or buy them.

The customer must select in the management register before the expiry of the device-specific agreement what is to be done with each device after the agreement period. Based on the information selected, Data-Info Oy will make preparations to receive the devices to be returned, agree with the customer on the packing and transport of the devices, or invoice the customer for any extension periods and devices purchased. If the customer



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does not indicate by the agreed date what is to be done with a device, the agreement period of the device will be automatically extended by three (3) months and the original service charge will continue to be charged.

### 2.5 Packing the devices to be returned for transport

The customer must pack the devices to be returned according to the packing instructions. Packing instructions valid at any given time can be found on the Telia DataInfo portal.

### 2.6 Transport of the devices to be returned to DataInfo

The products returned after the actual agreement period or an extension period should arrive at Data-Info Oy's logistics centre no earlier than four (4) weeks before the expiry of the agreement or extension period and no later than two (2) weeks after the expiry of the agreement or extension period. If the devices are not returned within the agreed period of time, the device purchase price will be invoiced to the customer.

### 2.7 Recycling of the returned devices, and reporting

The devices are inventoried against the DaaS agreements on the basis of the device ID according to the return notice. If there is discrepancy between the return notice and the devices returned, Data-Info Oy will contact the customer to investigate the matter. The investigation is subject to a service charge according to the price-list. The condition of the returned devices is inspected, and their memories are wiped by the use of erase software. The devices should be in working order when they are returned. More specific requirements for the returned devices are found in separate instructions on the Telia DataInfo portal. If a device is damaged, for example, and cannot therefore be erased, it will be destroyed by smashing, and the device purchase price will be invoiced to the customer. The management register is updated to conform to the situation after the return.

## 3 Management register

The entire Device-as-a-Service process can be managed and followed by means of the management register located on the Telia DataInfo portal. The management register can be used over a secure Internet connection. To log in to the management register, the user needs a personal username and password.

### 3.1 Introduction of the management register

The management register is initialized for the customer's use on the basis of specifications made with the customer. The data fields to be used and the information related to the device base to be monitored are specified and entered in the management register.

### 3.2 Structure of the management register

The management register yields the information needed on the devices and the financial information related to them.

The management register generates centralized information and comprehensive reports on the devices and services. The device information includes technical, financial and other data entered in the management register, such as user, cost centre and location information. The information/report needs of each user of the service model are specified at the service introduction step.

The management register also allows you to view detailed information on individual devices. The device-specific information available is the information provided in connection with the



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order. The information can be searched for based on different fields. The information can also be updated.

### 3.3 Invoicing

The service charges are invoiced once a month. The invoice is either an e-invoice or a paper invoice. To create an e-invoice, Data-Info Oy needs the e-invoicing details of the organization concerned (EDI ID, e-invoice address and name of the e-invoice service provider).

### 3.4 Report on DaaS responsibilities

A responsibility report can be used to search for DaaS responsibilities at a desired point of time. The report shows the future or remaining monthly charges or responsibilities of the DaaS agreements at a selected point of time. The devices can be grouped, for example, based on cost centre details. In addition, the report information can be viewed at an annual, quarterly or monthly level.

### 3.5 Report management

The management register contains report templates, which help the user to search for information in a vast volume of data.

## Changes to the service description

Telia has the right to change this service description. If the service description is changed substantially to the customer's detriment, the customer will be notified of the change at least one month prior to the entry into force of the change. In other cases, Telia will inform the customer of any changes in the manner and schedule it considers appropriate.

