

Telia Domain Name Service

In Telia Domain Name Service, Telia attends to the registration and provision of domain names for a company, and also offers domain name DNS services, if necessary. Telia provides a wide range of domain name suffixes according to the customer's needs. The implementation of the domain name DNS services is widely decentralized both geographically and with respect to networks, which contributes to excellent service availability.

Companies receive domain name management expertise as a hosted service in an easy and simple manner. The service is available without any extra investments in hardware, fast connections or technical expertise on domain names.

1.1 Service solution

Telia Domain Name Service is provided by Telia Finland Oyj ("Telia"), and the service consists of the components below.

X = included in the service

O = optional

| | .fi and .ax domains | .org and .eu domains | Other domain names |
|--|---------------------|----------------------|--------------------|
| Domain name registration and provision services | | | |
| Registration and provision agreement | O | - | - |
| Registration | O | O | O |
| Quick registration: .fi, .eu, .com, .net, .org, .biz and .info | O | O | O |
| WHOIS protection for .com, .net, .org., .biz and .info domains | - | O | - |
| Domain name DNS services | | | |
| DNS Primary | O | O | O |
| - Redirecting of DNS Primary address | O | O | O |
| - DNSSEC for .fi and .eu domains | O | O | - |
| DNS Secondary | O | O | O |
| - DNSSEC for .fi and .eu domains | O | O | - |
| Domain Parkki | O | O | O |
| Specialist tasks related to maintenance | | | |
| Basic changes | X | X | X |
| DNS changes | X | X | X |
| Special tasks charged by the hour | O | O | O |

1.2 Description of functionalities

1.2.1 Domain name registration and provision services

In the registration and provision of domain names, Telia complies with valid regulations concerning the registration of domain names. Telia does not perform advance registration of domain names. Where registration of domain names is concerned, Telia does not guarantee the availability of a domain name in connection with the order.

Registration and provision agreement

.fi and .ax domains

For .fi and .ax domains, the company needs a registrar. Telia acts as the official registrar and complies with the provisions of the Domain Name Act. The registrar attends to registration and renewal of domain names, for example, and to updating of register data and transfer of domain names.

| | |
|--------------|---------|
| Date | Page |
| 2024-07-18 | 2 (7) |
| Identifier | Version |
| TS1309345403 | 11.0 |

A new .fi or .ax domain can be registered for one, two, three, four or five years. After this, Telia automatically renews the domain name at one year intervals. If the customer terminates the service, Telia will not refund the charges related to the registration or renewal. With regard to .fi and .ax domains, Telia Domain Name Service includes, for example, the tasks below.

- Change of registrar: the user is entitled to change the registrar. In registrar changes, Telia works only with official registrars. A registrar transfer key must be delivered to the user within five business days. A request to change the registrar must be submitted in writing, for example through email. The user (the customer) requests the key from the old domain name registrar and delivers it to the new domain name registrar. The registrar transfer key is created by the old registrar, who must make sure the user or the new registrar is entitled to the request.
- Domain name transfer (from one holder to another): the holder asks the registrar to transfer the domain name. The registrar must make sure the holder is entitled to transfer the domain name. After this, FICORA creates a domain holder transfer key at the registrar's request and sends it to the holder. The registrar must carry out the transfer within five business days after the holder has provided the registrar with the domain holder transfer key and the new holder's information.

.org and .eu domains

Organization domain names refer to domains ending with suffixes .com, .net, .org, .biz, .info, and .mobi. The organization and EU domain names are valid for one year at a time, after which they need to be renewed. Domain names are not provided by Telia but by an independent party, who complies with the rules for domain name registration valid at any given time. Responsibility for the domain name and its accuracy is carried by the customer.

With regard to the organization and EU domains, Telia Domain Name Service includes, for example, the tasks below.

- Domain name registration: Authorized by the customer, Telia registers a domain name of the customer's choice through a register holder chosen by Telia. A domain name is applied for one year at a time, unless otherwise agreed. As a rule, a domain name can be registered if it is available. In order that a domain name could be registered, it needs to conform to the technical requirements set by ICANN (Internet Corporation for Assigned Names and Numbers).
- Domain name renewal: Telia renews domain names on behalf of the company, if it has been allocated to an account managed by Telia. The system automatically renews the registration once a year. Telia is not liable for any domain names lost.
- Transfer of a domain name from another service provider to Telia's DNS server: by default, the domain is transferred to a register holder used by Telia to an account managed by Telia. If the transfer is not possible, the company itself carries responsibility for changing the DNS server information in the current register holder's information and for renewing the domain name.
- Domain name maintenance: when the company has authorized Telia to register or transfer a domain name.

Other domain names

Telia can register various other domain name suffixes. With regard to these, tasks performed (such as renewal, annual fee, transfer and registration) will be agreed on separately.

Quick registration

The registration proceeds according to Telia's standard delivery process. The customer can expedite the delivery process by selecting quick registration. In this case, the registration will be made within one working day of receipt of the customer's domain name order.

WHOIS protection

WHOIS protection is available only for .com, .net, .org, .biz and .info domains. The WHOIS protection hides the customer's identity from the public WHOIS service. The protection is renewed automatically on an annual basis. No renewal charges will be refunded if the customer terminates the service.

1.2.2 Domain name DNS services

DNS Primary

DNS Primary is a service where Telia attends to the maintenance of the domain name DNS service in full. Telia offers authoritative DNS servers and maintenance of the domain name content according to the customer's request during specified service hours (weekdays 8 a.m. to 4 p.m.). The requests are acted on within five business days.

Redirecting of DNS Primary address

With the address redirecting service, the customer can redirect their web address and associated sub-addresses to any destination address on the internet. For example, they can redirect the company's web address to Facebook (for example, fb.Telia.fi is redirected to www.facebook.com/Telia). Telia has the right to refuse to perform the redirecting.

The DNSSEC feature of the DNS Primary service

The DNSSEC feature of the DNS Primary service is available for .fi and .eu domains. As regards DNS Primary, the values specified below are used in the configuration. The values can be modified according to the customer's needs within the limits allowed by the implementation method. In connection with the DNS Primary service, the DNSSEC feature uses the following default values in DNSSEC configuration. The values can be modified according to the customer's needs within the limits allowed by the implementation tools.

- NSEC3 on
- KSK RSA/SHA-512 2048 bits, 5 years
- ZSK RSA/SHA-512 1024 bits, 1 month

Subdomain, when processed as own operating area

A subdomain can be created for each domain name maintained by Telia. This can include the desired number of the DNS records. The DNSSEC service cannot be connected to subdomains alone.

DNS Secondary

DNS Secondary includes maintenance of secondary DNS servers on Telia's DNS servers, when the customer's own DNS server or a DNS server maintained by a third party is the primary DNS server of the domain. The customer is responsible for configuring the primary DNS server as necessary: for example, enabling zone transfers and providing openings between DNS servers specified by Telia and the customer's DNS server.

| | |
|--------------|---------|
| Date | Page |
| 2024-07-18 | 4 (7) |
| Identifier | Version |
| TS1309345403 | 11.0 |

The DNSSEC feature of the DNS Secondary service

The DNSSEC feature of the DNS Secondary service is available for .fi and .eu domains. In connection with DNS Secondary, DNSSEC follows the configurations of the domain's primary DNS server and the customer. The customer needs the feature when Telia acts as a registrar of the domain name between the customer and the register. All operations related to the feature are at the customer's responsibility; Telia deals with the register based on the customer's requests.

The DNSSEC feature

In the DNS service, every domain name has a unique IP address. DNSSEC is an extension of the DNS system, checking the authenticity and integrity of the data received from the DNS server. When the DNSSEC security extension is in use, answers to DNS queries are digitally signed. DNSSEC makes sure that the answers arrive from the correct sender and that the answers have not been tampered with. Internet users thus end up on the pages they wanted to access.

Also, DNSSEC makes it possible to verify the authenticity of "negative" answers. To implement the above functionalities, DNSSEC defines new record types to the DNS service, such as RRSIG, DNSKEY, DS and NSEC(3) records.

The functionalities of DNSSEC are based on "chains of trust," where the public keys of signed zones can be verified by the public key of a signed top level zone. Ideally, the chains of trust start with a signed root zone whose public key has already been verified to be trusted. To ensure the overall trustworthiness of the DNS service, it is important that every part of the chain of trust can be trusted.

The use of the DNSSEC feature restricts the use of subdomains in case delegation of the domain name is required. With regard to a subdomain, the implementation requires specialist input, which needs to be agreed on separately.

In case of malfunction, Telia is entitled to deactivate the DNSSEC feature.

Domain Parkki

Domain Parkki is designed for domain names which are not in active use but which the company wants to keep registered in the DNS service. The service includes fixed A-record configurations for the domain (for example, company.fi) and www.record (for example, www.company.fi), so queries directed to them will be redirected to Telia's Domain Parkki site. No other DNS configurations can be made for the domain name. The domain name can be activated by changing the service to DNS Primary.

1.3 Delegated reverse zone

The customer can delegate to Telia's name servers a reverse zone registered to it but not in a Telia-managed IP address space managed by Telia. The service can have a primary or a secondary zone.

Delegated reverse zone, primary maintenance

In the DNS Primary service, Telia takes care of the management of the entire reverse zone (C class). Telia provides the reverse zone with authoritative name servers and management of the reverse zone according to the customer's requests (business days 8 a.m. to 4 p.m.) during the service hours specified. Requests are completed within 5 business days.

Delegated reverse zone, secondary maintenance

Secondary maintenance includes the maintenance of secondary name servers of the reverse zone (C class) on Telia's name servers, when the customer's own or a third-party name server is the primary name server of the reverse zone. It is the customer's responsibility to configure the primary name server as necessary, such as allowing zone transfers and openings to the client's name server from the name servers specified by Telia.

1.4 Specialist work related to maintenance

Basic changes

Basic changes are changes related to services selected by the customer and made during the service hours. They include normal DNS changes for DNS Primary customers, and normal changes related to existing registrations.

DNS changes

DNS changes are one-time specialist tasks related to registration, provision or maintenance of the DNS service.

Special tasks charged by the hour

Tasks charged by the hour are such specialist tasks related to registration, provision or maintenance of the DNS service that are not included in the monthly charge indicated on the price list, such as

- investigations requested by the customer regarding registration, provision and the DNS service
- provision of zone data related to domain name transfers. Telia is entitled to invoice the customer for the specialist work, if the customer does not provide the information needed in the following ways: DNS zone transfer or a valid zone record in txt format
- delegation without classes, if the number of individual delegations exceeds 16
- configuration of the reverse records of the customer's PI (provider independent) addresses for the DNS service
- DNS configurations outside the service hours

1.5 Other matters

Toll-free domain name included in Telia's services

As part of certain Telia services, customers may be offered a toll-free domain name contained in the Telia Domain Name service. This domain name is only subject to the charges imposed by authorities. The customer may have one such domain name at a time. If the customer terminates the Telia services that the domain name is associated with and the domain remains in the customer's use, the domain name becomes subject to the charges listed on the Telia Domain Name Service price list.

Matters concerning all domain names

Charges imposed by organizations granting domain names will not be refunded if the organization that has granted a domain name closes or cancels (an illegal) domain. Telia does not guarantee that a registration application will be accepted. Telia is also entitled to invoice the customer for charges resulting from a lapsed or rejected domain name application.

| | |
|-------------------|----------------|
| Date | Page |
| 2024-07-18 | 6 (7) |
| Identifier | Version |
| TS1309345403 | 11.0 |

Telia reserves the right to change the selection of top-level domains (TLD) offered to the customers without prior notice. A top-level domain is at the top of the domain name hierarchy, and it is indicated, for example, by a .com or .fi suffix. If Telia discontinues the registration of a top-level domain, it does not affect the domain names already registered under the domain in question. Any domain names under a top-level domain approved by ICANN (The Internet Corporation for Assigned Names and Numbers) are accepted in Telia's DNS service.

With regard to domains for adult entertainment, Telia reserves the right to discuss the matter in greater detail with the customer. The discussion may lead to cancelling the application and rescinding the agreement on the domain name in question.

Legality of domain names

The customer is responsible for the legality of their domain names and for seeing to it that they do not infringe another party's trademark or name. The infringement of a trademark or name may have legal consequences and result in liability for damages. Before applying for a domain name, the customer has to check that the name is legally acceptable and to carry out the necessary investigations. Telia will not check, nor carry responsibility for the legality of the customer's domain name.

Customer contact information

The customer takes care of and is responsible for maintaining their contact information. All information bulletins, communications and decisions affecting the domain name holder's rights will be sent to the addresses the customer has specified in the application or later updated to the domain name system. If the contact information is outdated or erroneous, the holder's right to the domain name may be at risk. The customer is obliged to notify Telia immediately of any changes in their contact information.

Professional Services

Professional Services ensure that a service solution is specified optimally, and it has the best possible fit with verified customer needs. All Telia's enterprise customers can utilize Professional Services as optional additional services on top of the basic services described in this offering description.

Professional Services are described in more detail in separate offering descriptions available from Telia's customer service and additional fees apply according to a valid Professional Services price list.

Telia Professional Services include:

- Telia Consulting – when you want to gain more insight on digitalization and utilize its potential to develop and improve your business. Telia's experienced senior advisors can help you survey the present state of your business, set prioritized objectives for development and plan a transformation roadmap to reach the defined objectives.
- Telia Architect – when your strategic objectives are clear, and you want to start implementing identified opportunities of digitalization. Telia's Architects can help you design and build the most viable solution to your business both technically and commercially.
- Telia Project Management – when you want to ensure that agreed objectives and solution specifications are implemented in a given time frame. Telia's certified project professionals utilize latest modern tools and project management

frameworks. Best practice is always applied. Flexible and agile operating models are adapted to best meet your business requirements.

- Telia Service Management Center – when you require continual expert partnership with your service provider, let Telia’s professionals help you manage your ICT environment. Everyday issues are solved easily and you are well prepared for future requirements. You get the level of support you need and continual visibility to ongoing and pending issues from operative service requests all the way to longer term strategic development initiatives. Telia Service Management Center is a combination of certified experts and modern service management tools which together enable a 24/7 single point of contact to meet your highest requirements. If necessary, we can also help you manage your own ICT-services or those that are the responsibility of 3rd parties.

Validity of the service

The service agreement is in force for as long as the customer has at least one subscription included in the service. The subscriptions remain valid until further notice, unless otherwise specifically agreed for a subscription.

Changes in 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 changes in the manner and schedule it considers appropriate.