

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: CONNECTED BUSINESS

DESCRIPTION

One New Zealand's Connected Business is a scalable, connectivity solution, controlled from the cloud, giving insights into your network. Secure network connectivity using the One New Zealand Mobile Network can provide resiliency or primary connectivity.

OPTIONS, INCLUSIONS, AND ADD-ONS

OPTIONS			
	Fixed Business Broadband	4G Failover & Connectivity	
Network Connectivity	Business Broadband	A fail-over connection , in case your fixed-line Access connection to your Site goes down.	A primary site connection , as an alternative to a fixed-line Access connection.
INCLUSIONS			
Software Defined Wide Area Network (SD-WAN)	A complete network solution with secure connectivity, intelligent path control, network visibility, and real-time network control. SD-WAN/Security Network Equipment at your Sites which will provide the SD-WAN service.		
Connected Business Network Equipment	Network equipment listed in the Pricing Schedule (the Network Equipment). It remains our Equipment. The Equipment Rental Service Description applies to the Network Equipment.		
Network Equipment Management Service	Monitoring and management of the Network Equipment in accordance with your Service Level Agreement.		
Configuration	An initial Connected Business Equipment Configuration will be provided. Some aspects of the configuration may be changed such as: <ul style="list-style-type: none"> • SSID configuration • LAN IP addressing. 		
Configuration – Co-Management	Where requested Admin write access can be granted to the Meraki Dashboard for the purpose of customer management, configuration and maintenance.		
Self Service Xport Portal	Online self-service Xport portal enabling visibility and management of your Connected Business network, plus detailed reporting.		
Service Requests (Move, Add's Changes)	Service requests can be raised by the customer via the Xport portal. Service requests are a chargeable feature, you will be advised of the charge for the service request at the time of request, unless the Service request is POA, in which case you will be advised of the charge once the scope and effort has been assessed by One New Zealand.		

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



ADD-ONS	
Wi-Fi	<p>Secure wireless connectivity with simple set up and management. Guest Wi-Fi, and real time visibility and analytics are available.</p> <p>There are two options for Wi-Fi connectivity:</p> <ul style="list-style-type: none"> • Wi-Fi can be provided by the SD-WAN/Security Network Equipment at your Sites; or • Wi-Fi can be provided by one or more Access Points installed at your Sites.
Switching	Switching infrastructure provides expanded connectivity for network services – real time visibility and analytics are available.
Smart Cameras	<p>Meraki smart cameras provide the ability to monitor customer staff and facilities for Health and Safety purposes. The Meraki smart cameras are provided based on our understanding that they will not be used for the purpose of detecting the commission of any offence by any person.</p> <p>Video storage</p> <ul style="list-style-type: none"> • On-Camera storage – capacity is model dependent • Cloud based storage is available at an additional cost
Meraki Vision Portal	<p>A cloud-based portal provided for customer management of smart camera feeds.</p> <p>You are responsible for the Monitoring and Management of the camera feed via the Vision Portal. One New Zealand retains no visibility of Customer camera feeds after the initial commissioning period.</p>
Simple Managed installation	<p>Simple Installation includes the fixed placement of a single item of Network Equipment at an indoor location, and connection of your cabling from your One New Zealand modem or router.</p> <p>Does not include:</p> <ul style="list-style-type: none"> • any cabling; • installing the Equipment at height greater than 2.4 metres; • installing the Equipment outdoors; or • Installing the Equipment outside of “Standard Business Hours”. 8am – 5pm Monday -Friday <p>You are responsible for all structured cabling.</p>
Complex Managed Installations	If in our opinion, an installation is not a Simple Installation, it will be a Complex Managed Installation. Charges for Complex Managed Installations will be on a time and materials basis.

SERVICE CONDITIONS

- Connected Business is available on a 24 or 36 month Term.
- Early Termination charges apply
- You will need internet access to use the Connected Business Service.
- Connected Business relies on Internet connectivity. The Self-Service Portal provides centralized management, optimization, and monitoring of the Network Equipment used by Connected Business
- You may need to obtain a site survey before we can provide you with Wi-Fi Services.
- One New Zealand will retain all administration rights in respect of our Equipment and your Configuration.

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



- You are responsible for arranging sufficient power and power points at each Site in reasonably convenient locations for installation of/provision of power to Network Equipment, the Access Points and other required equipment such as Power over Ethernet Injectors.
- Adjustments made by customer administrators within the Xport Self-service portal are legally binding.
- Connected Business is a subscription licenced product. As such at the end of your initial term the product licence will be automatically renewed for an additional 12-month term, unless advised otherwise by you
- The Configuration - Co-management portal option allows you to manage your own configuration. Any support we provide due to a fault that results from your configuration will be a chargeable service, not an incident.
- Business Broadband is provided under the terms of the Business Broadband Service Description set out on our website <https://www.one.nz/legal/terms-conditions/broadband-service-description.pdf>
- Access to the mobile network is covered by the Mobile terms and conditions set out on our website: Terms for Mobile (<https://www.one.nz/legal/terms-conditions/mobile/>)