

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: MANAGED DATA

PART A - SERVICE & SITE DETAILS

We will provide a Managed Data Service to you.

1. SERVICE OPTIONS

Network Equipment Service

- We will provide the network equipment listed in the Pricing Schedule (the **Network Equipment**), in accordance with the terms and conditions of the Equipment Rental Service Description as part of the Managed Data Service.

Network Equipment Maintenance Service

- On-site maintenance will be provided for the Network Equipment during Service Hours and in accordance with the service levels contained in the Service Centre Service Description.

Network Equipment Management Service

We will provide the following management services in relation to the Network Equipment:

- **Alarm monitoring.** Alarm monitoring may not be continuously available for the Mobile Private Network Product or Enterprise WiFi Services.
- **Standard reporting.** Standard reporting may not be available when connectivity is provided via the Mobile Private Network Product or Enterprise WiFi Services.
- **Configuration management.** The network will be configured with default security measures.

2. SITE LOCATIONS

Refer to the Pricing Schedule.

3. NETWORK EQUIPMENT DETAILS

Refer to the Pricing Schedule.

PART B – PRICING

Refer to the Pricing Schedule.

PART C – SPECIFIC TERMS

1. ON-SITE MAINTENANCE

Means the provision of maintenance and repair services (including the supply of parts and units) as is necessary to keep the Network Equipment in good operating condition.

2. ON-SITE MAINTENANCE

Excludes the following:

- Electrical or reticulation work external to the Network Equipment
- Failures, faults or other problems caused by the acts or omissions of any third party or by you

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- Any modification to the Network Equipment that we have not approved
- Any building or telephone cabling.

3. REPAIRS

Repairs that fall outside the scope of the On-site maintenance services, whether provided during or outside the Service Hours, and any maintenance provided outside Service Hours will attract additional charges at time and materials rates.