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SERVICE DESCRIPTION: MOBILE PRIVATE NETWORK

PART A – PRODUCT OVERVIEW

Mobile Private Network is a private network access service that connects a Managed Network Service (MNS) router at your Site to a Private IP Service over our mobile data network.

This Service Description sets out the terms and conditions that apply to the Mobile Private Network Service. Additional terms apply to the Managed Network Service and the Private IP Service.

PART B – SERVICE OPTIONS

1.   YOUR MOBILE PRIVATE NETWORK SERVICE

1. 1   Your Mobile Private Network Service is an Internet Protocol Virtual Private Network (IP-VPN) access service. It has three options to choose from – Resiliency, Kick Start and Connectivity:

	Description
Mobile Private Network – Resiliency	• Works in conjunction with a fixed line Private IP Service. • Provides an alternative path over the mobile network when the fixed line Private IP Service is not available. • When the MNS Device detects a failure in the fixed line Private IP Service, the primary network connection switches from the fixed line service to the mobile network. • When the MNS Device detects that the fixed line connection has been restored, it switches the primary network connection back to the fixed line Private IP Service.
Mobile Private Network – Kick Start	• Provides a temporary connection over the mobile network until the fixed line Private IP Service is up and running. • Once the fixed line Private IP Service is up and running, Mobile Private Network – Kick Start will be replaced with Mobile Private Network – Resiliency.
Mobile Private Network – Connectivity	• Provides a mobile network-only connection to a Private IP Service.

1. 2   The Initial Term for Mobile Private Network is 24 months, except Mobile Private Network – Kick Start which has a maximum term of 12 months.

1. 3   Mobile Private Network is a data-only service. Mobile Private Network does not support Voice over IP (VoIP). Any voice services need to be provisioned separately, as mobile voice services or fixed line voice services are provided as a separate One New Zealand product.

1. 4   You need a Managed Network Service (MNS) Device to connect to this Service. The Managed Network Service (MNS) Service Description will also apply.

1. 5   When the Service connects through the MNS Device the following features are supported:

(a)   static IP routing,

(b)   customer specified fixed WAN IP interface address per MNS Device

(c)   up to five preconfigured, customer specified, IP address subnets per MNS Device.

1. 6   If you take Mobile Private Network – Resiliency or Mobile Private Network – Kick Start, the Private IP Service Description will also apply. If you take Mobile Private Network – Connectivity, at least one of your Sites must have Private IP.

1. 7   Your Sites are specified in the Pricing Schedule. Our agreement to provide Mobile Private Network services to you is conditional on us confirming that we are able to supply Access to your Sites, and your confirmation to meet any additional costs or terms that might apply.

PART C – PRICING

2.   PRICING OVERVIEW

2. 1   Refer to the Pricing Schedule for details of the applicable Charges.

2. 2   If you terminate your Mobile Private Network Service before the end of the Initial Term, Early Termination Fees will apply.

2. 3   The Early Termination Charge for Mobile Private Network Service is set out in the Commercial Schedule.

PART D – OTHER TERMS AND CONDITIONS

3.   SERVICE LIMITATIONS

3. 1   Your Sites need to have 4G or 3G coverage to receive this Service. Coverage can be affected by a number of factors, including radio interference, atmospheric conditions, geographic factors, network congestion, maintenance, outages on other networks and provider sites, the configuration or limitations of your device or other operational or technical difficulties which means that you may not receive some or all of the Service in certain areas or at certain times.

4.   EQUIPMENT

4. 1   The performance of your Equipment (including the MNS Device) depends on the complexity of your configuration, such as firewall rules or encryption. This may impact your ability to use all of the Internet bandwidth available to you.