

Wireless as a Service Service Schedule

This Service Schedule forms part of your company's Agreement with NOW and should be read in conjunction with NOW's Business Customer Terms and Conditions which can be found at <https://www.nownz.co.nz/terms-conditions/business-terms-and-conditions/>. In the event of any inconsistency between this Service Schedule and any other clause of the Agreement, this Service Schedule takes precedence.

1. Overview

This agreement applies whenever NOW provides services of any kind or does anything else for NOW business customers or other non-residential customers except where a separate written agreement covers other services we provide. In this agreement, we have used "we" or "us" for NOW providing services for you, "you" for the customer and "service" or "services" to cover all goods and services of any kind we provide and anything else we do.

The following Service Schedule applies to our business customers who have the NOW Wireless as a Service (WaaS) Service.

2. Service inclusions and options

2.1 Service Description

The NOW WaaS service is a centrally managed WiFi service. NOW provides and sets up wireless access points to provide WiFi coverage at each of the premises you specify. Included in the service is consultancy on the placement and appropriate number of Access Points to provide the coverage your business needs.

The WaaS service includes wireless network management through our centralised WLAN controller, monitoring and maintenance by network analysts as well as hardware options to suit your unique environmental needs.

The WaaS service does not include internet access as part of the subscription but is typically deployed with NOW's Business Broadband service. This can be purchased separately.

The SLAs pertaining to this service are detailed in Section 4 of this schedule.

2.2 Service inclusions

The WaaS service includes the following service elements:

- Site survey and consultancy on best hardware placement and equipment.
- Hosting and setup of the WLAN controller to manage your access points.
- Software subscriptions for the WLAN and Access Points.
- All initial and ongoing configuration of Wireless Access Points.
- Lease or buy options for the Wireless Access Points and WLAN controller.
- Installation of the Wireless Access Points. Any additional cabling is charged as installation cost.
- Standard traffic reporting.
- Support options:
 - Basic support includes next business day response and return to base hardware warranty.
 - Advanced support includes 4-hour response and advanced hardware replacement warranty.

2.3 Service provision

Our network delivery team will install the WaaS equipment in your premises. Our network delivery team will configure the Wireless Access Points based on the agreed policies and configuration details in the Statement of Work.

We'll notify you by email when the WaaS service installation is complete. At this stage the service will be operational and standard support processes will apply.

3. Service terms

1. Site audit and installation fees will apply. The cost will depend on the number of sites and whether you need a remote or onsite installation and the number of users you have. If the site audit requires extra work, like new cabling, you must arrange and pay for this to be done prior to NOW beginning installation of your WaaS service. We will agree the installation fees with you before we will purchase equipment or begin configuration and installation.
2. If a Service is cancelled during provisioning and before completion you must pay NOW for any costs incurred as a result of site audits, work already completed and any costs incurred as a result of NOW cancelling orders submitted to third party providers.
3. We will provide you with a separate statement of work for WaaS deployment projects which includes any design, build, installation and/or project management fees.
4. We will charge you a one-off fee for any Service Requests that require us make changes to your system. Charges will apply to all Standard and Complex Service Request items detailed in section 4.2 of this Service Schedule. Charges for Service Requests will be charged on at the time and materials labour rates listed in your Service Subscription Agreement which we will agree with you prior to performing any work required.
5. From time to time we will need to make updates to firmware and software associated with the service. We will inform you at least 5 business days before these updates are made except where these updates are required to remedy a P1 or P2 service incident.
6. Customer requirements:
 - a) It is your responsibility to sign off the final WaaS configuration for your service prior to us configuring the service. Any changes you make after the final WaaS configuration has been provided to NOW will be treated as a Service Request.
 - b) It is your responsibility to establish your own security policies and for the implementation of these policies relating to the WaaS service including acceptable use and password security. NOW will implement your policies as detailed in your WaaS configuration.
 - c) It is your responsibility to perform configuration of your network devices, to connect the NOW WaaS service to your network.
 - d) It is your responsibility to maintain your LAN / WAN or computer equipment.
 - e) Any cabling or POE switches required to connect the Access Points are your responsibility and are not included in the WaaS service.

4.0 Service Levels

4.1 Provisioning

NOW will provide you with a target date for the deployment of services and commencement of the Service. Our provisioning times start from the date that you have provided all of the information we require to design, build and provision the service, and end when the service is deployed and ready for use.

Provisioning times are indicative only and actual provisioning times may change depending on a number of factors such as:

- The availability of WaaS hardware;
- Approved configuration details and policy rules from you;

- Any other factor that is beyond our reasonable control.

The Service Targets for the provisioning and service requests of your Service are as follows:

DESCRIPTION	SERVICE TARGET (BUSINESS DAYS)
Simple Service Request	2 days
Standard Service Request	3 days
Complex Service Request	5 days
Decommissioning	3 days

4.2 Service Requests

A service request is any change to your provisioned service. Example of service request types are as follows:

4.2.1 Simple changes

- Change / reset password.
- Change network (SSID) name.
- Upgrade Wireless Access Point.
- Any service change that is made that takes less than 10 minutes.

4.2.2 Standard changes

- Add WLAN.
- Change WLAN policy.
- Create a separate / new (SSID) network (e.g. Public and Internal)

4.2.3 Complex changes

- Create additional report by using template
- Add an additional Wireless Access Point.
- Setup advanced authentication, ie EAP to customers Microsoft NPS for Active Directory Authentication

4.3 Service Assure

- NOW will provide the Customer with access to the NOW Service Assure during standard support hours to record an Incident or Service Request relating to the Services.
- NOW Service Assure will receive an Incident or Service Request from a Customer via email or phone. All Priority 1 service incidents must be reported by phone.
- NOW Service Assure are the primary point of contact for the recording and managing of all technical support related Incidents and Service Requests.
- The Customer must report perceived Priority 1 (P1) and Priority 2 (P2) Incidents to NOW Service Assure by phone to ensure prompt attention and support.
- All phone calls will be answered by a NOW service agent who will record the Incident and assign a Priority.

The target service assurance restoration levels cover;

- response times

- restoration targets
- status updates

SERVICE LEVEL	BASIC SUPPORT SERVICE TARGET	ADVANCED SUPPORT SERVICE TARGET
Response time	24 hours	4 hours
Restoration target	48 hours	8 hours

Response time starts when we receive a valid service fault notification and ends:

- When our own diagnosis has been completed from automated systems
- When we advise you that a fault has been identified and that work has commenced to identify the fault; or
- When we advise that a site visit is necessary

Restoration time is the period commencing from when we receive a valid service fault report and ends:

- When the Service is restored to full working order; or
- When a temporary repair is performed which allows the service to be used.

Status update may be in the form of advice received from us that the fault has been determined by remote diagnostics to be our responsibility and that we have commenced work to resolve that fault; That a site visit is necessary; or on the progress made on correcting the fault and the estimated restoration time.

Valid service fault notification. A valid service fault notification is deemed to follow this process:

- Notification to the appropriate support channel as listed in this document.
- Customer to include the following information:
 - Customer name;
 - Service ID of the Service affected by the Incident (if available);
 - Name and contact details of the person reporting the Incident on behalf of the Customer;
 - Description of the Incident;
 - Details of any diagnostics that have been performed by the Customer;
 - Customer Site contact;
 - Name and location of the Customer Site that is affected by the Incident; and
 - Business or trading hours of the site.

4.4 Planned Outage

On the occasions that we need to undertake an outage, we will attempt to give you a minimum of 5 business days' notice of the timing and duration of the planned interruption. At times, however we may have to action a planned notice with less than 5 business days. We aim to keep the timings and durations of planned interruptions as advised, however in some exceptional circumstances we may need to reschedule or increase the duration, with less notice than 5 business days.