

# **Prophecy Networks Limited**

**SERVICE SCHEDULE**

**MANAGED WIRELESS**

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**Prophecy Networks Limited**

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## SERVICE SCHEDULE – MANAGED WIRELESS

This Service Schedule forms part of the Agreement between your company and Prophecy Networks Limited and should be read in conjunction with Prophecy Networks' Business Customer Terms and Conditions which can be found at <http://prophecy.co.nz/about/terms-conditions.html>. In the event of any inconsistency between this Service Schedule and any other clause of the Agreement, this Service Schedule takes precedence.

### 1. SERVICE OVERVIEW

This agreement applies whenever Prophecy Networks Limited provides services of any kind or does anything else for our customers, except where a separate written agreement covers other services that Prophecy Networks Limited may provide.

Within this agreement, reference is made to "we" or "us" or "our" or "Prophecy Networks" for Prophecy Networks Limited providing services for you, "you" for the customer and "service" or "services" to cover all services and or hardware of any kind we provide and anything else we do.

### 2. SERVICE DESCRIPTION

The Prophecy Networks Managed Wireless service is a centrally managed Wi-Fi service. We provide and set up wireless access points to provide Wi-Fi coverage at each of the agreed premises.

The Managed Wireless 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 Managed Wireless service deployed does not include access to the internet. Access to the internet is typically provided via a broadband service offering and would form part of the overall agreement entered into with us.

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

### 3. SERVICE INCLUSIONS

The Managed Wireless service includes the following service-elements:

- Site survey and consultancy regarding placement of hardware and equipment.
- WLAN controller hosting and setup to manage installed access points.
- Costs for all Wireless Access Points and WLAN Controller billed monthly over the initial contract term.  
Note: Outright purchase of all hardware can be offered if so required.
- Installation of Wireless Access Points.
- Software subscriptions for the WLAN and Access Points.
- Initial and ongoing configuration of Wireless Access Points.
- Standard traffic reporting.
- Support options:
  - Simple support includes next business day response and return to base hardware warranty.
  - Complex support includes 4-hour response and advanced hardware replacement warranty.

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## 4. SERVICE PROVISION

The Prophecy Networks team will install the Managed Wireless equipment in your premises. Our team will configure the Wireless Access Points based on the agreed policies and configuration details in the Statement of Work.

We will provide formal communication upon completion of installation of the Managed Wireless service. Only at this stage will the operational and standard support processes come into effect.

## 5. SERVICE TERMS

- 5.1. The overall site audit and installation fees applied are determined by the number of sites and whether a remote or onsite installation is required. Following the site audit(s) additional work required in order to commence and complete the installation will be arranged by us, unless otherwise agreed to beforehand for this to be done prior to the installation of your Managed Wireless service.  
The installation fees will be discussed and agreed to prior to the purchase of any equipment and / or commencement of installation and configuration.
- 5.2. In the event of cancellation of the service prior to completion and activation, you will become liable for any and all Prophecy Networks incurred costs, these being internally and from third party providers where applicable.
- 5.3. A separate statement of work for Managed Wireless deployment projects which includes any design, build, installation and/or project management fees will be provided.
- 5.4. Non-recurring fee(s) will be charged for any Service Requests received for changes to your system. Charges will apply to all Standard and Complex Service Request items detailed in section 6.2 of this Service Schedule. Charges for Service Requests will be charged based on the time and materials labour rates listed in your Service Agreement which will be agreed to between both parties prior to performing any work required.
- 5.5. Firmware and software updates associated with the service will be required at times. When these updates are required, formal communication will be provided at least 5 business days prior to the updates being implemented, except when the updates are to be used to resolve a service outage.
- 5.6. Customer requirements:
  - 5.6.1. Prior to commencement of service configuration, you are required to sign off the final Managed Wireless configuration of the service. Any change requests post the final configuration having been provided to us will be attended to as a Service Request.
  - 5.6.2. We will implement the security policies as detailed in your Managed Wireless configuration. Note: The establishment of these policies, including acceptable use and password security will remain your responsibility.
  - 5.6.3. Responsibility for the connection and configuration of devices to the Prophecy Networks Managed Wireless service will yours.

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- 5.6.4. Unless Prophecy Network has been appointed to do so, the management and maintaining of LAN / WAN environment and equipment will remain the responsibility of the customer.
- 5.6.5. Additional cabling or hardware required to connect the Access Points can be provided by Prophecy Networks. The costs will be discussed and agreed to beforehand as these do not form part of the Managed Wireless service.

## 6. SERVICE LEVELS

### 6.1. Provisioning

Project dates for deployment and commencement of service will be provided by Prophecy Networks. The respective provisioning times start from the date that all requested information has been provided in order to design, build and provision the service.

Project dates are indicative only and actual provisioning times may change depending on factors such as:

- Managed Wireless hardware availability;
- Receipt of final approved configuration details and policy rules;
- Other factors beyond our reasonable control.

Service Goals for the provisioning of and change requests of the Service as follows:

DESCRIPTION	SERVICE GOALS (BUSINESS DAYS)
Simple Change Request	2 days
Standard Change Request	3 days
Complex Change Request	5 days
Decommissioning / De-installation	3 days

### 6.2. Service Change Request

A service change request is any change to the provisioned service. Examples of service request types are as follows:

6.2.1. Simple changes	6.2.2. Standard changes	6.2.3. Complex changes
<ul style="list-style-type: none"> <li>• Change/ reset password.</li> <li>• Change network (SSID) name.</li> <li>• Upgrade Wireless Access Point.</li> <li>• Any service change that is made that takes less than 10 minutes.</li> </ul>	<ul style="list-style-type: none"> <li>• Add WLAN.</li> <li>• Change WLAN policy.</li> <li>• Create a separate/ new (SSID) network (e.g. Public and Internal)</li> </ul>	<ul style="list-style-type: none"> <li>• Create additional report by using template</li> <li>• Add an additional Wireless Access Point.</li> <li>• Setup advanced authentication, ie EAP to customers Microsoft NPS for Active Directory Authentication</li> </ul>

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### 6.3. Service Assure

- Prophecy Networks will provide the Customer with access to our Helpdesk during standard support hours to record an Incident or Service Change Request relating to the Services.
- Our Helpdesk will receive an Incident or Service Change Request from a Customer via email or phone.
- Our Helpdesk is the primary point of contact for the recording and managing of all technical support related Incidents and Service Change Requests.
- Perceived A1 and A2 Incidents MUST be reported to our Helpdesk by phone to ensure prompt attention and support.
- All phone calls will be answered by a Prophecy Networks service agent who will record the Incident and assign a Priority.
- Incident hierarchy as follows:

The target service assurance restoration levels cover;

- response times
- restoration targets
- status updates

SERVICE LEVEL	SIMPLE SUPPORT SERVICE GOAL	COMPLEX SUPPORT SERVICE GOAL
Response time	24 hours	4 hours
Restoration target	48 hours	8 hours

**Response time** starts once a valid service fault notification has been received and ends:

- upon completion of diagnosis via automated systems
- once communication to customer advising fault has been identified has been sent and that work has commenced to resolve the fault; or
- when a physical site visit requirement has been communicated

**Restoration time** commences upon receipt of a valid service fault report and ends:

- once the Service is fully restored; or
- once an interim repair is implemented allowing the service to be utilised.

**Status update** in the form of advice received from Prophecy Networks;

- that work to resolve the fault has commenced;
- that an engineer will need to be on site to address service fault;
- alternatively, that progress has been made on correcting the fault with an estimated repair time provided.

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

- Notification has been submitted to the relevant support channel(s).
- Customer to provide the following when submitting service fault:
  - Customer name;
  - Service ID of the affected service (if available);
  - Name and contact details of individual reporting the fault / service change request on behalf of the Customer; please provide site contact details if different to reporting individual.
  - Description of the fault / service change request;
  - Details of any customer performed diagnostic
  - Name and location of the Customer Site
  - Business or trading hours of the site.

#### **6.4. Planned Outage**

A minimum of 5 business days' notice prior to undertaking a manual / maintenance outage will be communicated to affected customers. Indicative timing and duration of the planned outage will be provided. Please note that Prophecy Networks may be forced to action a planned notice with less than 5 business days.

At all times we aim to work within the communicated time and durations of planned interruptions, however in some exceptional circumstances the communicated outage may need to be rescheduled or an increase in the duration may be required, with less notice than 5 business days.

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