

Prophecy Networks Limited

SERVICE SCHEDULE

SOFTWARE-DEFINED WIDE AREA NETWORK (SD-WAN)

Table of Contents

SERVICE SCHEDULE – SD-WAN	3
1. SERVICE OVERVIEW	3
2. SERVICE INCLUSIONS AND OPTIONS.....	3
2.1. Description	3
2.2. Inclusions.....	4
2.3. Installation.....	4
3. TERMS.....	4

Prophecy Networks Limited

Level 5, 276-278 Lambton Quay
PO Box 25-200
Wellington, 6011

Directors: Wilhelmus Leonardus Giesbers, Jonathan Robertson, Rachael Anne Price, Graeme Robert Gibson, Mark Gadsby Henson

www.prophecy.co.nz

32 Hastings Street
Napier South
Napier, 4110

SERVICE SCHEDULE – SD-WAN

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

The Service Schedule applies to our customers to whom we have provisioned a SD-WAN Service for the supply of a SD-WAN or two or more Access Circuits, these collectively and individually referred to as SD-WAN Service. The Service Schedule applies to the first and any subsequent Services or Solution provisioned by Prophecy Networks.

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 INCLUSIONS AND OPTIONS

2.1. Description

An SD-WAN Service provides dedicated WAN connectivity between Customer locations and/or to other Services provided by Prophecy Networks (eg. Hosted Services, Cloud Services or Internet). The connectivity is provided by an Access Circuit, connecting between the Customer onsite SD-WAN device and Prophecy Networks' core network, forming the underlay for the service. One or more private Layer 2 or Layer 3 Network Domains are then provisioned across this underlay to provide the SD-WAN service. Design and configuration of these domains and associated features and capabilities are done by Prophecy Networks in conjunction with the customer to meet the Customer's needs.

Each Access Circuit will be delivered at the speed specified within the Prophecy Networks solution proposal between the specified Customer sites and our IP Network for the agreed term of the contract.

The Customer site and / or sites will be categorised as per below by the Customer, which in turn will determine the required equipment and configuration along with the site technical availability.

- **Category 1** - as deemed by the Customer to be mission critical for their operation due location of business-critical IT infrastructure and systems, staff compliment etc.
Dual SD-WAN devices (Network Services Gateways) to be deployed on site, with each SD-WAN device having a single On-Net Fibre Access Circuit. The SD-WAN devices will be configured in an active/passive mode, with the secondary device and access circuit being initialized in the event of primary device failure.
- **Category 2** - single SD-WAN device (Network Services Gateway) to be deployed on site and configured to cater for redundancy via dual access circuits.
- Default configuration of the device is active/passive, meaning the secondary access circuit will only be utilised for the routing of all traffic in the event of primary access circuit failure.
- **Category 3** - Single SD-WAN device (Network Services Gateway) deployed on site connecting to a single

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Pg 3

access circuit.

2.2. Inclusions

The following form part of the SD-WAN Solution at the Customer sites(s):

- the access circuit or circuits (unless already available);
- deployment of Network Service Gateway(s);
- initial and ongoing configurations of defined Layer 2 or 3 Domains, associated features and capabilities;
- initial and ongoing configuration of the Prophecy Networks SD-WAN core network elements;
- post-installation testing of the Prophecy Networks equipment;
- ongoing backup and storage of Prophecy Networks Equipment configuration information; and
- ongoing software upgrades to the Prophecy Networks Equipment as needed and determined by Prophecy Networks.

2.3. Installation

The Prophecy Networks service delivery team will install and configure the relevant Prophecy Network SD-WAN required equipment on site(s) as per the agreed design.

The Customer will be notified by email once the SD-WAN service installation has been completed. Following the notification, the SD-WAN Solution will be deemed operational with the standard support processes being applied.

3. TERMS

- 3.1. In order to establish installation fees, a site audit will need to be conducted. The associated costs for the audits are determined by:
 - 3.1.1. The number of sites
 - 3.1.2. Onsite or remote installation
 - 3.1.3. Additional equipment required in order to complete the installation... UPS, reticulation, Cabinet, Power, etc.
- 3.2. Should the Customer decide to cancel a Service after provisioning and before completion, Prophecy Networks is entitled to any costs incurred as a result of site audits, work already completed, as well as costs incurred as a result of Prophecy Networks cancelling orders submitted to third parties.
- 3.3. In the case of a complex deployment project, we will provide you with a separate statement of work explaining the additional costs for design, build, installation, and project management that may apply.
- 3.4. The Customer acknowledges that SD-WAN Services delivered over copper (including Ethernet over Copper, ADSL and VDSL):
 - a. Prophecy Networks cannot control factors like the distance from the exchange, copper line quality, and hardware that affect the speed of your connection.
 - b. While you will receive the maximum copper line speed up to the speed specified in the Service Agreement, the WAN speeds are not guaranteed.
- 3.5. Standard once-off fees for any Service Requests, albeit Standard or Complex requests, that require changes

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Pg 4

- to be made to the Customers system will be charged to the respective account.
- 3.6. The firmware and software associated with the service may need to be updated from time to time. You will be notified about such updates at least five business days before they are made, except when they are required to correct a Priority 1 or Priority 2 service incident.
- 3.7. Customer requirements:
- 3.7.1. Provide suitable environment for the Prophecy Networks equipment at each site, including, but not limited to:
- Sufficient cabinet space within close proximity to the delivery point of the incoming access circuit
 - UPS backed AC power supply
 - Environmental control (air conditioning)
- 3.7.2. Any Prophecy Networks hardware should be kept under control inside the environment provided to the extent that the equipment manufacturer's environmental conditions are met.
- 3.7.3. It remains the responsibility of the Customer to:
- install and maintain any cabling between the Prophecy Networks equipment and the Customer's networking equipment.
 - assign a network administrator to assist with the connection of the Prophecy Networks equipment to your network.
 - ensure Customer network equipment is configured to integrate with Prophecy Networks' solution as per the agreed design.
 - maintain the configuration and security across all areas of Customer owned equipment outside of the Prophecy Networks solution and installed equipment.

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Pg 5