

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: SECURE INTERNET

DESCRIPTION

Secure Internet (SI) is our fast, reliable, internet solution, with fully managed security. SI lets you work the way you want, while protecting your vital business data from threats like viruses, ransomware and spyware.

OPTIONS AND INCLUSIONS

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	Standard	Flex	Premium
Internet Connection	Unlimited internet at up to 1Gbps		
Internet Firewall	✓	✓	✓
Cloud access	✓	✓	✓
Web security	✓	✓	✓
Reporting	✓	✓	✓
Remote Access	X	✓	✓
IPS/IDS	X	X	✓
Integration	X	X	✓

SERVICE CONDITIONS

- SI requires a Private IP (PIP) connection from One New Zealand (which will require Business Enhanced)
- SI is available in a range of speeds from 10 Mbps up to 1Gbps
- SI is designed to provide a high level of security but does not guarantee protection from risks or inadequate security policies or procedures
- SI is available for a minimum contract term of 12 months
- Early Termination Charges apply
- Accessing your SI service from outside of your network requires the provisioning of secure 2-factor authentication tokens, which attracts non-recurring charges
- Moves, Adds and Changes (MACs) to SI will attract non-recurring charges
- Non-recurring charges for simple or standard MACs can be implemented at a fixed price
- If you are a SI Standard customer you will be provided with our standard reports which will set out usage information on a 24x7 basis including information sorted by IP address
- If you are a SI Flex or a SI Premium customer you will have access to the SI Customer Portal and customisable reporting
- Secure Internet is designed to achieve a 99.92% target platform availability measured over a rolling 90-day period
- Prior to using the SI product, you must ensure that your Users have provided their express informed consent to the collection, use, disclosure of and access to their personal information for the purposes of the service

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- You may be required to agree to Additional Terms and Conditions as a precondition to accessing and using the SI product.