

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: IOT MANAGED CONNECTIVITY

PART A – PRODUCT OVERVIEW

One New Zealand's IoT Managed Connectivity is an IoT Connectivity Service on the One New Zealand network including self-managed SIM Connectivity with full reporting, control, and management capabilities through the M2M Portal and M2M Platform.

PART B – OPTIONS, INCLUSIONS & ADD-ONS

Options		
Network Access	IoT Local Connectivity – providing capability through One New Zealand network.	IoT Global Connectivity – providing capability through One New Zealand and partner networks.
Data Plan	IoT Data Bundle – A data bundle for each connection, sharing the data pool across all connections	
	IoT Pay As You Go Data - pay for the data used each month on top of a monthly access fee (per connection)	
Inclusions		
Network IoT Local Connectivity Service	Cellular: One New Zealand Networks including 2G/3G/4G /Narrowband-IoT (NB-IoT) Long-Term Evolution for Machines (LTE-M)	
Access Point Name (APN)	Shared: connect to the internet, whilst protecting your Device from internet-initiated traffic	
SIM	Standard triple punch plastic (mini, micro, and nano)	
Design documents	Solutions Design Document and Management Operations Manual	
Web Management Portal	Access for day-to-day management of SIM connections, billing, usage alerts, troubleshooting via Web interface	
Add-ons		
Network	Global Connectivity: Service for use on One New Zealand and Partner networks. International usage charges apply.	
APN	Private: APN dedicated for use by a single customer to configure destination routing options	
SIM	Robust plastic and industrial (solderable)	
Short Message Service SMS/TXT	Ability to send and receive Txt messages.	
Voice	Ability to send and receive Voice calling.	
M2M Training	Train Customer personnel (remotely) on the use of web management portal, enabling train the trainer	
API Inbound	Inbound APIs – support the management of SIMs and reporting capability for extracting information into your own processing system	
API Outbound	Outbound APIs – support notification of pre defined alerts	
M2M Platform Implementation	RADIUS proxy – Allow implementation of your own Radius Server	

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PART C – PRICING

Please refer to Pricing Schedule – IoT Managed Connectivity.

PART C – SERVICE CONDITIONS

1. 1 IoT Global Connectivity Service and IoT Local Connectivity Service is for use with machine-to-machine applications and solutions only. SIM cards are supplied by One New Zealand for the sole purpose of installing each SIM card into a Device for use only with Internet of Things (M2M) applications and solutions. This does not include mobile handsets.
1. 2 All data sessions will be rounded initially to 1KB; any data over 1KB will be rounded up to the nearest KB; rating occurs every 20 minutes or at the end of the data session.
1. 3 Exclusions on IoT Global Connectivity and IoT Local Connectivity Plans include: video calling, roaming, in-flight roaming, and calling or texting premium numbers.
1. 4 You will not be sent alerts warning you when a particular volume of data has been consumed.
1. 5 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.
1. 6 You are responsible for ensuring that all devices are compatible with the network (as it evolves) at all times and that each device operates correctly as intended.
1. 7 The IoT Global Connectivity and / or IoT Local Connectivity Service may not be used:
 - (a) in a way that attempts to penetrate security measures whether or not the intrusion results in the corruption or loss of data; that uses the Services or software related to Internet Relay Chat, peer to peer file sharing, bit torrent, or proxy server network;
 - (b) for the transmission of material that contains software viruses or any other disabling or damaging programs;
 - (c) in a way that allows access to an IP address including through the use of a proxy, tunnelling, a gateway or routing. For the avoidance of doubt this shall not prevent you being able to connect over the internet to your application server; or
 - (d) in a way that involves spamming, the sending of bulk unsolicited emails or commercial messages or maintaining an open SMTP relay. You must not publish or share any benchmark or performance tests of the SIMs.