SERVICE DESCRIPTION: SecureConnect SD-WAN

DESCRIPTION

SecureConnect SD-WAN powered by Palo Alto and DEFEND is a scalable, connectivity solution, controlled from the cloud, giving insights into your network. The service provides network connectivity that has improved reliability and security, using a wide choice of fixed access connectivity, or the One NZ Mobile Network can offer both resiliency and primary connectivity.

OPTIONS, INCLUSIONS, AND ADD-ONS

OPTIONS	
SecureConnect SASE	Combine SecureConnect SD-WAN with SecureConnect SSE to provide a full featured, single vendor SASE solution. Please refer to SecureConnect SSE and/or Secure Access service description for details.
INCLUSIONS	
Software Defined Wide Area Network (SD-WAN)	A WAN solution with connectivity, intelligent path control, network visibility, and real-time network control. SD-WAN/Security Network Equipment at your Sites which will provide the SDWAN service.
Network Equipment	Network equipment listed in the Pricing Schedule (the **Network Equipment**). It remains our Equipment. The Equipment Rental Service Description applies to the Network Equipment.
Virtual Network Equipment	Virtual network equipment must be hosted in a fit for purpose environment and in accordance with the technical specifications applicable to the appliance.
Network Equipment Management Service	Monitoring and management of the Network Equipment in accordance with our Service Level Agreement.
Configuration	An initial SD-WAN Equipment Configuration will be provided. Some aspects of the configuration may be changed such as: • LAN IP addressing.
5G Connectivity / Failover	5G is included on small office 5G bundle. This is only available for the ION12005G appliance. A **primary site connection**, as an alternative to a fixed-line Access connection. A **fail-over connection,** in case your fixed-line Access connection to your Site goes down.

ADD-ONS	
Simple Managed installation	**Simple Installation** includes the fixed placement of a single item of Network Equipment at an indoor location, and connection of your cabling from your One NZ modem or router. Does not include: • any cabling; • installing the Equipment at height greater than 2.4 metres; • installing the Equipment outdoors; or • Installing the Equipment outside of "Standard Business Hours". 8am – 5pm Monday -Friday You are responsible for all structured cabling.
Complex Managed Installations	If in our opinion, an installation is not a Simple Installation, it will be a Complex Managed Installation. Charges for Complex Managed Installations will be on a time and materials basis.
Professional Services	One NZ offers Professional services with regard to your SD-WAN Installation. Services and configuration requirements, pricing will be provided on application.
Service Requests	Price table as defined within our Xport Self Service Portal.

SERVICE CONDITIONS

- Early Termination charges apply.

- SecureConnect SD-WAN is available on a 24 or 36 month term.

- You will need internet access to use the SecureConnect SD-WAN Service.

- SecureConnect SD-WAN relies on Internet connectivity. The Palo Alto Portal provides centralised management, optimisation, and monitoring of the Network Equipment used by SecureConnect SD-WAN

- One NZ will retain all administration rights in respect of our Equipment and your Configuration.

- You are responsible for arranging sufficient power and power points at each Site in reasonably convenient locations for installation of / provision of power to Network Equipment.

- Adjustments made by customer administrators within our Xport Self-service Portal are legally binding.

- SecureConnect SD-WAN is a subscription licenced product. As such at the end of your Initial Term the product licence will be automatically renewed for an additional 12-month term, unless you give us notice you wish to terminate, prior to the end of the Initial Term. Termination during the additional 12 month terms' will incur an Early Termination Charge equal to the Charges for the remaining part of the 12 month period from termination.

- Third-Party tools, portals, reports, and analytics may stipulate their own end user licence agreements. If you want to use any of these, you will be required to accept or agree to any such licence terms.

- It is your responsibility to ensure your third-party cloud environments maintain the required resourcing, connectivity, security, and maintenance.

- Dependency: SecureConnect SD-WAN relies on internet access, you will be required to purchase appropriate connectivity access from One NZ or another provider. Third-Party access must be fit for purpose, will not be applicable to the measurement of any of our Service Levels and will remain the responsibility of the Third-Party to maintain.