VOCUS AGILE MANAGED WIFI SERVICE SCHEDULE

This Service Schedule applies between Vocus (**we, us, our**) and the Customer (**you, your**) for the supply of Vocus Agile Managed WiFi Services.

1. Definitions

Capitalised terms in this Service Schedule not otherwise defined here have the meaning given in the Standard Terms and Conditions.

Managed Firewall Service means a service provided by Vocus that delivers the customer a Firewall which is subject to the Vocus Agile (Managed SD-WAN) Service Schedule.

Managed SD-WAN Service means an overlay service provided by Vocus that manages Customer's software applications over a wide area network via Vocus' Infrastructure which is subject to the Vocus Agile (Managed SD-WAN) Service Schedule.

On-site Survey has the meaning given to it under clause 4.1(c) of this Service Schedule.

Predictive WiFi Survey has the meaning given to it under clause 4.1(a) of this Service Schedule.

Return Merchandise Authorisation (RMA) Approval means a formal approval process that we manage for you with regards to the return or exchange of merchandise that is controlled by the Vendor.

Standard Terms and Conditions means the Standard Terms and Conditions between Vocus and the Customer governing the general terms and conditions on which Services are provided under this Service Schedule and any applicable service order from time to time, available on the Vocus website at https://www.vocus.com.au/legal-contracts.

Vocus Agile Managed WiFi Service Level Agreement (or this SLA) means the service levels set out in clause 12.3 of this Schedule, which if there are any inconsistencies with the Vocus Service Level Agreement, the service levels in this Schedule will prevail.

Vocus Agile (Managed SD-WAN) Service Schedule means the Vocus Service Schedule set out here https://www.vocus.com.au/legal/contracts, which may be updated from time to time.

Vocus Support means a portal where we have granted you login access in relation to the Services (currently accessible at https://support.vocus.com.au/s/as).

Vocus SLA means Vocus' service level agreement which can be found at https://www.vocus.com.au/legal-contracts, as amended from time to time.

WiFi Access Points means the hardware devices supplied by Vocus.

2. Supply of Vocus Agile Managed WiFi Services

2.1. We will provide you the Vocus Agile Managed WiFi Services in accordance with:

(a) terms of the Standard Terms and Conditions or the latest agreed Master Services Agreement between the parties;

(b) this Service Schedule and Vocus SLA;

(c) any applicable Service Orders; and

(d) all applicable laws.

2.2. We may vary the Vocus Agile Managed WiFi Services if reasonably required to comply with all applicable laws or for technical, operational, and commercial reasons:

(a)   without notice, if such variation does not have a material adverse effect on you; or

(b)   with 30 days' prior notice, if such variation has a material adverse effect on you.

3.   Description of Vocus Agile Managed WiFi Services

3.1.   The Vocus Agile Managed WiFi Services provides 24 x 7 hour technical support and management for your WiFi solution that can also be a supplementary add-on service that provides support to the Managed SD-WAN Service and Managed Firewall Service provided to the Vocus Agile (Managed SD-WAN) Service Schedule.

3.2.   The Vocus Agile Managed WiFi Services provides:

(a)   proactive device health monitoring;

(b)   assistance with firmware upgrades and patching as required where you own the hardware which must be approved for use by us but is still managed by us*, otherwise, firmware upgrades and patching are included; and

(c)   all break-fix technical support of your WiFi network 24 x 7 via Vocus Support, including assisting with vendor RMA replacement.*

*Provided vendor Support and Licensing is maintained to the appropriate levels.

3.3.   The Vocus Agile Managed WiFi Services are only available in Australia and in those locations that we confirm with you that can be provisioned.

3.4.   The Vocus Agile Managed WiFi Service Schedule sets out how incidents should be handled, the support process, your responsibilities and service inclusions and exclusions.

4.   Implementation of Service

4.1.   **Site Survey**

You acknowledge and agree that:

(a)   you will undertake an initial site survey to ensure scoping is correct and confirmation by us that there are no site related issues prior to any implementation of any WiFi solution (**Predictive WiFi Survey**), which will be subject to a fee incurred by you and presented in a quote which will need to be accepted by both parties;

(b)   you need to provide us with a floor plan to us in a suitable format as advised by us, for this Predictive WiFi Survey to be undertaken by us, which will be subject to a fee incurred by you and presented in a quote which will need to be accepted by both parties;

(c)   based on the results of the Predictive WiFi Survey, we will during the delivery of the Vocus Agile Managed WiFi Services, undertake a survey onsite to ensure that there are no site related issues, and the placement of the WiFi Access Points are installed correctly (**On-site Survey**), which will be subject to a fee incurred by you and presented in a quote which will need to be accepted by both parties;

(d)   where you refuse to undertake the surveys set out in clause 4.1(a) and (c), this SLA for this service shall not apply and we do not guarantee support to provide support for any Vocus Agile Managed WiFi Services that may be delivered thereafter to you.

4.2. **Configuration**

Implementation of the Vocus Agile Managed WiFi Services configuration will include the following features:

(a)   SSID Authentication;
- WPA2-Personal, WPA2-Enterprise
- Multiple PSK for WPA Personal
- WPA3 (SAE, SAE transition, Enterprise)
- Open

(b)   Supports*;*
- Integrated or external captive portal
- 802.1x
- Pre-shared keys

(c)   Client Control;
- MAC filtering
- Broadcast disabling
- Block intra-traffic
- Host quarantine on SSID, and

(d)   Extended *logging information in key areas to help WiFi troubleshooting;*
- Association
- Authentication
- DHCP & DNS,

but will exclude the following features:

(e)   external Guest Portal Configuration;

(f)   custom HTTP webpage;

(g)   end user device troubleshooting;

(h)   non-wireless device (such a Printer);

(i)   non-standard wireless protocols within each geographical region;

(j)   physical security such as protection against physical damage;

(k)   outdoor wireless access points that are not part of an environment that is to be a wireless network that contains devices owned and operated by us and with our supplied configurations and policies (Corporate Environment); and

(l)   integration with fixed or roof-mounted mast.

4.3. **Post-delivery**

(a)   Poster-delivery of the Vocus Agile Managed WiFi Services, the WiFi Access Points will be tested and then acceptance by you will be confirmed when the WiFi Access Points are operational, and connection is available.

(b)   Power to the WiFi Access Points can be provided through either a power over ethernet (PoE) switch or power adaptors. It is your responsibility to ensure power is provided to the WiFi Access Points in either the form of a power outlet the adaptors can be plugged into or supplying a PoE switch.

5. Support for Vocus Agile Managed WiFi Services

5.1. **Inclusions**

(a)   Support for the Vocus Agile Managed WiFi Services will cover all things considered normal in the day-to-day operation of managing the access points which includes (but is not limited to):

   (i)   configuration changes and troubleshooting issues;

   (ii)   up/down availability monitoring;

   (iii)   assistance with firmware upgrades and patching where appropriate; vendor licensing/sup- port has been maintained; and

   (iv)   access to Vocus Support 24 x 7 x 365.

5.2. **Exclusions**

(a)   Services not included with the Vocus Agile Managed WiFi Services includes (but is not limited to):

   (i)   data analytics;

   (ii)   reporting;

   (iii)   where requested, we will provide information and investigation of issues related to performance, however such investigation regarding incidents not related to the WiFi Access Point, or that includes additional infrastructure, is not included in BAU support and may be subject to additional cost (Forensic Investigation); and

   (iv)   consulting.

6. Licensing of the WiFi Access Points

6.1.   We are responsible for maintaining appropriate levels of vendor hardware support and licensing for the devices under this SLA, subject to you paying for the Vocus Agile Managed WiFi Services provided to you in accordance with clause 2.1.

6.2.   Where we permit you to connect your hardware to the Vocus Agile Managed WiFi Services, you are responsible for maintaining appropriate levels of the relevant vendor hardware support and licensing for the devices under this Vocus SLA.

6.3.   Where you do not maintain appropriate levels of licensing for the hardware pursuant to clause 6.2, this SLA is not applicable.

7. Customer Access

7.1.   To maintain the integrity of this SLA and the security of the device, we do not allow you to access supported devices outside of "read-only".

7.2.   We provide you with access to portals through which the devices performance and state can be viewed. This is to avoid any changes that may compromise the security of the device.

8. Monitoring of WiFi Access Points

8.1.   We use Simple Network Management Protocol (SNMP) and syslog to monitor your WiFi Access Points, which includes 24 x 7 support.

8.2.   Where an issue occurs on the WiFi Access Points, an alert is generated on our own management system and monitored.

9. Onsite Vocus Support

9.1. Vocus Support is provided remotely 24 x 7 x 365 but where we are required to attend an onsite request to provide support to you relating to break fix and troubleshooting, is deemed actionable at our sole discretion and may include a fee incurred by you.

9.2. Any onsite support requested directly by you will be subject to professional services charges.

10. Return Merchandise Authorisation (RMA) - Device Replacement

10.1. Where we deem WiFi Access Points to be faulty which is caused by us, we will engage our vendor to gain RMA Approval. You will be responsible for working with us to initially confirm that the WiFi Access Points are confirmed at fault, and if required, assist us in obtaining our vendor RMA Approval.

10.2. You acknowledge and agree to cooperate with us including providing a member of your team to work with us, at your own cost and at the time required by us, to complete the following activities:

    (a) check cable connectivity & internet connection;

    (b) reboot device if requested;

    (c) advise on any internet or building issues that could affect the device operation; and

    (d) any other tasks as required.

10.3. Once our vendor has approved the RMA, they will supply us with a replacement WiFi Access Points to resupply to you.

10.4. We will arrange for the faulty device to be sent back to the vendor where the hardware is owned and managed by us (including any costs associated). But where the device is owned by you, then it is your responsibility to have it assessed by the third party you have purchased the hardware from (including any costs associated).

10.5. We cannot guarantee that our vendor will approve the RMA or a timeframe for RMA by the vendor, however we work with our vendor to minimise impact as much as possible.

10.6. Where we have supplied the hardware, we will use any spares available to initiate a break-fix to replace the faulty switch without waiting for an RMA resolution.

10.7. For cases where you have connected your own compatible hardware to the Vocus Agile Managed WiFi Services, RMA and any sparing needed to replace a faulty switch will be your responsibility.

11. Tickets

11.1. Support tickets are raised with the Vocus Support or via phone, with requests being prioritised according to severity level.

11.2. Support is provided 24x7 and any support outside of normal business hours should be limited to priority 1 and 2 tickets only where possible.

    (a) **Priority 1 tickets:** must be logged by phone 1800 262 663.

    (b) **Priority 2 tickets:** raised after- hours must be logged by phone, however during office hours can be logged via Vocus Support.

    (c) **Priority 5 and Priority 7 tickets**: should be raised via Vocus Support.

11.3.   Upon onboarding post implementation, you will be provided with a welcome email detailing how to access support.

11.4.   Before logging a ticket, you must take all reasonable steps to ensure that the issue is not attributable to any item outside the included support as set out in this Service Schedule, such as upstream or downstream network infrastructure or third-party links.

11.5.   Issues not raised by the appropriate support process outlined in clause 11 shall not be subject to this SLA.

12.   Response Times vs Resolution Times

12.1.   Response time refers to the time it takes us to respond to a request (whether by email, phone, text or other means of communication) which you have reported, which is covered under the Vocus Agile Managed WiFi Services, however resolution time is not. Resolution time refers to the time it takes us to resolve an issue raised which you have reported.

12.2.   Resolution time is dependent on the complexity of an issue and individual circumstances which we will endeavour to fix as quickly as possible, however we cannot guarantee a timeframe for any resolution times.

12.3.   Our minimum response times are as follows:

Request Level	Condition	Response Time
Priority 1	Critical Importance	30 min
Priority 2	High Importance	30 min
Priority 5	Medium Importance	4 Hours
Priority 7	Low Importance	Next Business Day

Note: that the above response times are the same for the Vocus Agile Networking (Managed SD-WAN) Service Schedule.

13.   Software Upgrade and Patch Management

13.1.   We work closely with our vendor to monitor all security related patch management and firmware upgrades.

13.2.   We will assess the applicability of each release to your environments. Where we believe it is necessary to implement these updates, we will liaise with you to schedule the work to be completed and attempt to conduct any upgrades at a time that keeps disruption to a minimum in accordance clause 2.2.

13.3.   The parties agree and acknowledge that we will not be held responsible for any outcome that is a result of delays incurred to patching or firmware updates caused by any of your authorised contacts and change management set out in clause 14.

13.4.   Any refusal by you to conduct reasonably required upgrade activities will be considered a breach of this Vocus Agile Managed WiFi Service Schedule and this SLA will not be applicable to the Vocus Agile Managed WiFi Services.

13.5.   All software and patch management are carried out in accordance with our patch management and firmware upgrade policy, available upon request, and associated processes.

14. Authorised Contacts and Change Management

14.1. You must provide us with authorised contact details of your personnel who will be approved by us to access support via Vocus Support including access to telephone support and request changes to your Vocus Agile Managed WiFi Services (**Authorised Personnel**). There is no limit to the number of Authorised Personnel you may wish to nominate.

14.2. For the avoidance of doubt, support will only be provided to Authorised Personnel and service change requests can only be made by Authorised Personnel.

14.3. Any delay in support due to issues relating to the identification and or clarification of authorised persons will be deemed outside of this SLA response times mentioned in clause 12.3.

14.4. It is your responsibility to update the Vocus Support if the Authorised Personnel change. We will not be liable for any damage or loss sustained as a result of providing support or actioning changes under the direction of an Authorised Personnel that has not been removed from the approved list.

14.5. Should you be working with third parties, and you wish to provide them approval for changes, this must be communicated in writing to us, along with the applicable timeframe for this approval.

14.6. Where a change request has been made and the person initiating the request is not known to us, or the engineer responding to the request feels the change could be potentially harmful, further clarification may be requested.

14.7. Any changes that are deemed business impacting, or potentially business impacting, will be re quired to be approved by your change management representative in writing.

14.8. Any delays due to non-compliance of the processes set out in clause 14 will be deemed outside this SLA.

15. Global Access and Resourcing

You acknowledge and agree that the network infrastructure used to provide the Vocus Agile Managed WiFi Services are located wholly within Australia and no data leaves Australia. However, our vendor's supports global sites and utilises both Australian resources and global resources (non-permanent residents used locally and/or personnel in locations worldwide) in providing this service to you, including support desk services and escalation of technical support issues where required.

16. Scheduled Maintenance

16.1. To guarantee optimal performance of the WiFi Access Points, it is necessary for us to perform routine maintenance which can either be routine or emergency maintenance.

16.2. Notwithstanding clause 2.2:

16.3. where routine maintenance is required, we will give you 7 days' notice of the work to be completed; and

16.4. where emergency maintenance is required, we will endeavour to give you as much notice as possible.

16.5. This SLA is not applicable for the Vocus Agile Managed WiFi Services during any scheduled maintenance set out in this clause 16.

17. Additional Support Charges

17.1. In the event that a support ticket is logged pursuant to clause 11, and both the vendor and Vocus believe that as a result of the troubleshooting, the issue is not firewall related issue, we will continue to troubleshoot until all steps are finalised and then we will escalate to the vendor's technical assistance centre for verification that the issue is not firewall related.

17.2. If the vendor determines that the issue is not related to the firewall, any further troubleshooting carried out will be done subject to you agreeing to additional charges being payable should the issue be identified as outside the scope of this SLA after further investigation (which additional fees will be charged at the standard hourly rate).

17.3. Any work deemed to be outside the scope of this SLA, outside of contract support hours, or otherwise subject to an additional charge must be approved by you in advance and in writing prior to the charge being incurred.

17.4. Where the fault is determined to be with the Vocus Agile Managed WiFi Services being provided by us or our vendor, no charges will be issued for the engineering time required to resolve the fault.

18. Service Disclaimers and Exclusions

18.1. This SLA shall not apply in the event of any service outage or disaster caused by you, which includes, but is not limited to:

(a) your misconduct;

(b) your negligence;

(c) inaccurate or incomplete information;

(d) modifications or changes, or any unauthorised modifications made your Authorised Personnel, agent or third party acting on your behalf;

(e) vendor supply chain compromises;

(f) DDoS attack on your links;

(g) damage caused through an act of God or disaster event;

(h) damage caused by operating the device outside of our vendor's specifications, this includes, excessive heat or water damage, damage through excessive vibration, power surges and device breakage caused by events outside of normal operational activity;

(i) your environmental issues such as rodent damage or damage by staff or public; and

(j) uncontrollable density congestion from external sources.