



Standard Form of Agreement
Service Description (Network Management)

Revised 17th June 2019

1	THE AGREEMENT	3
1.1	THE PARTIES.....	3
1.2	WHAT IS A SERVICE DESCRIPTION?	3
2	DEFINITIONS	3
3	SERVICE DESCRIPTION	3
3.1	WHAT IS A NETWORK MANAGEMENT SUBSCRIPTION?.....	3
3.2	PLANS AND SITES	3
3.3	SUPPLIED EQUIPMENT	3
3.4	ROUTER THROUGHPUT	4
3.5	INTERNET SERVICES	4
3.6	BACKUP CELLULAR INTERNET.....	4
3.7	INSTALLATION.....	4
3.8	INTERNET SUPPORT.....	5
3.9	NETWORK DEVICE MANAGEMENT	5
3.10	CLIENT DEVICE MANAGEMENT.....	5
3.11	REPORTS	5
3.12	ALERTING.....	5
3.13	CONTENT FILTERING.....	6
3.14	PENETRATION AND VULNERABILITY SCANNING	6
3.15	CONSULTING HOURS	6
3.16	TARGET RESPONSE TIMES	6
3.17	SUPPORT HOURS	6
3.18	CHANGES.....	6
3.19	CHANGING PLANS.....	6
3.20	EXISTING DEVICE SUPPORT	7
3.21	ADDITIONAL NETWORK AND CLIENT DEVICE SUPPORT LICENSES	7
3.22	BRANCH PLANS	7
3.23	THIRD PARTY SERVICES.....	7
3.24	PAYMENT	7
3.25	SERVICE LEVEL REBATES	7
3.26	CONTRACT TERM.....	7
3.27	CANCELLATION OR TERMINATION.....	7
3.28	MONTHLY CHARGES	8
3.29	TABLE 1 – PLANS AND FEATURES	8

1 The Agreement

1.1 The Parties

1.1.1 ZettaNet Pty Ltd ABN 48 066 394 509 (hereinafter referred to as "ZettaNet", "us", "our") and the Customer (being an entity subscribing to ZettaNet for the provision of Internet services) agree that by accessing our services, you (hereinafter referred to as "The Customer", "you" and "your") accept, without limitation or qualification, the terms and conditions contained within the Standard Form of Agreement.

1.2 What is a Service Description?

1.2.1 The ZettaNet Service Description defines the services offered and specific terms and conditions for each of these Services. This document forms part of our Standard Form of Agreement (SOFA). The SOFA comprises:

- a) General Terms and Conditions
- b) Service Descriptions
- c) Pricing Schedule

2 Definitions

2.1.1 Network Device means a router/firewall, switch or wireless access point.

2.1.2 Client Device means a PC, Laptop, Tablet, IP Phone, Printer (Must have web console).

2.1.3 Internal Network means the network environment that sits behind the router/firewall.

2.1.4 A Site means a location that has its own router or is physically separate from another location (different street address).

3 Service Description

3.1 What is a Network Management Subscription?

3.1.1 The Network Management Subscription service is designed to support customers who may not have access to specialist technical expertise required for the setup and ongoing management of internet and local networks.

3.1.2 Please be aware that this service is limited to the internet and network areas of your IT environment and is not a complete IT support service. Application, general end user support and server administration is not part of this service.

3.1.3 The service does not include the onsite physical installation of routers, switches, wireless access points. All Support services are supplied remotely unless otherwise specified.

3.2 Plans and Sites

3.2.1 The Network Management Subscription is provided in several Primary and Branch Plans. Each plan consists of different features and some features are not included in some plans. Features for each plan are listed in Table 1.

3.2.2 Primary plans are Core, Standard and Plus. Branch plans are Branch Core, Branch Standard and Branch Plus.

3.2.3 If you are purchasing the Network Management Subscription for each of your sites, each site can have different plan.

3.2.4 Consulting Hours for all sites can be accumulated and used across all Sites.

3.2.5 Included Network Device and Client Device quotas are specific to a Site and cannot be pooled across Sites.

3.2.6 Where you have other sites that are not covered by a Plan, ZettaNet will only be responsible for configuring and supporting the Sites that are covered by a plan.

3.3 Supplied Equipment

3.3.1 ZettaNet provides a router ("Customer Premises Equipment") as part of this subscription. Only ZettaNet supplied routers can be used with this service.

3.3.2 The supplied equipment is provided to you on a rental basis and must be returned once you cease the service. The router will always remain the property of ZettaNet.

3.3.3 If the router is lost, stolen, damaged or not returned upon cancellation or termination of the service you will incur a replacement fee of:

Device	Replacement Value (ex GST)
Meraki MX64	\$ 868
Meraki MX64W	\$1,335
Meraki MX65	\$1,335
Meraki MX65W	\$1,759
Meraki MX67	\$ 982
Meraki MX67W	\$1,406
Meraki MX67C	\$1,830
Meraki MX68	\$1,406
Meraki MX68W	\$1,830
Meraki MX68CW	\$2,536
Meraki MX84	\$2,819
Meraki MX100	\$7,058
Meraki MX250	\$14,122
Meraki Z3	\$ 699
Meraki Z3C	\$1,193

3.3.4 Hardware warranty and replacement is governed by a Return to Manufacturer Authorization (RMA) process. The RMA process is coordinated by ZettaNet. You are responsible for all shipping charges for packaging and handling of the RMA device.

3.3.5 If the RMA process is initiated, ZettaNet will arrange to ship replacement hardware. When the replacement hardware arrives on your premises. ZettaNet will coordinate with your onsite technical contact to install the replacement hardware, during normal business hours.

3.3.6 If a cold spare is available onsite, ZettaNet will coordinate with your nominated technical contact to install the cold spare (replacement) hardware as soon as your technical contact is onsite.

3.3.7 The router is governed by manufacturer and vendor warranties, all return and or replacement of this hardware is managed by ZettaNet.

3.3.8 The manufacturer and vendor support and maintenance contract for the router does not entitle you to direct access to their support services. All software and hardware support activities are managed by ZettaNet on your behalf.

3.4 Router Throughput

3.4.1 The router supplied with all Primary plans supports up to 200Mbit with all firewall features enabled. If your internet link speed exceeds this limit, we recommend that you select a higher capacity router from ZettaNet to deliver the maximum internet speed available to you.

3.5 Internet Services

3.5.1 The Network Management service does not include an internet service. You may elect to use your existing service, purchase this service from ZettaNet or any other Internet provider. The Internet Service must be presented as Ethernet to the ZettaNet supplied router.

3.5.2 Some ADSL/VDSL services will require a modem in front of the router to convert the service into ethernet. The customer will be responsible to supply this modem.

3.5.3 We cannot guarantee a speed to a service on the internet.

3.6 Backup Cellular Internet

3.6.1 ZettaNet offers a 4G cellular backup service in the event that the primary Internet service fails. This is an additional option. Each 4G cellular service has a separate data quota and modem. The ZettaNet supplied 4G service is only available in Australia.

3.6.2 You can supply your own cellular modem and 4G service however ZettaNet cannot guarantee compatibility. Attempts to configure a non-supported device will consume your consulting hours quota.

3.7 Installation

3.7.1 The installation of your Network Management Subscription requires ZettaNet to ship the router to your location.

- 3.7.2 To complete the installation, you will require active Internet service presented as Ethernet, 240V power supply
- 3.7.3 Under instruction from ZettaNet you are required to install the router and connect it to the ZettaNet network link.
- 3.7.4 You can elect a date and time, during normal business hours*, for the initial “go live” or cutover of your ZettaNet network link to your managed CPE (customer premises equipment)
- 3.7.5 For this go live or cutover a ZettaNet engineer will coordinate the connection and testing of your router with an onsite technical contact nominated by you.
- 3.7.6 You are responsible for taking all reasonable steps to ensure that the router is installed in a location that provides physical and environmental security and protection from factors such as theft, accidental or unintentional damage due to excessive heat or connection to an unclear power source.
- 3.7.7 You also have an option to rent a second router to act as a spare should your primary router experience a fault or failure.

3.8 **Internet Support**

- 3.8.1 We will manage all aspects of your router as detailed in Table 1.

3.9 **Network Device Management**

- 3.9.1 If your plan includes it, we will provide network support for Network Devices. This is limited to the number of “Included Network Devices” supported under your plan plus any Additional Network Device licenses purchased.
- 3.9.2 All usernames/passwords for Network Devices must be supplied to ZettaNet. Where we are unable to access a Network Device it cannot be supported.

3.10 **Client Device Management**

- 3.10.1 If your plan includes it, we will provide network support for Client Devices. This is limited to the number of “Included Client Devices” supported under your plan plus any Additional Client Device licenses purchased.

Client Device Management is limited to configuring and managing network settings only. For example, you purchase a new printer and require it to have a dedicated address. Please note that only the network settings are configured. General printer setup (tray, page setup, colour) and installation on a user’s computer on is not included in the service.

- 3.10.2 Client Device Management includes troubleshooting of internal network and/or IT connectivity for a Client Device. For example:
 - You cannot see certain sites on the internet
 - Your dialup VPN is not working
 - You cannot see a printer on the network

- 3.10.3 Server and application configuration and support are not provided under this subscription.

- 3.10.4 Onsite physical troubleshooting including cabling is not available with this service.

- 3.10.5 In order to provide Internal Network Support, we require remote connectivity to a Client Device (Screen Sharing/Remote Console Access). We are unable to provide support for Client Devices where we are unable to connect remotely. ZettaNet will supply the remote access tool.

3.11 **Reports**

- 3.11.1 We will provide you with a choice of daily, weekly and monthly report of your internet performance detailing:
 - Total Clients, Average Usage in GB Per Day
 - Top Clients (Devices) with GB Usage
 - Top Applications with GB Usage
 - Total Data Transfers (Downloads and Uploads)
 - Router Performance (Utilisation)

3.12 **Alerting**

3.12.1 We will be monitoring for and respond to:

- Unusual Excessive Downloads
- Malware has been blocked
- Malware has been downloaded
- When a VPN connection is lost
- Router power loss
- Primary Internet Link Failure
- IP Address Conflicts
- DHCP Issues

3.12.2 You can elect to receive one or more of these alerts to an email address.

3.13 **Content Filtering**

3.13.1 We will configure and manage content filtering for you.

3.13.2 You can choose to edit Basic Content Filtering settings can be edited by logging onto a web portal.

3.13.3 Advance Content Filtering settings can only be administered by ZettaNet.

3.14 **Penetration and Vulnerability Scanning**

3.14.1 Scans will be scheduled monthly and emailed to an address that you elect.

3.14.2 The results cannot be considered definitive nor a representation of your security status as new security vulnerabilities appear every day.

3.14.3 If we identify an issue, we will bring it to your attention and recommend an action.

3.14.4 The service cannot guarantee protection from phishing, viruses and malicious behaviour within your network. We still recommend you have Antivirus software installed and follow safe internet practices.

3.14.5 Our ability to mitigate risk from vulnerabilities is limited to making changes to the firewall and network settings.

3.15 **Consulting Hours**

3.15.1 We will provide you with a number of hours to be used on general networking advice and IT projects concerning networking.

3.15.2 This is a total number of hours for the entire contract. You may use these total consulting hours during business hours at any time during your contract.

3.15.3 Where these hours are exhausted, we will inform you that subsequent hours are chargeable. These are called Additional Consulting Hours.

3.16 **Target Response Times**

3.16.1 All requests must be sent to support@zetta.net.au. This will generate a ticket number.

- Network Devices – 1 Business Day
- Client Devices – 3 Business Days

3.17 **Support Hours**

3.17.1 The hours of support (“business hours”) are 8am to 5pm (GMT+8), 5 days per week, excluding Public Holidays and Weekends unless otherwise specified in your plan.

3.17.2 Providing support After Hours is chargeable at \$45ex per 15mins.

3.17.3 After Hours changes to your network initiated by ZettaNet will not be chargeable to you.

3.18 **Changes**

3.18.1 Where we need to make changes to your network, we will provide the following minimum email notice to you:

- Urgent Changes (i.e. Security Patches, firewall port blocking, malware content filtering) – no notice
- Business As Usual Changes – 1 business day

3.19 **Changing Plans**

3.19.1 You can upgrade your Plan at any time and your original contract term will remain. Any Consulting Hours will be prorated to the remaining term of the contract. For example, if your new plan has a total 20 hours of consulting time and upgrade at month 24 of a 36 month contract you will be eligible for a pro-rated 12 months of consulting time $(12/36 \times 20) = 6.67\text{hrs}$.

3.19.2 Downgrades are not supported during the contract term.

3.20 Existing Device Support

3.20.1 We will provide management for your existing Network Devices where they are from the following vendors Meraki, Cisco, Juniper, HP, Ubiquiti and Dell. Other Network Device support is at the discretion of ZettaNet.

3.20.2 Where we do not have remote access and or management interface (Web Console, Command line) we will not be able to provide support for the Network Device. Where devices do not have a management interface, they cannot be supported.

3.20.3 Warranty and replacement of existing devices remains your responsibility. Our preference will be to replace existing equipment with Meraki as this will integrate with the management portal.

3.21 Additional Network and Client Device Support Licenses

3.21.1 Where your number of Network Devices exceeds those supported in your Plan you may purchase additional Network Device support licenses. You may increase and decrease supported Network Devices at any time without impacting your contract. The minimum charge for a network device is 1 month.

3.21.2 Where your number of Client Devices exceeds those supported in your Plan you may purchase additional Client Device support licenses. Additional Client Device licenses are purchased in groups of 10. You may increase and decrease supported Client Devices at any time without impacting your contract. The minimum charge for a Client Device license is 1 month.

3.21.3 Additional Network and Client Device Licenses are not supported on the Core Plan.

3.22 Branch Plans

3.22.1 Branch plan are designed for very small offices or remote VPN and teleworker users.

3.22.2 You must have at least 1 active Primary plan in contract to be eligible to purchase a Branch plan. You may have multiple Branch plans for every Primary plan.

3.22.3 You must purchase the same Type of Branch plan that aligns with your Primary plan. For example, you cannot purchase a Primary plan of Plus and Branch Core plans. In this example you must purchase Branch Plus plans.

3.22.4 A Branch plan is a separate contract from the Primary plan.

3.22.5 You can mix and match Primary and Branch plan contract terms. For example, you could have a 36 month Primary Core contract and 5x12 month Branch Core plans.

3.23 Third Party Services

3.23.1 Where your plan includes internet supplier management, or External DNS administration we will require authority to act on your behalf in order to deliver these services and usernames/passwords to access these services. We are unable to provide support for these features if we do not have this access.

3.24 Payment

3.24.1 Payment for the Network Management Subscription service is monthly in advance. Changes to Additional Network Devices, Additional Client Devices and Additional Consulting Hours may be charged in arrears.

3.25 Service Level Rebates

3.25.1 This service is not eligible for service level rebates.

3.26 Contract Term

3.26.1 The contract term for Network Management Subscription may be either 12 or 36 months.

3.26.2 If you decide to cancel or move your service within the contract term you will be liable for an Early Termination Fee. The Early Termination Fee will be the equivalent of the remaining value of the contract.

3.27 Cancellation or Termination

The cancellation process is detailed in our Terms and Conditions. You will be required to return the supplied equipment to our office upon the cancellation or termination of the service.

3.28 Monthly Charges

Plan	36M Contract (ex GST)	12M Contract (ex GST)	Additional Network Devices (ex GST)	Additional Client Devices (ex GST)
Core	\$180.91/mth	\$271.82/mth		
Standard	\$453.64/mth	\$635.45/mth	\$9.09/Device/mth	
Plus	\$908.18/mth	\$1271.82/mth	\$9.09/Device/mth	\$45.46/Per 10/mth
Branch Core	\$35.45/mth	\$44.55/mth		
Branch Standard	\$53.64/mth	\$62.73/mth		
Branch Plus	\$71.82/mth	\$80.91/mth		

3.29 Table 1 – Plans and Features

Plans	Detail	Core	Standard	Plus
Max Recommended Users		50	50	50
Router Supplied		Included (Meraki MX64W)	Included (Meraki MX64W)	Included (Meraki MX64W)
Wireless Access Point		Y	Y	Y
Primary Internet Link		Optional	Optional	Optional
Cellular 4G/5G Backup Link		Optional	Optional	Optional
Consolidated Service Reporting				
Network Threats	We will inform you of observed threats / malware installed on your local network	Y	Y	Y
Employee Usage Reporting (by Device/IP)	We will send you a monthly report of what your users have been accessing	Y	Y	Y
internet Link Usage	We will monitor the status of the network link including UP/DOWN/Service Degradation/Hitting Capacity Limits	Y	Y	Y
VPN Usage	We will inform you of SD-WAN/VPN usage	Y	Y	Y
Basic Content Filtering	Block access to certain websites by URL (i.e. snapchat, WeChat), category (sex, gambling), web search filtering	Y	Y	Y

Advanced Content Filtering	Block access to certain websites by URL/IP/client device by time of day (i.e. snapchat, WeChat), category (sex, gambling), web search filtering	N	Y	Y
Traffic Prioritisation	Prioritise important applications like Email, Xero, Skype etc over Netflix, Facebook and YouTube so you always get the best performance for work.	N	Y	Y
Active Directory Based Content Filtering Rules	Requires existing active directory and IT admins to create a BIND user.	N	N	Y
Security Scanning/Penetration Testing				
External Network Scans	We will perform a monthly OpenVAS Security Vulnerability test of an IP Address and report on any issues.	1	2	6
Web Server Scans	We will perform a fortnightly Web Server scan and report issues.	1	2	6
Firewall/Edge Management				
General Network Design/Consulting (hours)	We will provide you with included time for general questions or consulting required for site changes/projects. This allocation may be used at any time during the contract. This is not a monthly allocation but for the whole contract.	1	6	24
Firmware Upgrades and Router Reboots	We will schedule and perform all required reboots and software upgrades	Y	Y	Y
Router Backups	We will perform backups of the router configuration which will allow roll backs in the event of configuration error	Y	Y	Y
Firewall Port Forwards/Changes	We will make all changes on your behalf to change firewall rules and port forwards	Y	Y	Y
Traffic Load Balancing	If you have multiple internet links we will balance internet traffic amongst each			
DHCP Configuration	We will configure and manage DHCP provided by the supplied firewall.	Y	Y	Y
Organisational SD-WAN VPNs	We will configure and manage VPNs between sites of the same organisation	Y	Y	Y

Dialup VPNs	We will configure and manage Dialup VPNs provided by the firewall. Including adding users and rules.	N	Y	Y
External DNS Administration	We will manage all changes to external DNS (requires access to customers DNS account)	N	Y	Y
BGP Configuration	We will configure and manage BGP services provided by the firewall.	N	Y	Y
High Availability Configuration with Second Wired Link	If you have a second wired internet link we will managed the HA configuration.	N	Y	Y
Internet Supplier Management	We will manage, escalate and assist with negotiating pricing, technical issues when your Internet is supplied by a third party internet supplier	N	Y	Y
Application Routing	Application routing over alternate/backup links	N	Y	Y
Network Configuration for Network Devices	We will configure the network settings for switches, wireless access points	N	Up to 4	Up to 12
Internal Network Management				
Network Management for LAN Devices	We will configure the network settings for all employee devices in order to be able to use the local area network.	N	N	Y
Office Cabling Management	We will arrange and co-ordinate network cabling of your office with third party suppliers. Third party supplier quotes to paid directly by the customer.	N	N	Y
Included End User Devices Per Site	We will configure and troubleshoot networking for end user devices. A device includes a laptop/tablet/PC/Phone/printer . Only network configuration is included in the service. General PC/phone/printer/application configuration is not provided.			25

Plans	Detail	Branch Core	Branch Standard	Branch Plus
Router Supplied		Meraki Z3	Meraki Z3	Meraki Z3
Primary Internet Link		Optional	Optional	Optional
Cellular 4G Backup Link		Optional	Optional	Optional

Employee Usage Reporting (by Device/IP)	We will send you a monthly report of what your users have been accessing	Y	Y	Y
Internet Link Usage	We will monitor the status of the network link including UP/DOWN/Service Degredation/Hitting Capacity Limits	Y	Y	Y
Firmware Upgrades and Router Reboots	We will send you a monthly report of what your users have been accessing	Y	Y	Y
Router Backups	We will monitor the status of the network link including UP/DOWN/Service Degredation/Hitting Capacity Limits	Y	Y	Y
Firewall Port Forwards/Changes	We will inform you of SD-WAN/VPN usage	Y	Y	Y
DHCP Configuration	We will configure and manage DHCP provided by the supplied firewall.	Y	Y	Y
Application Shaping	Prioritize your mission critical applications like VoIP or remote desktop	Y	Y	Y
Network Configuration for Network Devices	We will configure the network settings for switches, wireless access points	N	1	2
Network Management for LAN/End User Devices	We will configure the network settings for all employee devices in order to be able to use the local area network.	N	3	5
Internet Supplier Management	We will manage, escalate and assist with negotiating pricing, technical issues when your Internet is supplied by a third party	N	N	Y

	internet supplier			
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