



Service Schedule

Nexon LAN and Wi-Fi Access

Nexon Asia Pacific
ABN 70 095 335 023

☎ 1300 800 000
✉ enquiries@nexon.com.au
🌐 nexon.com.au
nexonap    

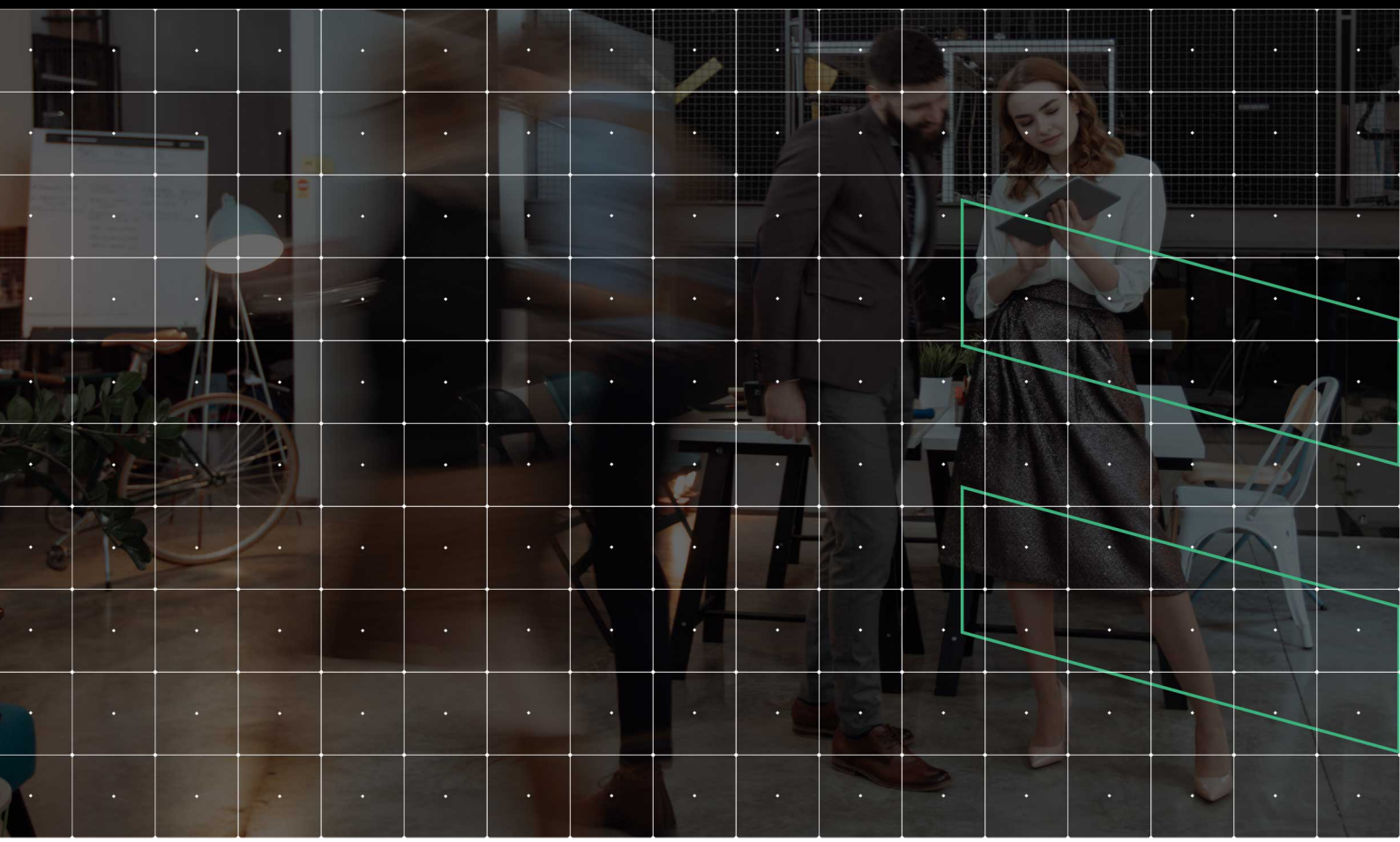
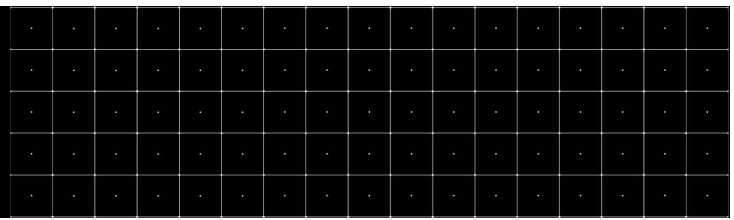


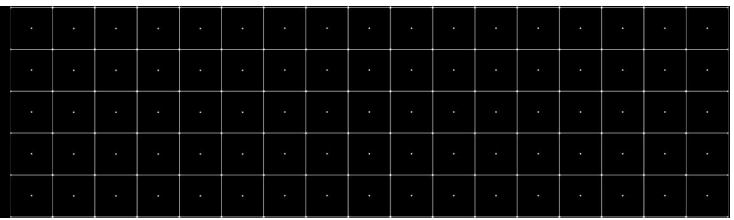
Table of Contents

1	<u>SERVICE DESCRIPTION.....</u>	7
2	<u>APPLICABLE SERVICE COMPONENTS</u>	7
2.1	CPE DEVICES	7
2.1.1	SWITCHES	7
2.1.2	WIRELESS ACCESS POINTS.....	7
2.1.3	APPLIANCES WITH WAPS	8
2.2	CLOUD HOSTED CONTROL INFRASTRUCTURE.....	8
2.3	CLOUD HOSTED CUSTOMER SERVICE PORTALS	8
2.4	FEATURES.....	9
2.4.1	WIRELESS LAN MANAGEMENT	9
2.4.2	LAN MANAGEMENT.....	9
2.4.3	ANALYTICS AND REPORTING	10
2.4.4	PROACTIVE MONITORING	14
2.4.5	CUSTOMER SERVICE PORTAL.....	16
2.4.6	THE CUSTOMER SERVICE PORTAL INCLUDES:	16
2.5	SERVICE OPTIONS	17
2.5.1	WI-FI NETWORK DESIGN AND PLANNING	17
2.5.2	ADVANCED AND ENTERPRISE LICENCES	17
2.5.3	NEXON CONNECTIVITY SERVICES.....	17
3	<u>PROVISION OF SERVICES.....</u>	18
3.1	CAPACITY CHECK.....	18
3.2	BANDWIDTH CHECK.....	18
3.3	PROVISIONING	18
3.4	SITE ACCESS.....	18
3.5	NETWORK ACCESS POINTS.....	18
3.6	COMMISSIONING.....	18
3.7	HANDOVER OF SERVICES.....	18
3.8	ACCEPTANCE TESTING	18
3.9	IF A SERVICE CANNOT BE MADE AVAILABLE AT A NETWORK ACCESS POINT	19
4	<u>YOUR OBLIGATIONS</u>	19
4.1	ADDRESS INFORMATION.....	19
4.2	RESPONSIBILITY FOR INTERCONNECTION	19
4.3	TECHNICAL OBLIGATIONS.....	19
4.4	RACK SPACE.....	20
4.5	POWER.....	20
4.6	HEATING/COOLING.....	20
4.7	SECURITY	20

<u>5</u>	<u>ACCESS</u>	<u>21</u>
5.1	SITE SPECIFICATIONS	21
5.1.1	MICRO AND SMALL SITE	21
5.1.2	MEDIUM SITE	22
5.1.3	LARGE SITE	23
5.1.4	VERY LARGE SITE / CORPORATE OFFICE	24
<u>6</u>	<u>MAINTENANCE</u>	<u>25</u>
6.1	PLANNED OUTAGE PERIODS	25
6.2	MINIMISE DISRUPTION	25
<u>7</u>	<u>SUPPORT REQUESTS.....</u>	<u>25</u>
7.1	LOGGING A SUPPORT REQUEST	25
7.2	SUPPORT REQUEST CLASSIFICATION.....	25
7.3	SUPPORT REQUEST TICKETS	25
7.4	CLOSURE OF TICKETS	25
7.5	FAULTS REPORTED IN ERROR.....	25
7.6	FAULT RESTORATION	25
7.7	INFORMATION UPDATES.....	25
<u>8</u>	<u>SERVICE CREDITS.....</u>	<u>26</u>
<u>9</u>	<u>SERVICE CHANGES</u>	<u>26</u>
9.1	RELOCATIONS	26
9.2	UPGRADES.....	26
9.3	EARLY TERMINATION	26
9.4	ORDER	26
9.5	VARIATIONS BY THIRD PARTIES	27
<u>10</u>	<u>END USER TERMS</u>	<u>28</u>
10.1	EULA	28
<u>11</u>	<u>DEFINED TERMS</u>	<u>29</u>
<u>12</u>	<u>SERVICE LEVELS</u>	<u>31</u>
12.1	SUPPORT COVERAGE	31



12.2	PRIORITY LEVEL DEFINITIONS	31
12.3	RESTORATION TARGETS	31
12.4	RESPONSIBILITY MATRICES	32
12.4.1	LAN AND WIFI MANAGED SERVICES.....	32
13	<u>ASSUMPTION, TERMS AND EXCLUSIONS</u>	34
13.1	ASSUMPTIONS AND TERMS	34
13.2	EXCLUSIONS.....	35
14	<u>PRICING SCHEDULE.....</u>	36

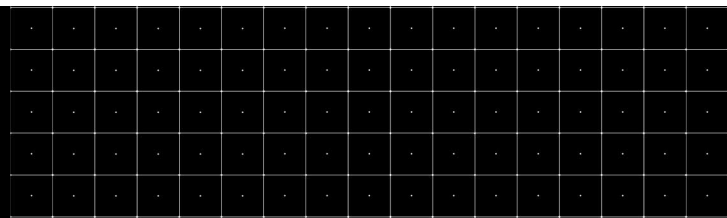


Confidentiality statement

All information contained within this document is provided in confidence for the sole purpose of evaluating the solution proposed by Nexon, and shall not be used for any other purpose, and shall not be disclosed wholly or in part, or copied to any other party without Nexon's prior permission in writing.

This document must be held in safe custody at all times. These obligations shall not apply to information which is in the public domain or becomes known legitimately.

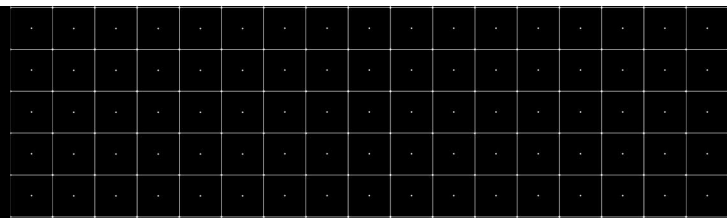
Any pricing listed in this document is valid for up to 12 months after date of issue.



Contact Details

Nexon Asia Pacific Pty Ltd	
Address of Registered office	60-70 Parramatta Rd, Summer Hill, NSW 2130
Place of Registration	NSW
Australian Company Number	095 335 023
Australian Business Number	70 095 335 023
Phone	1300 800 000
Postal address	PO Box 175, Summer Hill NSW 2130
Contact name	Garth Sperring
Contact title	General Manager – Network and Security
Contact phone	+61 438 195 095
Contact email	garth.sperring@corp.nexon.com.au

Document Control and Review Author	Garth Sperring
Owner	Garth Sperring
Date created	12 May 2023
Last reviewed by	CCSO / Marketing
Last date reviewed	31 July 2024
Endorsed by and date	CCSO (Saba Maroun) Head of Marketing (Louise Touma) Compliance (Hayley Payne)
Next review due date	31 July 2025



1 Service Description

The Nexon LAN and Wi-Fi Access Service is a cloud orchestrated managed service that delivers wired and wireless connectivity options between users and devices to other devices on the LAN and WAN to support access to business applications at micro, small, medium and large business locations.

Nexon will provide you with a remotely managed, cloud-hosted solution including CPE devices, support, monitoring and SLAs that allow you to deploy and manage a LAN and Wi-Fi Access network. The service is comprised of Applicable Service Components and any of the Applicable Service Options up to the point of Service Management Boundary as set out in an Order.

Nexon LAN and Wi-Fi Access customers benefit from a rich set of capabilities including:

- Layer 2 switching
- Layer 3 routing (dependant on CPE)
- Security and Quality services
- Analytics reporting on WLAN and LAN
- Cloud based controller and management
- Access to Nexon service desk
- Service Level Agreements

2 Applicable Service Components

Nexon will provide you with the following Applicable Service Components in accordance with the details set out in an Order.

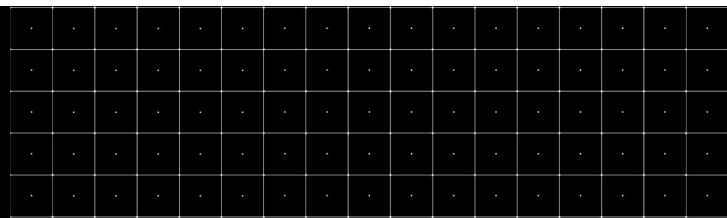
2.1 CPE Devices

2.1.1 Switches

- (a) Nexon will provide you with either Layer 2 or Layer 3 capable switch Devices, including the required Software licences for the Device as detailed in the Order, which Nexon will install at your Sites and that will connect into your network in order that Nexon can provide you with the Service.
- (b) You will purchase either the Essentials Licence, Enterprise Licence or the Advanced Licence for every switch Device as set out in 2.5.
- (c) Switch Devices can be Purchased Equipment.

2.1.2 Wireless Access Points

- (a) Nexon will provide you with wireless access point (WAP) Devices, including the required Software licences for the Device as detailed in the Order, which Nexon will install at your Sites and that will connect into your network in order that Nexon can provide you with the Service.



- (b) You will purchase either the Essentials Licence or the Advantage Licence for every switch Device as set out in 2.5.
- (c) WAP Devices can be Purchased Equipment.

2.1.3 Appliances with WAPs

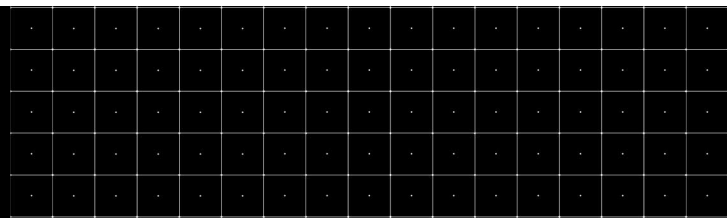
- (a) Certain Nexon provided SD-WAN CPE Devices supplied as part of an SD-WAN managed service include a built-in WAP.
- (b) Nexon will manage the built in WAP as part of the LAN and Wi-Fi Access service.

2.2 Cloud Hosted Control Infrastructure

- (a) Nexon will provide a cloud hosted management infrastructure that will allow Nexon to:
 - (i) orchestrate the delivery of your Access Service;
 - (ii) monitor in real time your network and the performance of the Service CPE Devices;
 - (iii) identify issues, inefficiencies or delays with your network;
 - (iv) troubleshoot issues with your network; and
 - (v) view data flows across your network and Sites,

2.3 Cloud Hosted Customer Service Portals

- (a) Nexon will provide you with access to Managed Service Portals that will allow you to:
 - (i) view the performance of your applications that run over your network;
 - (ii) view data flows across your network and Sites; and
 - (iii) view reports and summaries of the performance of your network,
 - (iv) Log, view and close Support Requests
- (b) Nexon will provide you with a maximum of five User Accounts to access the Cloud Hosted Customer Service Portal.
- (c) Nexon will not provide training on the Customer Service Portal as part of the Access Service.



2.4 Features

The service provides WLAN and LAN Management and reporting capabilities including:

- Wireless LAN Management
- LAN Management
- Analytics and Reporting
- Proactive Monitoring
- Software Subscription Management
- Self-service capabilities for configuring, monitoring, and reporting via a cloud-based service portal

2.4.1 Wireless LAN Management

This feature set provides the ability for Nexon to manage and for You to use Customer Portal to view:

- SSID management including network naming and authentication
- Access Control policy management
- Splash page management
- Firewall rules (application based L7)
- Traffic shaping management

2.4.2 LAN Management

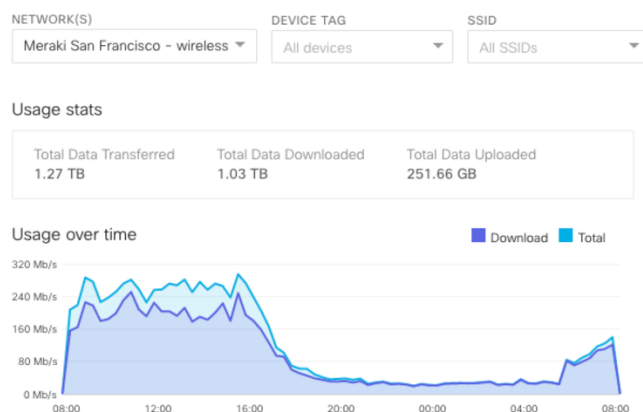
This feature set provides the ability for Nexon to manage and for You to use Customer Portal to view:

- Switch Chassis Management
- Switch Stacking Management
- Port Management
- VLAN Management
- Access control Policy Management

2.4.3 Analytics and Reporting

The Customer Portal provides a Summary Reporting capability provide a high-level overview of all traffic over the network as well as detailed information on a per device, per client or per application usage.

2.4.3.1 Overall Usage



2.4.3.2 Top Devices by Usage

This section lists the top 10 WAPs in the network, ranked by total network usage, along with the total number of unique clients that used the device.


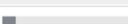

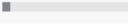

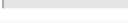

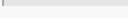
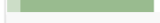
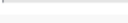

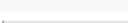
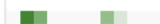




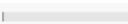
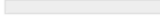
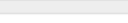
Top devices

Name	Model	# Clients	Usage	% Usage
3.09	MR42	3	21.11 GB	34.93%
4.30	MR52	3	7.85 GB	12.98%
3.27	MR42	1	7.7 GB	12.74%
5H.guest	MR53	8	3.05 GB	5.05%
4.14	MR53	2	2.14 GB	3.54%
3.02	MR42	2	1.85 GB	3.06%
4G.guest	MR32	6	1.73 GB	2.86%
4.28	MR42	6	1.51 GB	2.50%
1.05	MR53	5	1.43 GB	2.37%
5.18	MR52	3	911.4 MB	1.47%

2.4.3.3 Top Clients by Usage

This section lists the top 10 clients on the network based on total usage (upload and download) during the time period. % Usage is the % of total usage on the network that was tied to the client. This report can be used to help set policies if individual clients are generating higher than desirable amounts of traffic.


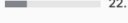
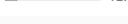
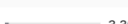
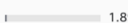

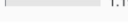

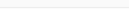
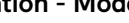
Top clients by usage

Description	Usage	Usage %
	125.49 GB	 9.62%
	78.19 GB	 6.00%
	17.06 GB	 1.31%
	14.38 GB	 1.10%
	13.06 GB	 1.00%
	12.96 GB	 0.99%
	11.25 GB	 0.86%
	11.08 GB	 0.85%
	10.05 GB	 0.77%
	8.99 GB	 0.69%

2.4.3.4 Top Applications by Usage

This section lists the top 10 applications on this network based on overall usage (upload and download). These applications should align with those used for traffic analytics. This report can be used to help set policies if undesirable applications are generating large amounts of traffic, utilise layer 7 firewall rules to block or restrict traffic.

Top applications by usage

Application	Usage	% Usage
Miscellaneous secure web	29.13 GB	 43.42%
Google Drive	15.23 GB	 22.70%
Meraki HTTPS	8.58 GB	 12.79%
UDP	4.57 GB	 6.81%
YouTube	2.22 GB	 3.30%
WebEx	1.27 GB	 1.89%
Google HTTPS	1.15 GB	 1.72%
Non-web TCP	817.3 MB	 1.19%
iTunes	538.4 MB	 0.78%
Ubuntu	505.2 MB	 0.74%

2.4.3.5 Client Device Information - Models

This section lists the top 10 device manufacturers by total usage. In addition to aggregate information from the section above, it also provides a total number of clients with the indicated manufacturer.

Top client device manufacturers by usage

Manufacturer	Usage	# Clients	% Clients
Apple	910.61 GB	925	 72.66%
Intel	318.37 GB	269	 21.13%
AzureWave Technology	43.29 GB	14	 1.10%
VMware	7.43 GB	14	 1.10%
Other	7.27 GB	1	 0.08%
Microsoft	5.41 GB	2	 0.16%
Rivet Networks	3.82 GB	3	 0.24%
Samsung(THAILAND)	2.09 GB	16	 1.26%
Murata Manufacturing	2.00 GB	8	 0.63%
HTC	1.35 GB	11	 0.86%

2.4.3.6 Client Device Information – Operating Systems

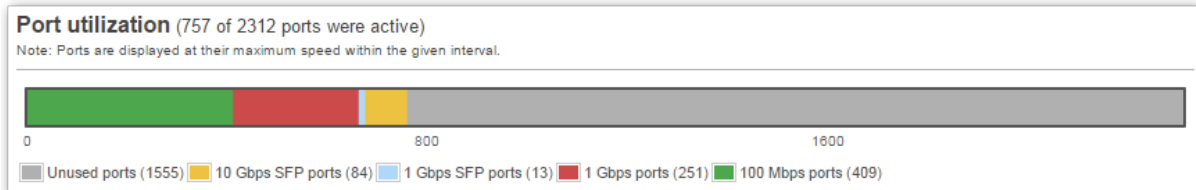
This section lists the top 10 operating systems (OS) on the network based on overall usage (upload and download), along with the number of clients on the network using that OS..

Top operating systems by usage

OS	Usage	# Clients	% Clients
Mac OS X	819.98 GB	591	46.43%
Windows	283.71 GB	241	18.93%
iOS	62.54 GB	324	25.45%
Windows 7	42.59 GB	59	4.63%
Chrome OS	42.18 GB	14	1.10%
Other	14.72 GB	28	2.20%
Android	5.29 GB	39	3.06%
Windows 8	1.37 GB	3	0.24%
Cisco Teleconference	1.20 GB	1	0.08%
Meraki Network OS	120.7 MB	2	0.16%

2.4.3.7 Port utilization

Switch networks will also provide a section titled Port utilization. This section will provide a summary of switch ports on the network and their maximum active speed during the time period. This can be used to see how the switch network is reaching port capacity and get an idea of typical device speeds.



2.4.3.8 Ethernet Power Details

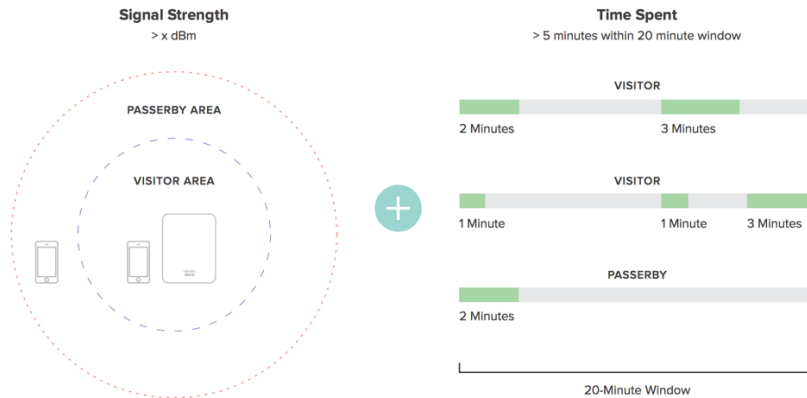
The ethernet power details section will provide a summary of the PoE usage for all devices connected to PoE Switches on the network during the specified time period. This can be used to see what the aggregate PoE usage in a network.

Power rate over time

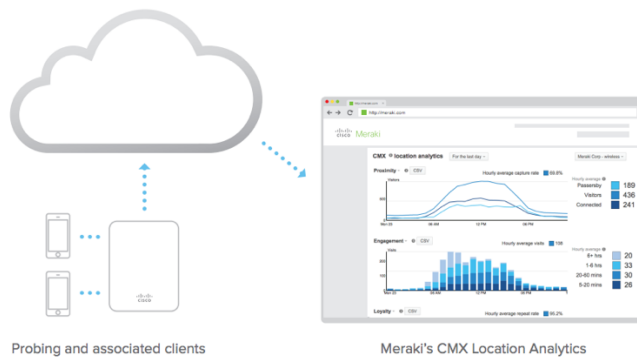


2.4.3.9 Location Analytics – Wireless LAN

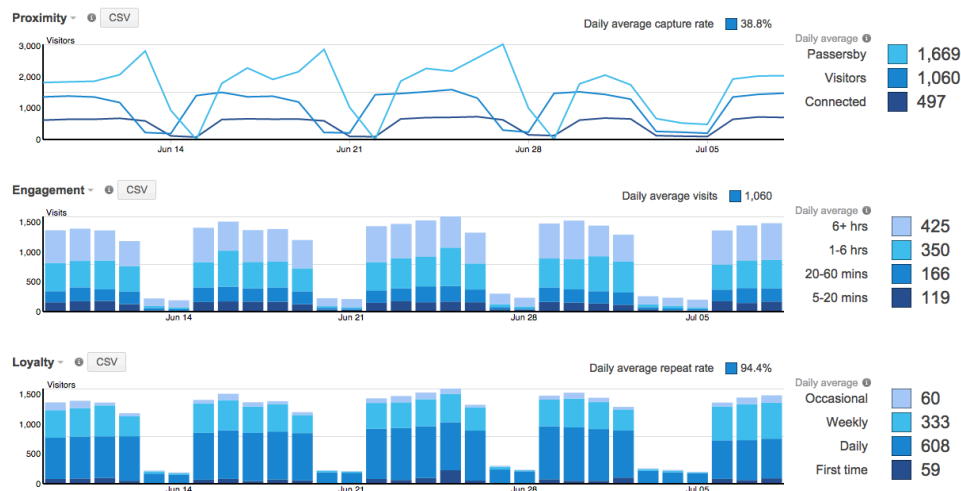
Wireless Access Points use probe requests from Wi-Fi enabled devices, like smart phones, to generate a presence signature - whether or not the device is associated to the network.



Presence signatures from all of the WAPs in a network are aggregated and analysed for display in the Customer Portal. The Customer Portal helps customers to understand capture rate, which is the ratio of people passing by a location versus actually coming inside.



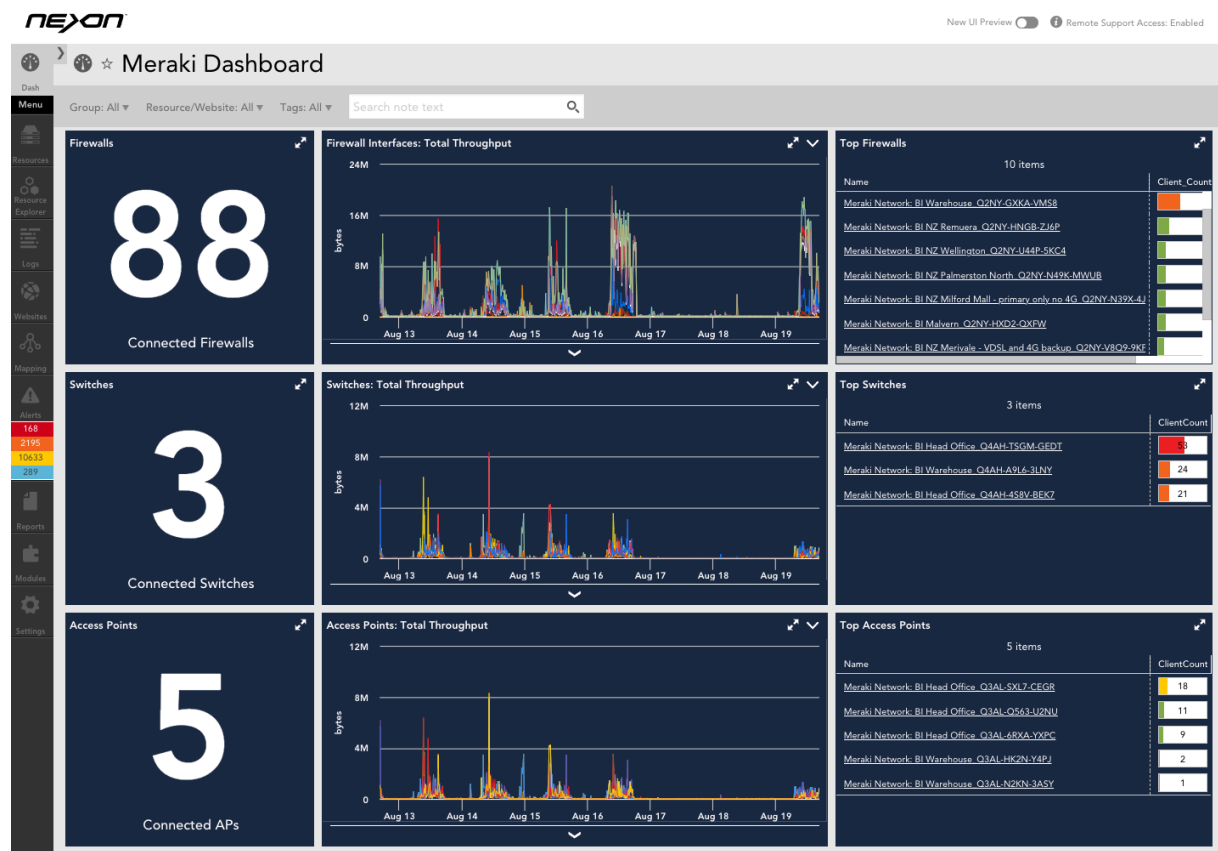
The cloud platform analyses the signal strength of each client device, along with the time spent within that location as well as the number of return visitors.

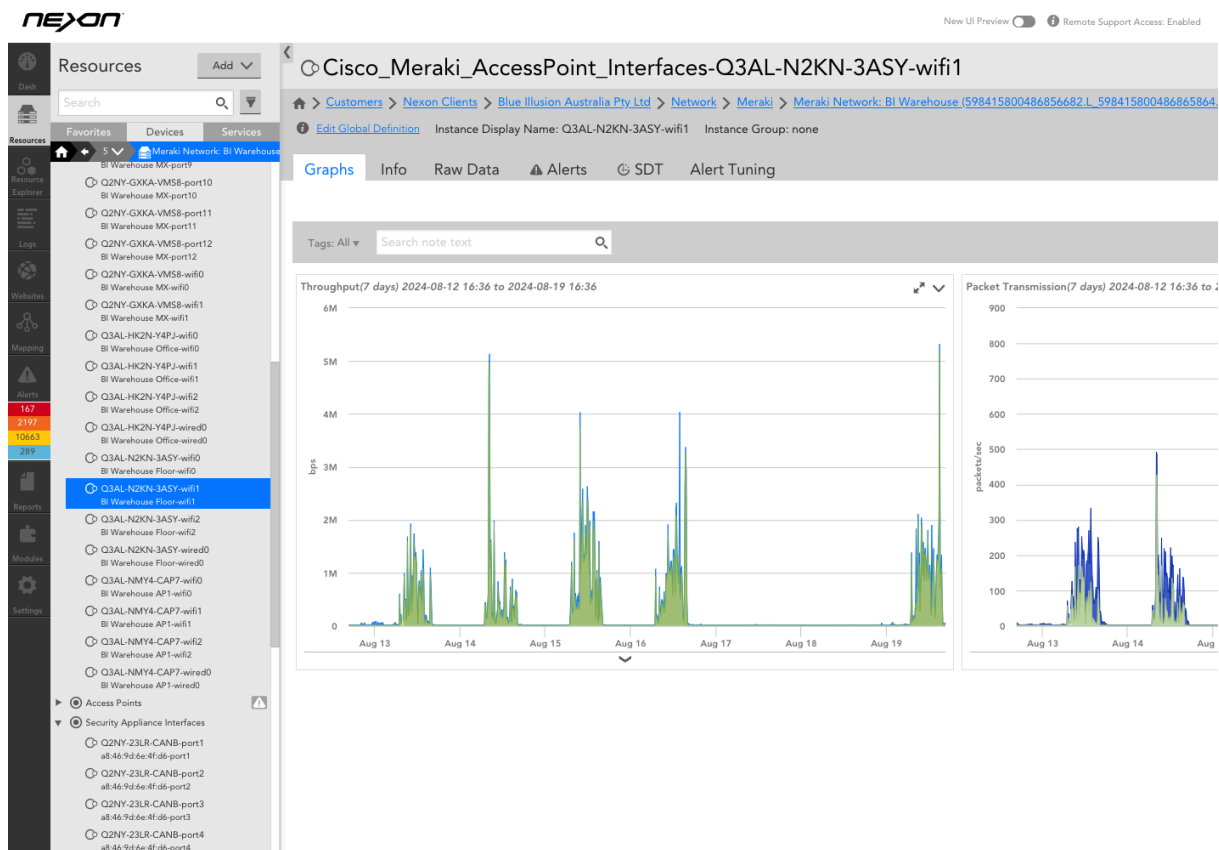
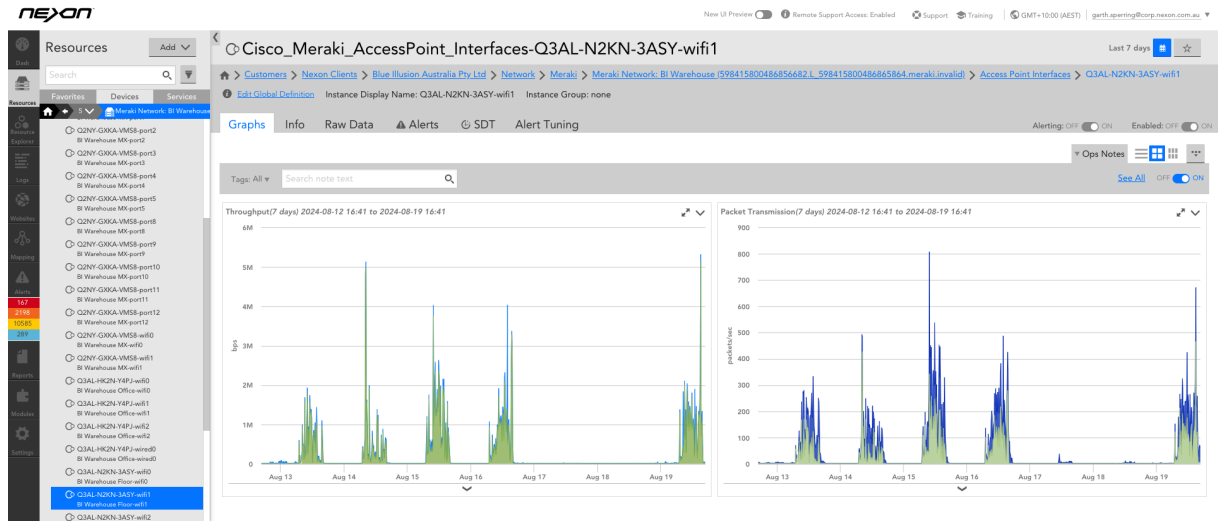


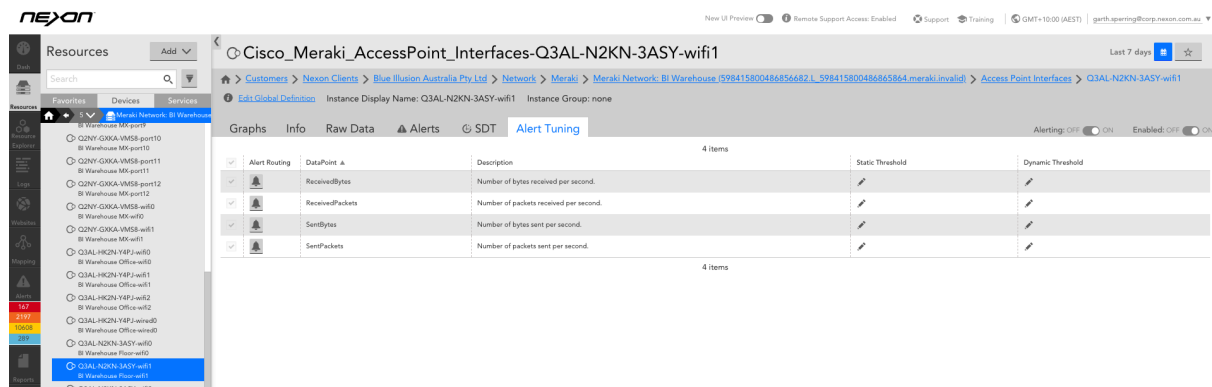
2.4.4 Proactive Monitoring

Nexon uses the Meraki API to ingest data from customer networks into the LogicMonitor cloud monitoring platform in order to set limits for alerts.

The LogicMonitor platform is integrated with the Nexon ServiceNow incident management platform. Where an alert that is critical is triggered an incident ticket is automatically raised in the ServiceNow platform for the Nexon support team to triage.





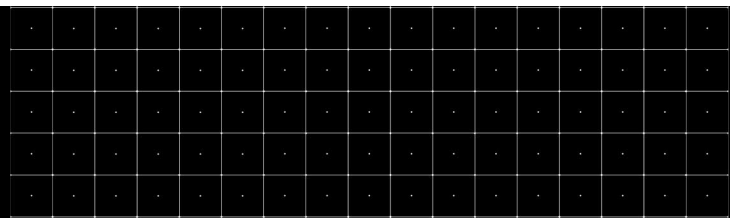


2.4.5 Customer Service Portal

Nexon offers a secure web portal to present an operational view of the managed LAN and Wi-Fi Access service, for multiple audiences, designed to give a view of the network and device status.

2.4.6 The customer service portal includes:

- Real-time status map
- Path Control monitoring report
- Usage report
- Device Inventory



2.5 Service Options

Nexon will provide you with the following options as set out in any applicable Order ("Service Options") and in accordance with the details as set out in that Order:

2.5.1 Wi-Fi Network Design and Planning

Nexon offers a planning, site survey and design service to help You with larger deployments where a high number of Wi-Fi clients are expected to access points at a Site.

This work is done as part of a fixed scope of works that may include:

Discovery and Planning

identify the types of applications, clients and areas, simultaneous devices any aesthetic requirements.

Capacity Planning

Estimated aggregate and device throughput, estimated number of APs

Site Survey and Design

Perform active wireless site survey to evaluate RF propagation in the actual site, determine optimum antenna types, placement and mounting options.

SSID and VLAN segmentation design for security and authentication

Layer 3 roaming, radio power and channel separation design

Integration with VLAN segmentation

2.5.2 Advanced and Enterprise Licences

You must purchase either the Advanced Licence or Enterprise Licence for each CPE Device set out in the applicable Order. Where there are multiple SD-WAN CPE Devices on a Site or network, they will all have the same Licence.

The Licences align with the technical features supported by the Supplier SD-WAN licence known as either "Advanced" or "Enterprise" (or any subsequent renaming) and as detailed in the Order.

Where you select an Enterprise Licence it is Nexon's recommendation that you have a dedicated security solution at your Site to achieve an adequate level of security protection for the LAN and Wi-Fi Access Service. This is a recommendation only and Nexon takes no responsibility for any security solution you may choose.

2.5.3 Nexon Connectivity Services

Nexon can provide one or more of the following Enabling Services that provide you with connectivity at your Sites and Data centres, if set out in the Order:

- a) a Nexon SD-WAN service;
- b) a Nexon Broadband service;
- c) a Nexon Ethernet service;
- d) a Nexon Mobile Broadband service;
- e) a Nexon Port service; or
- f) any third party provided Service that Nexon has confirmed is associated with the LAN and Wi-Fi Access Service,

3 Provision of Services

3.1 Capacity Check

3.2 Bandwidth Check

The Service features and Nexon Access CPE Devices are agreed as set out in the Order.

3.3 Provisioning

- a. Nexon will provision the Service by the RFS Date in accordance with Good Industry Practice.
- b. Where a Nexon Network is provided to the Site, the Service demarcation will be the LAN interface on the SD WAN Device.
- c. Where a Third-Party network is used, the Service will be provisioned at the Third Party's nominated demarcation area within the Site.

3.4 Site Access

- a. Nexon will use reasonable endeavours to install the Service within each Site where Nexon Supplies the Service.
- b. Nexon's obligation under clause 3.4 (Site Access) does not extend to:
 - (i) entering into licence agreements with property owners, managers, or occupiers;
 - (ii) paying fees for the installation of its infrastructure;

3.5 Network Access Points

The Network Access Point in respect of each Site where Nexon supplies a Service will be at Nexon's demarcation point inside the Site.

3.6 Commissioning

Before making a Service available to You, Nexon will test the ports at the Network Access Point to ensure the Service is active.

3.7 Handover of services

On or before the RFS Date for a Service, Nexon will make the Service available to You and give You written notice of such availability:

- a. warranting that Nexon has completed all testing that is reasonably necessary to determine that the Service is active, including by providing to You:
 - (i) Device identifiers; and
 - (ii) a sufficiently detailed network diagram, showing without limitation the Network Access Points, to enable You to use that Service in accordance with the Agreement.
 - (iii) Credentials to access the customer portal

3.8 Acceptance Testing

Upon receipt of a notice from Nexon under clause 3.7, You will have 14 days to test the Service. The Service will be accepted on the earlier of:

- a. You notifying Nexon that the Service is accepted;
- b. expiry of the 14 day testing period without notifying Nexon of any failure of the Service to meet the Service Levels; or

- c. You commence using the Service for a purpose other than acceptance testing. If You notify Nexon of a failure of the Service to meet the Service Levels, Nexon will rectify the fault and re-test the Service and repeat the steps in clauses **Error! Reference source not found.** to this clause 3.8

3.9 If a Service cannot be made available at a Network Access Point

- a. Nexon's obligation to make a Service available at a Network Access Point by the RFS Date will be extended to reflect any delay in achieving the RFS Date caused or contributed to by You, any Third Party or a Force Majeure Event.
- b. Subject to clause 3.9 a, if Nexon fails to make a Service available to You at a Network Access Point within 60 days of the RFS Date applicable to that Network Access Point, You may, by notice in writing to Nexon:
 - (i) request that the parties negotiate an alternative Network Access Point in good faith; and
 - (ii) if the parties cannot agree on an alternative Network Access Point within 30 days, Nexon will have no further obligation in respect of the original Network Access Point and (as Your sole and exclusive remedy) You may terminate the affected Service by written notice to Nexon.

4 Your Obligations

4.1 Address Information

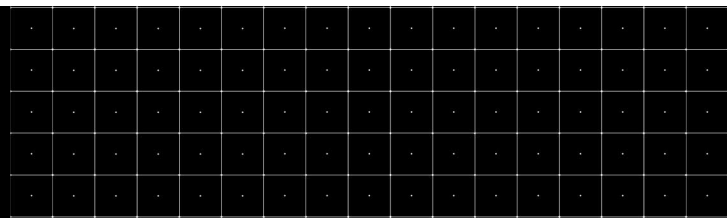
- a. You must provide accurate and complete Site address information to Nexon for use in qualifying each Service. You may be liable for any costs incurred by Nexon due to any incorrect, false or misleading information You provide.
- b. If You change a Site location prior to the delivery of the Service, You must pay Nexon's reasonable costs and fees (if any) arising from the change of Site.

4.2 Responsibility for Interconnection

- a. Where Nexon only provides the Service, You are responsible for procuring and installing (at Your own cost) any Customer Equipment necessary to connect Your network infrastructure to the Network Access Point.
- b. In circumstances where Nexon provides additional related services (including Nexon SDWAN, Nexon Campus and Nexon WiFi) interconnected to a Service, and You are unable to procure and install the Customer Equipment, You may request that Nexon do so on Your behalf. You agree to pay Nexon the costs associated with the equipment and its installation and acknowledge that such equipment is deemed Customer Equipment for the purposes of the Agreement unless they are referred to and included as part of those other Nexon services ordered by You.

4.3 Technical obligations

When ordering the Service, You must provide all relevant technical details related to the Service as set out in the Order form. You acknowledge a delay in providing this information or missing information may delay the delivery of the Service.



4.4 Rack Space

You must supply the equivalent of 2 rack units of space at the Network Access Point to accommodate Nexon Equipment.

4.5 Power

- a. The supply of power to equipment installed at the demarcation point is Your responsibility and must meet any relevant local laws, regulations and standards.
- b. You must not use extension cords in relation to equipment installed at the Network Access Point. Nexon does not recommend that any other items with a high-power draw be connected to the same power board as telecommunications equipment.
- c. Nexon recommends the use of a power conditioner or Uninterrupted Power Supply.
- d. Nexon will not be liable for any disruption to the Service caused or materially contributed to by the failure of or type of power supply.
- e. Transients on or changes in supply of the mains voltage must not exceed:
 - (i) Transients $\pm 7\%$ of the nominal 230 volts AC (phase to neutral);
 - (ii) Changes in supply $\pm 50\%$ of the nominal 230 volts AC (phase to neutral);
 - (iii) a duration of 10 milli-seconds;
 - (iv) one occurrence in a 10 second window.

4.6 Heating/Cooling

You are responsible for ensuring that the Network Access Point temperature and humidity is within the below parameters:

- a. temperature is between 15 to 35 Celsius; and
- b. relative humidity is between 20% to 80%.

4.7 Security

You are responsible for the proper use of any usernames, personal identification numbers and passwords used with the Nexon Equipment or the LAN and Wi-Fi Access Service, and you will take all necessary steps to ensure that they are kept confidential, secure, and not made available to unauthorised persons.

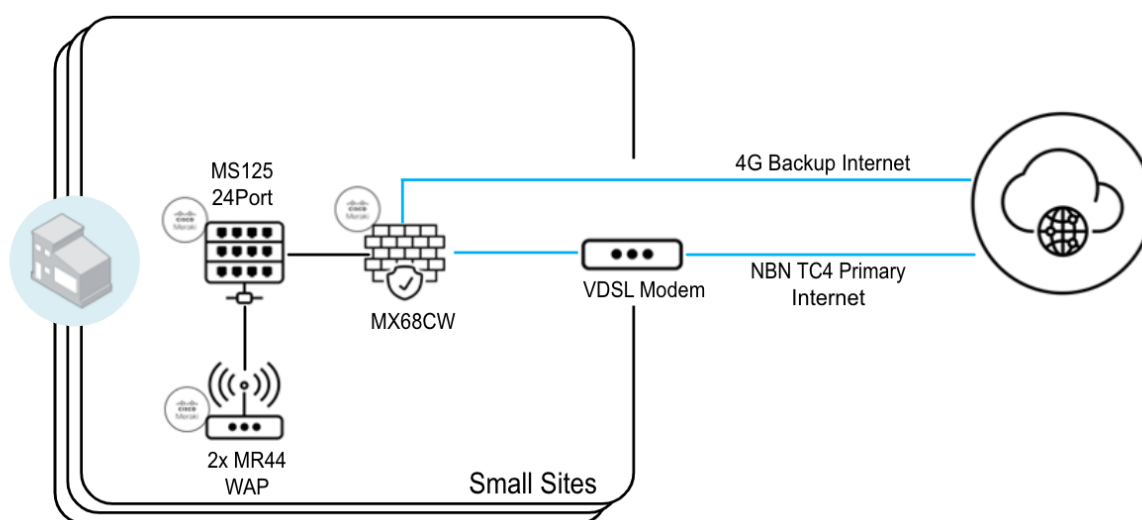
Nexon does not guarantee the security of the Nexon Equipment against unauthorised or unlawful access or use.

5 Access

5.1 Site Specifications

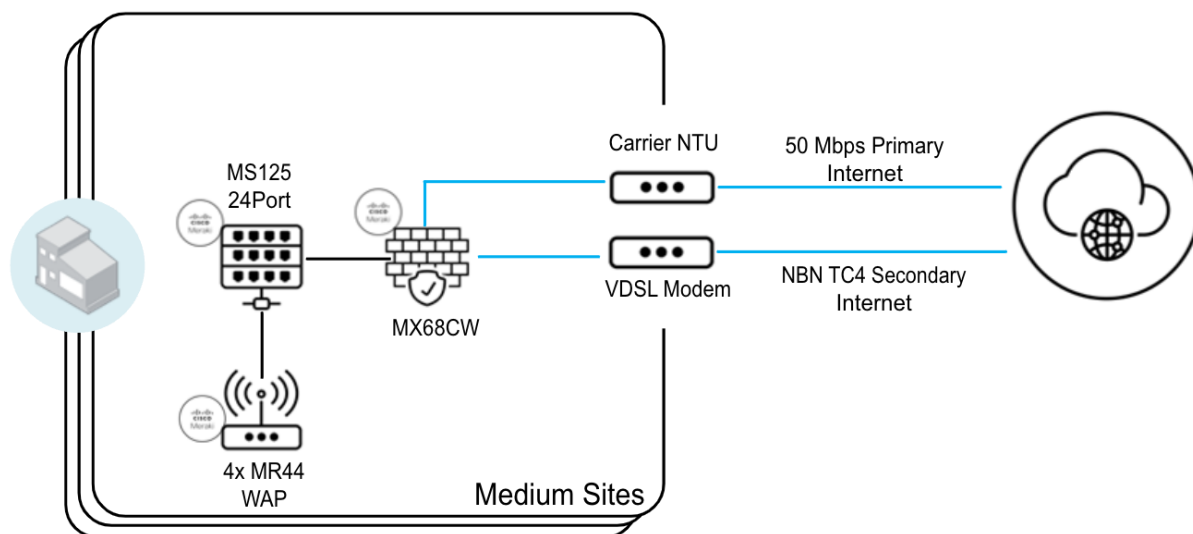
The LAN and Wi-Fi Access Service is deployed based on the access services available and the throughput.

5.1.1 Micro and Small Site



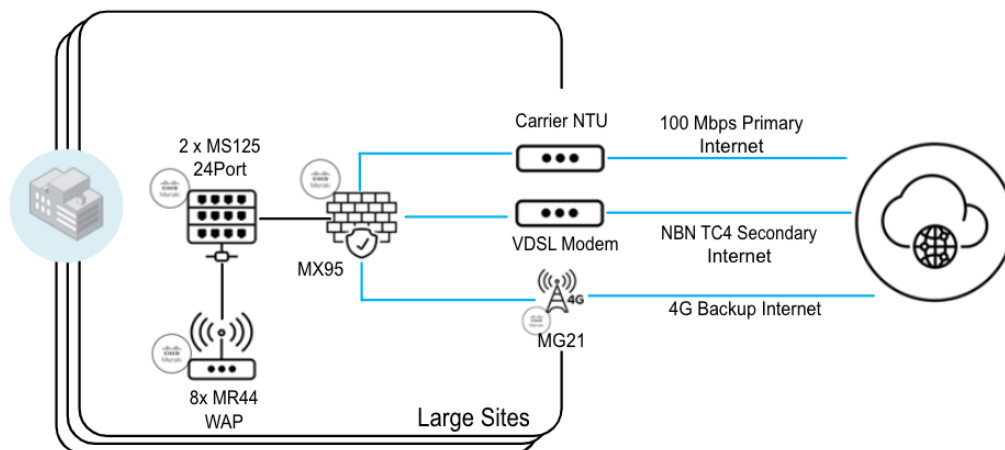
Connectivity Recommendation	Component	Specifications
	Wired LAN	Wired LAN Layer-2 1Gbs connectivity with up to 24 PoE ports on a single level
	Wireless LAN	Wireless LAN connectivity across a single level
Access	Component	Specifications
	Hardware	Meraki switch MS125-24P Meraki MR44 Supported: Meraki MX68CW with internal AP
	License	Enterprise Security Licenses: LIC-MS125-24P-xY: Meraki MS120-24P Enterprise License and Support LIC-MR-ADV-xY: Cisco Meraki MR Advanced License and Support

5.1.2 Medium Site



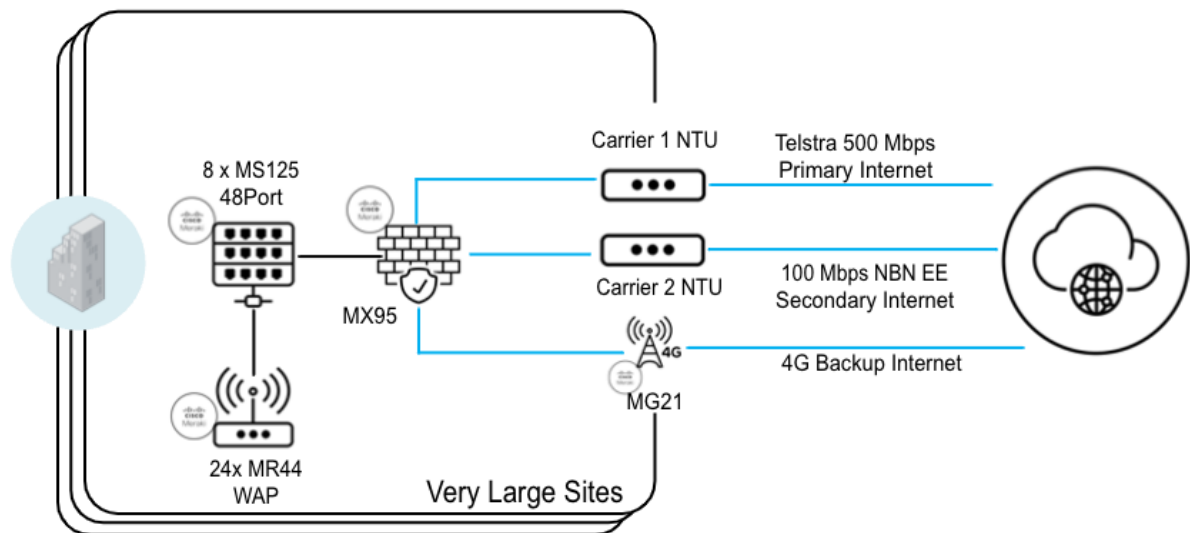
Connectivity Recommendation	Component	Specifications
	Wired LAN	Wired LAN Layer-2 1Gbs connectivity with up to 72 PoE ports on up to 2 levels
	Wireless LAN	Wireless LAN connectivity across up to two levels
Access	Component	Specifications
	Hardware	Meraki switch MS125-24P Meraki switch MS125-48P Meraki MR44
	License	Enterprise Security Licenses: LIC-MS125-24P-xY : Meraki MS120-24P Enterprise License and Support LIC-MS125-48P-xY : Meraki MS120-48P Enterprise License and Support LIC-MR-ADV-xY : Cisco Meraki MR Advanced License and Support

5.1.3 Large Site

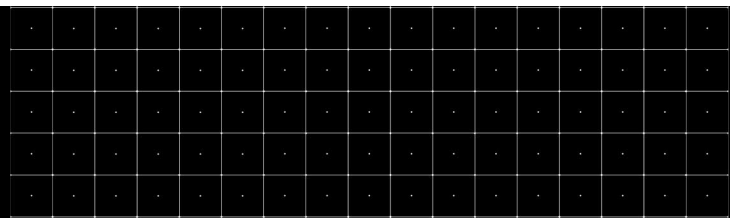


Connectivity Recommendation	Component	Specifications
	Wired LAN	Wired LAN Layer 2 1Gbps connectivity with up to 96 PoE ports on up to 3 levels
	Wireless LAN	Wireless LAN connectivity across up to 3 levels
Access	Component	Specifications
	Hardware	Meraki switch MS125-24P Meraki switch MS125-48P Meraki MR44
	License	Enterprise Security Licenses: LIC-MS125-24P-xY : Meraki MS120-24P Enterprise License and Support LIC-MS125-48P-xY : Meraki MS120-48P Enterprise License and Support LIC-MR-ADV-xY : Cisco Meraki MR Advanced License and Support

5.1.4 Very Large Site / Corporate Office



Connectivity Recommendation	Component	Specifications
	Wired LAN	Wired LAN Layer 2 1Gbs connectivity with up to 96 PoE ports on up to 4 levels
	Wireless LAN	Wireless LAN connectivity across up to 4 levels
Access	Component	Specifications
	Hardware	Meraki switch MS125-24P Meraki switch MS125-48P Meraki MR44
	License	Enterprise Security Licenses: LIC-MS125-24P-xY: Meraki MS120-24P Enterprise License and Support LIC-MS125-48P-xY: Meraki MS120-48P Enterprise License and Support LIC-MR-ADV-xY: Cisco Meraki MR Advanced License and Support



6 Maintenance

6.1 Planned Outage Periods

Nexon will, wherever reasonably practical in the circumstances, give You at least 10 days prior notice of any Planned Outage Period (Proposed Outage) and will consider any reasonable representations and requests by You in respect of that Proposed Outage. You acknowledge that such prior notice will not always be reasonably practicable, and that Your requests in respect of a Proposed Outage may not be acted on.

6.2 Minimise Disruption

Nexon will use its reasonable endeavours to minimise disruption to any affected Service and the Network arising from any Planned Outage Periods.

7 Support Requests

7.1 Logging a Support Request

You must log a Support Request to the Service Desk promptly upon becoming aware of a fault.

7.2 Support Request Classification

Support Requests are classified in accordance with the categories defined in 12.2

7.3 Support Request Tickets

Upon receiving a Support Request from You, the Service Desk will assign and issue a reference number to the request (Ticket).

7.4 Closure of Tickets

When Nexon has resolved the Support Request, it will notify You that the Ticket is “closed”.

7.5 Faults reported in error

If You report a fault to the Service Desk in circumstances where the Service disruption is not due to an issue within the Nexon provided Services (for example where unavailability of the Service is caused by Your Equipment) or the fault is due to damage caused by You, You will bear the cost of Nexon sending contractors to investigate the reported fault.

7.6 Fault restoration

Nexon will use reasonable endeavours to remedy faults assigned to a Ticket in accordance with the Restoration Targets defined for the Service deployment option in 12.3. Where a fault is reported outside business hours the Restoration Target begins at the beginning of the next business day.

7.7 Information Updates

Nexon will provide periodic status updates by email, phone or in the portal for each Ticket.

8 Service Credits

Service Credits do not apply to the LAN and Wi-Fi Access Service. Any service Credits that apply to the Enabling Services will be set out in the terms associated with such Enabling Service.

9 Service Changes

9.1 Relocations

You may request to relocate an existing Service by relocating the Network Access Point to another location – in the same building or a different building. You acknowledge that not all Services can be relocated however Nexon may, in its absolute discretion, agree to the requested relocation. An agreed relocation does not constitute an Early Termination event. If Nexon does not agree to a relocation and You still wish to relocate the Network Access Point then You can cancel the existing Service (which may constitute an Early Termination) and order a new Service to the new location. Where the Service can be relocated, a once-off fee may apply as well as a change to the Recurring Charges.

9.2 Upgrades

You may, at any time, make a written request in a manner nominated by Nexon to upgrade the bandwidth of the Service. You acknowledge that a once-off upgrade fee and additional Recurring Charges may apply.

9.3 Early Termination

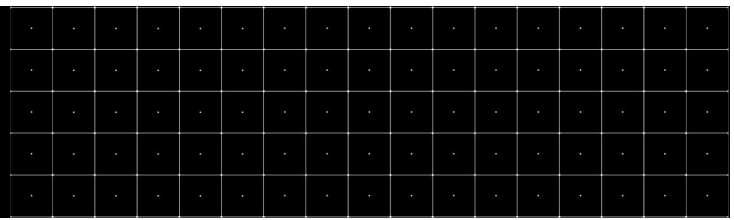
You may, with 30 days' notice, make a written request in a manner nominated by Nexon to terminate the Service.

In addition to the Charges set out elsewhere in this agreement and as a replacement for the Early Termination Charges set out in the Managed Service Agreement, if you terminate the LAN and Wi-Fi Access Service before the end of the Service Term, You acknowledge that an Early Termination Charge applies for any parts of the LAN and Wi-Fi Access Service that were terminated during the Service Term equal to:

- a. The total amount of all Recurring Charges payable for the Service for the period from the Termination Date to the end of the Service Term; plus
- a. in respect of any associated Managed Service, 35 per cent of the total of all Recurring Charges for any remaining months of the Service Term;
- b. any other Termination Charges applicable for any Enabling Services provided by Nexon or for associated Services set out in Appendices, if any.

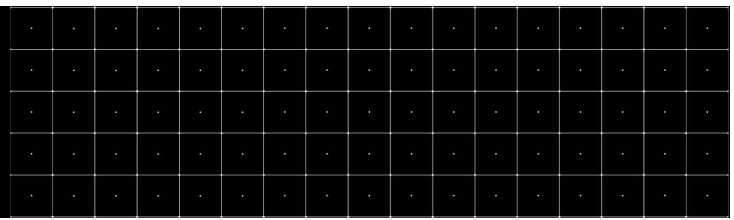
9.4 Order

If You make a request under clauses 9.1, 9.2 or 9.3 which is accepted by Nexon, the parties will give effect to that change by signing the relevant change request form. In circumstances where the changes are substantial or involve an extension of the Service Term, the parties will enter into a new Order which, upon execution, will replace the previous Order.



9.5 Variations by Third Parties

Without limiting Nexon's rights under any other clause of the Agreement, Nexon may on written notice to You vary this Service Schedule or an Order (excluding the Charges) if a Third Party's supply terms or agreement with Nexon is varied, terminated or replaced and as a result of that variation, termination or replacement, Nexon considers (on reasonable grounds) that a variation to this Service Schedule or the Order is necessary.



10 End User Terms

10.1 EULA

By entering this Contract, you agree to the terms of the end user licence agreements with the Supplier set out at the web addresses below: -

- a) <http://www.cisco.com/go/eula> ("Cisco EULA"); and
- b) <http://www.cisco.com/web/products/seula/meraki-seula.pdf> ("Meraki EULA")

as both may be amended or supplemented in accordance with their terms and collectively called "EULAs".

You and your Users will observe and comply with the EULAs for all use of the applicable software.

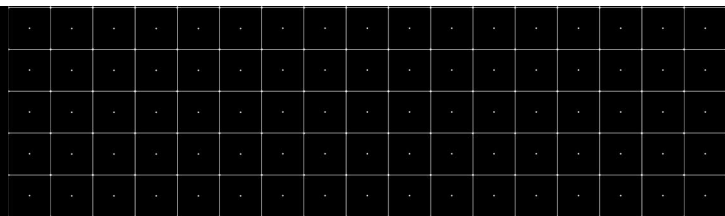
You will enter the EULAs for your own benefit and the rights, obligations, acknowledgements, undertakings, warranties, and indemnities granted in accordance with the EULAs are between you and the Supplier and you will deal with the Supplier with respect to any loss or damage suffered by either of you as such loss or damage will not be enforceable against Nexon.

Where the EULAs are presented in a 'click to accept' function and you require Nexon to configure or install Software on your behalf, Nexon will do so as your agent and bind you to the EULAs.

11 Defined Terms

Agreed Coverage Period	Agreed Coverage Period means 8 hours a day, 5 days a week, 52 weeks a year
Charges	Charges means the charges (exclusive of any Taxes) in respect of a Service as set out in the relevant Order.
Charging Period	means the charging period applicable to a Service, as specified on the Order (and if not specified, a calendar month Charging Period applies).
Customer Equipment	Customer Equipment means all of the equipment used by You, including, but not limited to, cross-connects and cables, in connection with the Service that is not managed by Nexon.
Early Termination Charge	means a Charge payable for early termination of a Service set out 9.3
Enabling Service	one or more of the following connectivity services: a) A Nexon SD-WAN service; b) a Nexon Broadband service; c) a Nexon Ethernet service; d) a Nexon Mobile Broadband service; e) a Nexon Port service; and f) a third party provided Service that Nexon has confirmed is associated with the LAN and Wi-Fi Access Service,
Excluded Unavailability	Excluded Unavailability means the number of minutes in month, rounded to the nearest minute that the Service is 'not available' due to: (a) Your acts or omissions or the acts or omissions of Your End Users, agents, contractors or anyone You are responsible for; (b) the acts or omissions of any Third Party; (c) any failure, incompatibility or error in the configuration of Customer Equipment (including cross-connect cables used by You to connect to the Services); (d) Nexon suspending the Service in accordance with the Agreement; (e) a Fault that arises and is resolved within a Planned Outage Period; or (f) You exceeding the maximum capacity of a port connection or any other rate limitation set out in the relevant Order; (g) the Service is an unprotected Service; or (g) a Force Majeure Event.
Facility or POP	Facility or POP means each data centre or point of presence where Nexon will provide the Service, as listed in the relevant Order.
Installation Charge	means any undiscounted once off Charges for the Service specified on the Order
"NBN" or "NBN Co"	NBN Co means NBN Co Limited (ACN 136 533 741).
NBN Broadband	NBN Broadband Service means a Broadband Service that is delivered using the NBN Co Network.

NBN Co Network	NBN Co Network means the NBN Co Fibre Network, the NBN Co FTTB Network, the NBN Co FTTN Network, the NBN Co FTTC Network, the NBN Co HFC Network, the NBN Co Satellite Network and the NBN Co Wireless Network as defined by NBN Co. (nbnco.com.au)
NBN Voice	NBN Voice Service means a Voice Service that is delivered using the NBN Co Network whether or not that Voice Service is supplied to Nexon by NBN Co.
Network Access Point	Network Access Point has the meaning given by clause 4.
Nexon Port	Nexon Port is a port hand off in a Facility where Nexon has a network presence.
Order Acknowledgement Date	The date on which an Order acknowledgement is communicated to You
Planned Outage Period	Planned Outage Periods means the period during which Nexon, or a party on behalf of Nexon, may carry out work on its facilities, networks or systems for any reason, including arising out of or in connection with: (a) installation of infrastructure; (b) maintenance requirements (including scheduled maintenance); (c) infrastructure upgrades; and (d) Network relocation.
RFS Date	RFS (ready for service) Date means the requested date for delivery of a Service, as specified in the relevant Order.
Recurring Charge	the recurring charge for the Service in the applicable Charging Period
Restoration Target	Restoration Target is the time targeted by Nexon to return a Service to full working order.
Restoration Time	Restoration Time is the time taken by Nexon to return a Service to full working order.
Service	Service means the service ordered by You to one or more Sites, as specified in an Order, and agreed to be supplied by Nexon under the Agreement.
Service Term	Service Term in respect of a Service, means the minimum term for provision of that Service as set out in the relevant Order.
Site	Site means each of Your physical premises, including Facilities, located at the site addresses specified in the Order.
Third Party or "3rd Pty"	Third Party means a person other than Nexon or its Affiliates (and their respective officers, employees, agents and subcontractors).
User Accounts	mean the accounts for Users made available to you by Nexon to access the Cloud Hosted Report Infrastructure.



12 Service Levels

12.1 Support coverage

Business Hours Monday to Friday 8.00am to 6.30pm P1 to P5 Telephone, Email, Portal	After Hours 24x7 6.30pm to 8.00am P1 and P2 Telephone only
---	---

12.2 Priority level definitions

Priority	Priority level	Description
Priority 1 (P1)	CRITICAL	Major incident critically affects customer's business operation. System often will be completely down. No work around available. Multiple users affected.
Priority 2 (P2)	HIGH	Incident resulting in severely degraded performance. High impact to business.
Priority 3 (P3)	MEDIUM	Incident causing functionality to be reduced or performance impaired affecting only a small section of the business. Impact is low. Often work around is available.
Priority 4 (P4)	LOW	Configuration or design advice required by the customer where there is no impact on the customer's business.
Priority 5 (P5)	PLANNED	Planned and/or scheduled maintenance. Project work unless otherwise specified is considered P5 priority by default.

12.3 Restoration Targets

Silver – Default Minimum	
Priority	Restoration Target
P1 – Critical	Not available
P2 – High	End of next business day
P3 – Medium (Business Hours Only)	End of two (2) business days
P4 – Low (Business Hours Only)	End of two (2) business days
P5 – Planned Scheduled Maintenance, MACs or Project Work	Subject to mutual agreement

12.4 Responsibility Matrices

NOTE: Please see [Assumptions, Terms and Exclusions](#).

NOTE: Third Party and/or Vendor assistance and cooperation may be required for Nexon to complete some of its included responsibilities / tasks.

The following table outlines each parties (Nexon's and Your) responsibilities pertaining to the included scope of works and services throughout the term of this contract.

The tasks are listed in a RACI matrix format and can be interpreted as follows:

- **R - Responsible:** The individual or group who is responsible for doing the work. There can be more than one R
- **A - Accountable:** The individual or group who is accountable for the action. This person or group has the power of veto. Only one A can be assigned to a task.
- **C - Consulted:** The individual or group who is consulted before a task is performed. This is a two-way conversation.
- **I - Informed:** The individual or group who needs to be informed after the task has been performed. This is a one-way conversation.

12.4.1 LAN and WiFi Managed Services

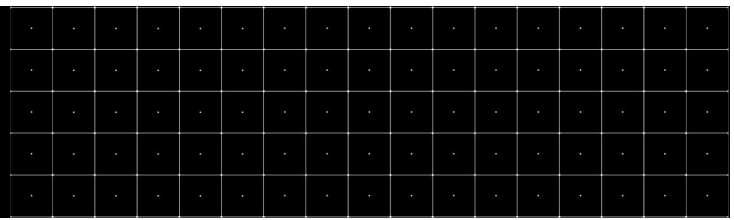
Task	Nexon	You
Adhere to compliance of Nexon's included SLA's and support coverage.	R, A	C, I
Provide ongoing, pro-active high-level iterative review and best-practice guidance surrounding your LAN and Wi-Fi Access: <ul style="list-style-type: none"> • High-level / basic only. Extensive review and guidance may incur additional charges. 	R, A	C, I
As required and applicable, provide Nexon with appropriate access to associated existing environmental components, infrastructure, tenants, portals and accounts to enable Nexon-provided ongoing management moving forward.	C, I	R, A
As necessary, provide additional remote management and monitoring tools and associated licenses for in-scope LAN and Wi-Fi Access	R, A	C, I
Asset tracking of in-scope LAN and Wi-Fi Access CPE	R, A	C, I
Provide ongoing assistance with physical installation, uninstallation, network and power patching of in-scope LAN and Wi-Fi Access CPE <ul style="list-style-type: none"> • Remote guidance with on-site assistance only as required. 	R, A	C, I
Provide ongoing configuration management, troubleshooting and support of all in-scope LAN and Wi-Fi Access, including SSID management, network naming and authentication, Access Control policy management, Splash page management, Traffic shaping management.	R, A	C, I
Schedule required downtime for (and perform) maintenance and patch/firmware installation for in-scope LAN and Wi-Fi Access CPE. <ul style="list-style-type: none"> • Dual responsibility for scheduling only. • Monthly standard patching, as otherwise agreed between Nexon and you in writing, or as otherwise recommended by vendor. 	R, A	R, C, I

<ul style="list-style-type: none"> Expedited out-of-band patching for zero-day or critical / urgent vulnerability patches to address critical security flaws (You are notified of the flaw/patch requirement as soon as is feasibly possible, and an ad-hoc patch / remediation plan is put in place to address the issue). 		
Update access point passwords for your wireless network for in-scope Wi-Fi Access - <i>Quarterly</i>	R, A	C, I
Configuration of monitoring and alerts for in- LAN and Wi-Fi Access, including LogicMonitor capabilities.	R, A	C, I
Maintenance of As-built/associated documentation.	R, A	C, I
Initial troubleshooting and problem determination of in-scope LAN and Wi-Fi Access	R, A	C, I
Replace / purchase defective hardware if hardware is out of warranty, not covered by existing hardware replacement services, EOS or EOL	C, I	R, A
Incident escalation and management (logging through to resolution) to necessary 3 rd parties / vendors for in-scope LAN and Wi-Fi Access CPE, including RMA's and warranty claims	R, A	C, I
Beyond anything explicitly outlined within this service description as being provided by Nexon, procure, provide, manage, and support all hardware, software, solutions, services, licenses, and support contracts.	C, I	R, A
Support of out-of-scope LAN and Wi-Fi Access CPE,SD-WAN Appliances / Firewalls / Routers / WAN services.	C, I	R, A
3 rd Party Application integration, implementation, and support	C, I	R, A

13 Assumption, Terms and Exclusions

13.1 Assumptions and Terms

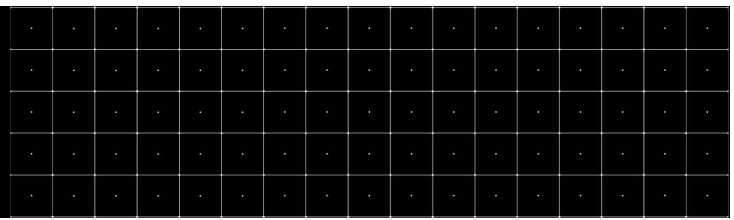
1. All pricing is in AUD and excludes GST (unless otherwise specified).
2. All pricing is based upon a 36-month term.
3. Payment via a credit card will incur a surcharge.
4. All pricing excludes freight, delivery, travel, accommodation, installation and configuration (unless otherwise specified).
5. All work is to be completed during business-hours (unless otherwise explicitly specified or mutually agreed between Nexon and You in writing). Any work that is to be completed outside of business-hours without explicit mention of such may incur additional charges.
6. The included scope may be completed via a mixture of remote and on-site work (if and as required).
7. You (and/or any of your existing service providers / vendors) will provide necessary and appropriate ongoing access to Nexon and its engineers to any relevant sites, equipment, devices, infrastructure, network, systems, documentation, diagrams, accounts, data and information for Nexon to be able to carry out any scope of works and services listed in an Order.
8. Ongoing management is limited and bound to the responsibility matrices, SLA's and support coverage included within an Order, unless otherwise agreed upon by both Nexon and You in writing.
9. Nexon may use smart hands and/or a sub-contractor to carry out some (or all) on-site work or support services. In order to ensure that we deliver an efficient and high-level of service for You within agreed Service Level Agreements (SLA's), if a site cannot be attended by an internal Nexon engineer within the agreed SLA then the site may be attended by smart hands services as a sub-contractor on behalf of Nexon. Such smart hands sub-contractor engagements will still retain alignment with and binding to agreed SLA's and Support Coverage between Nexon and You.
10. Nexon can only provide best-effort / limited support for any equipment / devices / software / services which are outside of valid vendor warranty, do not have existing in-place valid support contracts, are not running a Windows Operating System, or are considered by the vendor to be End of Life (EOL) / End of Support (EOS).
11. Third Party and/or Vendor assistance and cooperation may be required for Nexon to complete some of its included responsibilities / tasks.
12. Nexon may be required to deploy or retain tools such as Logic Monitor on network devices to enable Nexon to carry out some of its included responsibilities / tasks.
13. You will procure any required transceivers or ancillary items determined to be required during the planning and design phase.
14. You will provide access to Nexon engineers and allocate resources including rack space, power and switchports to deploy Nexon LAN and Wi-Fi Access CPE at Your Sites.
15. You have an existing supported internet access service in order manage Nexon LAN and Wi-Fi Access.
16. Existing data cabling and patch leads will be reused and not included in the scope.
17. Remote administrative access will be available for all relevant in-scope devices or infrastructure.
18. You will complete any required reconfiguration of existing Data Centre network, MPLS WAN, firewalls and cloud environments required to support the proposed design.



19. All equipment will be shipped to site prior to scheduled site commissioning dates.
20. All packaging will be disposed on on-site.

13.2 Exclusions

1. The Order lists the entirety of the scope of works and services that Nexon commits and obliges to performing as part of this agreement. Any additional scope of works and services may be carried out at Nexon's discretion only following agreement between Nexon and you in writing and may incur additional charges.
2. In the event of a discrepancy between the information contained within this proposal and any additional information, the information contained within an Order will take precedence unless otherwise agreed upon by both Nexon and You in writing.
3. Unless otherwise explicitly specified or Nexon provided, You must procure (and implement, manage and support as applicable) the necessary additional licensing, hardware, software, equipment, infrastructure, services, and support contracts with respect to their IT environment. is Nexon's assumption that any additional, out-of-scope items will be identified during ongoing discussions and the design phase.
4. Installation of structured data cabling.
5. IP Renumbering or reconfiguration of any endpoint devices or systems.
6. Completion of on-site audit and discovery activities.
7. Patching audits or development of patching matrix documentation.
8. WLAN Site Surveys (Unless optional WLAN survey component is selected)
9. Troubleshooting WLAN coverage or performance issues unless Nexon are engaged for a separate WLAN Survey Element.



14 Pricing Schedule

Nexon LAN and Wi-Fi Access services are priced on a per customer basis.