

Customer Terms and Conditions

Description of Service

1. SD WAN offers secure, and scalable VPN connectivity over geographically diverse locations.
2. SD WAN extends a private network across a public network, such as the Internet. It enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network.
3. As a core service of SD WAN, we provide cloud-driven site-to-site VPN over any transport network such as Internet and LTE.
4. The above services are hereinafter collectively referred to as the "SD WAN".
5. The SD WAN Service limits the line-speed to 50Mbps; Such service is gained via an already available "Underlay" layer 3 internet service being available which not part of the SD WAN services.
6. If the underlay service bandwidth is smaller than the overlay service the service will be governed by the lesser.

Duration and Effective Date

1. The Effective Date of this Schedule is the date when provision of the SD WAN Service first commences. For purposes of this Schedule, and notwithstanding anything to the contrary in the Standard Terms and Conditions to which this Schedule is attached, provision of the SD WAN Service shall be deemed to have commenced upon configuration of the SD WAN device.
2. Should the effective Date occur after the date of signature of the Agreement, nothing herein contained shall be construed so as to give either party the right to cancel or rescind the Agreement before the Effective Date.
3. If at any time during the currency of the Agreement, Client upgrades the SD WAN Service, then the Effective Date in respect of the SD WAN Service as upgraded, shall be the date when the upgraded Service first commences.
4. The SD WAN Service shall endure for the Initial Period, commencing on and with effect from the Effective Date.

5. Either party hereto shall be entitled to terminate this Schedule by way of 1 (one) calendar month prior written notice of termination to be effective at the end of the Initial Period. Failing such notice of termination, the duration of the Service shall thereafter automatically renew for successive periods of 1 (one) month each on the terms and conditions set out in the Schedules, subject to 1 (one) calendar month prior written notice of termination effective at the end of the then-current 1 (one) month period, and subject to an escalation in fees.

Fees and Charges

1. Client shall pay the fees as specified in the invoice for the SD WAN Service/s.
2. All locations are billed simultaneously
3. Should the Client request the installation of its SD WAN sites to be expedited, the increased costs associated and incurred by Ignite for the rapid installation of each SD WAN site will be for the Client's account.
4. Should the Client request that an Ignite engineer facilitate it with the installation of the SD WAN service, Ignite will be entitled to invoice the Client for the assistance of the installation of each individual site.
5. Ignite has the right to amend pricing of the service respective to currency fluctuations.
6. Ignite has the right to implement billing if the underlying infrastructure is prerequisite of internet connectivity is not installed and / or operational

Client Obligations

1. Client shall have the following responsibilities in respect of the SD WAN Service:
 - a. Provide all first level support to own end-users. Ignite shall not be responsible for the support thereof;
 - b. Allow for remote office access and technical details in accordance with Ignite Client Support Guide;

Ignite Obligations

1. Ignite shall have the following responsibilities in respect of the SD WAN Service:
 - a. Provide the initial project scoping and information gathering in respect of projects under this Schedule;
 - b. Ensure monthly utilisation statistics to the Client per site is accessible via the Ignite Portal.
 - c. Ignite be responsible for the provisioning and configuration if a managed install is requested.
 - d. Ignite will display statistical data

Ownership

- Ignite shall at all times be and remain the owner of the Equipment and nothing in this Schedule shall be construed so as to confer any rights or interest therein to Client other than as a hirer of such Equipment.

Return of Equipment

- On termination of this Agreement in the manner envisaged above, in the Ignite Standard Terms and Conditions, or in any other circumstances, Client shall forthwith return the Equipment to IS in the same condition as of the Effective Date, fair wear and tear accepted.

Risk

- All risk of loss and/or destruction of the Equipment shall be retained by Client at all times. Client shall be responsible for ensuring the safety of the Equipment and shall ensure that the Equipment is insured against loss and destruction for the usual causes arising and shall be liable for the replacement costs of the Equipment in the event of any loss or destruction thereof.

Operation of Equipment

- Client shall permit Ignite to have access to the Equipment at all reasonable times for purposes of such operation and maintenance as well as to inspect the state and condition of the Equipment when necessary.

Business rules

- Device is always the property of Ignite
- Minimum 4Mbps of Internet Connectivity is required
- Upto 50Mbps throughput
- Minimum 2 branches
- DHCP must be enabled on the internet router
- CPE must have Gigabit ethernet ports
- SD WAN CPE can accommodate upto 3 internet links
- Hybrid Wan architecture not supported
- Default configuration is set for all internet links to be used in an active state
- No proactive monitoring
- No Carrier Management Services for BYOC (bring your own connection)
- No SLA on uptime or throughput
- 30 Day statistical info available

- Month to Month contract
- All configuration will be deleted on request of cancellation
- Ignite is not responsible for the performance and/or uptime of the underlying carrier if the client provides their own connectivity