

MYREPUBLIC MANAGED CISCO MERAKI SERVICE – SPECIFIC TERMS AND CONDITIONS

1. Definitions

- 1.1. **CPE or devices** means a customer premises equipment that includes routers, firewalls, switches, wireless access points, security video camera and/or licenses offerings together with them to MyRepublic customers. CPE does not include devices purchased by customers that is not through MyRepublic.
- 1.2. **Professional Service** refers to the onsite setup, installation and configuration of the CPEs required by customer, accordingly to the CPEs' Scope of Work by MyRepublic's assigned representative.
- 1.3. **SoW** refers to Scope of Work for the commissioning of the rental CPE.
- 1.4. **Service** refers to the MyRepublic Broadband Pte Ltd.'s Managed Meraki Service.
- 1.5. The terms "**Customer**," "**you**," "**your**," and "**yours**" refer to you, the end customer and user subscribing to the Managed Cisco Meraki Service.

2. Rental CPE

- 2.1. MyRepublic will provide customer with a rental CPE according to customer's requirement.
- 2.2. Customer must also subscribe to MyRepublic's connectivity services (Fibre Broadband, Dedicated Internet Access and/or L2VPN).
- 2.3. The CPE will be delivered to customer's installation address submitted by customer.
- 2.4. Leadtime for Cisco Meraki CPE is between 4 to 6 weeks upon order submission by customer and order acknowledgement by MyRepublic's Business Order team.
- 2.5. Ownership of the CPE belongs to MyRepublic for the duration of the contract and Customer shall return the CPE to MyRepublic upon the termination of the Service. However, Customer may part way through the existing plan and have option to purchase the CPE by paying the full retail price of that CPE (priced at the prevailing market value) to MyRepublic at the time of termination of the Service
- 2.6. Customer will have to take due care of the CPE and bear the cost of loss or damage to the CPE from any cause.
- 2.7. If the CPE is lost or damaged, customer will pay the replacement cost for the CPE and the cost incurred to deliver and install them. Your MyRepublic's sales representative will advise you on the charges to be paid after their assessment.
- 2.8. CPE rented to you may receive upgrades of software or middleware remotely by MyRepublic from time to time. MyRepublic may also replace the CPE with similar specifications any time. This is to ensure optimal functioning of the CPE and to ensure ongoing compatibility with networks.
- 2.9. We reserve the right to supply you with CPE that are refurbished, i.e. CPE that may have been used previously by another customer. Prior to delivery to you, we will ensure that these CPEs are tested to be in good working order and have been reset to factory defaults.

3. Deployment of CPE

- 3.1. MyRepublic will provide installation of the respective CPE that customer signed up for according to the following respective SoW;

4. SoW for Cisco Meraki MX Security Appliances

- 4.1.1.1. Install equipment on site, including basic configuration such as IP addressing to enable remote management where required.
- 4.1.1.2. Include cabling up to 5m to connect to ONT or Media Converter.
- 4.1.1.3. Installation of cloud licenses
- 4.1.1.4. Registration of device into the cloud management
- 4.1.1.5. Configure device hostname & IP address(es) (eg. Dynamic Public IP, Static Public IP and/or Private WAN IP for L2 services)
- 4.1.1.6. Configure of VLANs (up to 3) and assign to the interfaces applicable
- 4.1.1.7. Configure trunk ports where required
- 4.1.1.8. Configure firewall policies where required
- 4.1.1.9. Configure DHCP server
- 4.1.1.10. Configure up to 3 SSIDs (where WiFi is supported in the equipment)
- 4.1.1.11. Configure as HQ or Branch VPN setup (where VPN is required)

4.1.2. SoW for Cisco Meraki Wireless Access Point

- 4.1.2.1. Mounting of APs to wall / ceiling (up to 3 meter height) will be chargeable
- 4.1.2.2. Laying of UTP CAT6 cable from AP to Router/switch/PoE injector within 45meter with RJ45 connector will be chargeable
- 4.1.2.3. Installation of licenses
- 4.1.2.4. Registration of device into the cloud management
- 4.1.2.5. Configure device hostname & IP address
- 4.1.2.6. Configure NAT or Bridging mode for the AP
- 4.1.2.7. Configure up to 3 SSIDs
- 4.1.2.8. UAT of service

4.1.3. SoW for Cisco Meraki switches

- 4.1.3.1. Physically mounting and installation of the device on site
- 4.1.3.2. Installation of latest software updates
- 4.1.3.3. Installation of licenses
- 4.1.3.4. Registration of device into the cloud management
- 4.1.3.5. Configure device hostname & IP address(es)
- 4.1.3.6. Configure of VLANs and assign to the interfaces applicable
- 4.1.3.7. Configure trunk ports where required
- 4.1.3.8. UAT of service

4.2. The deployment of the CPEs does not include the following;

- 4.2.1. Project management component
- 4.2.2. Configuration document
- 4.2.3. Migration planning
- 4.2.4. Configuration of Access Control Lists / authentication features
- 4.2.5. Patching or labelling of network cables
- 4.2.6. Integration of customer's existing network into the Meraki network.
- 4.2.7. Configuration of features that are not listed above.

4.3. Other deployment charges

4.3.1. Deployment are default done during office hours, weekdays between 9am to 6pm. Excluding public holidays.

4.3.2. Charges for deployment after office hours / weekends / eve of public holiday / public holidays will be applicable if required by customer. Any revisits of our engineer to resolve technical issues related to customer's issue or devices not in the scope, will be chargeable.

5. Access to dashboard

5.1. Under the MyRepublic's Cisco Meraki Managed Service, Customer will be given view access to the dashboard when provisioning is completed. The dashboard access is accessible at <https://dashboard.meraki.com> or https://account.meraki.com/secure/login/dashboard_login.

5.2. Customer is to provide the email address(es) for the personnel that will have access to this dashboard.

5.3. Customer is responsible for keeping their usernames and passwords to the dashboard confidential.

5.4. Customer is to notify MyRepublic if require adding or remove personnel access to the dashboard by writing the request to myservice@myrepublic.net.

5.5. Should customer request for full access rights to the portal, MyRepublic will then no longer provide any support for use of the dashboard and the equipment's configuration.

6. Cisco Meraki CPE Monitoring and Management

6.1. MyRepublic will have access to customer's network dashboard for support purposes.

6.2. Change Management

6.2.1. Customers can have change requests for their network, limited to software configuration remotely via the dashboard, 3 times a month during the contract period.

6.2.2. Customers are to submit their change request to our Customer Service team via email (business.support.sg@myrepublic.net).

6.2.3. Our operations team will analyze the change request and determine how the change will affect the implementation date, charges and terms and conditions, if any.

6.2.4. Customers will be responded by the next business day.

6.2.5. If the change request is approved, implementation will be done within 24hrs.

6.3. Fault Monitoring/Alerting

6.3.1. MyRepublic will provide fault monitoring and email alerting of the Cisco Meraki devices via the dashboard functions.

6.3.2. MyRepublic will only monitor the Cisco Meraki CPE and not other devices in customer's network.

6.4. Hardware failures

6.4.1. Should the hardware fail during the contract period, MyRepublic will arrange for a parts replacement of the affected Cisco Meraki CPE. Unless otherwise subscribed, there will not be a temporary replacement unit while the affected hardware is shipped for replacement

7. Customer and Technical Support

7.1. We provide 24x7 remote technical service support as mentioned in our website or through our authorised representative. For the purpose of security and accountability, we will only provide

assistance to the officers listed on your application form.

- 7.2. If we are unable to resolve a fault remotely, we will dispatch a FE on-site to troubleshoot the issue in accordance with the managed services contract of 8 x 5 x NBD. The provision of on-site support is subject to resource availability.

8. Acceptable Use Restrictions

- 8.1. You must not use the Service in any unlawful manner, for any unlawful purpose, or act fraudulently or maliciously, for example, by hacking into or inserting malicious code, including viruses, or harmful data, into the Service or any operating system.

- 8.2. You must not use the Service in a way that could damage, disable, overburden, impair, or compromise our systems or security or interfere with other user.

9. Termination of Service

- 9.1. Either party can give at least 30 days' written notice to the other party to terminate the Managed Meraki Service and this agreement, unless otherwise specified herein. Upon termination, charges as stated in clauses 2.5 and 8 may apply.
- 9.2. We may terminate all or any part of the Managed Meraki Service or terminate this agreement with immediate effect without compensation and without prejudice to our rights to damages for any antecedent breach by you of this agreement if:
 - 9.2.1. you breach any of the terms and conditions of this agreement or any other agreement you have with us;
 - 9.2.2. you become or threaten to become bankrupt or insolvent, or die;
 - 9.2.3. you make any arrangement or composition with or assignment for the benefit of your creditors or go into either voluntary or compulsory liquidation or a receiver, trustee, judicial manager or administrator is appointed over any of your assets;
 - 9.2.4. you provide incorrect, false or incomplete information to us;
 - 9.2.5. if you are likely to create imminent harm to our Network or any third party's networks or systems or our provision of the Fibre BB Service, or defraud us, or are likely to create imminent harm or are abusive to our personnel.

10. Early Termination

- 10.1. Should you require to terminate the rental contract earlier than the agreed term, an early termination fee will be applicable.
- 10.2. Early termination fee is the total sum of monthly recurring charges for the remaining applicable contract period.

11. Revision

- 11.1. We reserve the right to change, amend or revise the Specific Terms and Conditions. The revised Specific Terms and Conditions shall become effective once posted on MyRepublic's website