



Sprint Networks

Creating Networks with More Possibilities

Architecture | Design | Implementation | Network Security | Consulting



Terms and Conditions



Sprint Networks
Creating Networks With More Possibilities
Australia | Pacific Islands

sprintnetworks.com

sales@sprintnetworks.com

***An initial credit check will be carried out to verify the financial strength of the company**

Equipment covered

This document covers the support and maintenance of the hardware and software selected in the online form for the period of the contract (3 Years).

Services covered

Sprint Networks will provide **Tier 2/3 Professional managed services** for all hardware and software installed by Sprint Networks within this contract. Furthermore, Sprint Networks provides Network Architecture, Design, Implementation and Project Management as part of this implementation for client.

Services covered:



Sprint Networks will provide support between 9am to 5pm (AEST - GMT+10) on weekdays (Excluding public holidays)



Sprint Networks will provide a dedicated **support e-mail account** for logging cases.



Sprint Networks engineering personnel will be engaged in all cyber and security related events which is relevant to any hardware or software provided by Sprint Networks.



Free confined knowledge transfer to Client personnel.



Generate periodically reporting for all security events.

Hardware Related Service – if applicable.



Free secure VPN integration for nominated users if applicable.



Free secure zoning for enterprise grade security within the firewall fabric if applicable.






Periodically Software updates and patches (fixes), software upgrades (minor evolutions)















Remote Technical Assistance (product configuration, software updates)

Software Related Service – if applicable

-  Periodically Software updates and patches (fixes), software upgrades (minor evolutions)
-  Guidance on implementation and configuration of any software provided by Sprint Networks
-  Troubleshooting if any issues raised caused by software provided by Sprint Networks

Contract Terms

-  36 Month contracts with the option to extend for another 12 months or longer with mutual agreement.
-  Sprint Networks will not be responsible for the wrong or misleading information provided by the customer.
-  Sprint Networks will provide a customised package to the best of our ability depending on the customer requirement.
-  For the duration of the contract Sprint Networks owns the hardware and software.
-  Sprint Networks will support and maintain all hardware and software for the duration of the contract, including RMA services.
-  If there is a genuine fault in any Device provided by Sprint Networks to the Customer, then:
 - If the Device is under a manufacturer's warranty, Sprint Networks will provide a spare Device for the Customer to use until the faulty Device is fixed; or
 - If the Device is out of warranty, Sprint Networks will use reasonable endeavours to replace the Device, as soon as possible.
-  Customer will be responsible for any damages to the hardware during the use of them
-  All hardware installation will be done in collaboration with Clients engineers.
-  All end point software installation will be Clients' responsibility.
-  All post deployment checks will be carried out by Sprint Networks and the Clients.
-  Sprint Networks will not be responsible for the failures, due to factors including but not limited to system maintenance, congestion, equipment or link failures.
-  We will provide a fault reporting service, troubleshooting during business hours



Client is responsible for the service failure due to unauthorised use of Sprint Networks Service



Sprint Networks will not be responsible for existing issues with the network prior to integration of the hardware and software outlined in this contract



Client use the hardware and software at your own risk. Furthermore, any data stored by the client or for the client on our equipment is stored at your risk



Client agrees to provide Sprint Networks engineering personnel with safe and timely access to the Premises (if physical access is required):

- To inspect, test or modify any Equipment in the contract which may be performing abnormally;
- To install, maintain or repair the Equipment;
- At the termination of the Agreement, to remove the Equipment if it still belongs to Sprint Networks.



Client will be responsible for shipping of all Sprint Networks owned equipment back to Sprint Networks HQ.



A formal contract will be drawn prior to commencement of services.