

Terms & Conditions

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Basic Managed Package

- 1 Hardware
 - 1.1 The Hardware will be selected by ChunkyChips based upon best "fit for purpose", which is defined by Service specification and customer requirement. All Managed Hardware will be of Cisco manufacture and may be either a Firewall or Router model.
 - 1.2 The Hardware will be supplied with all necessary leads and power cabling for the customer to connect the equipment on site.
 - 1.3 Managed Hardware always remains the property of ChunkyChips and must be returned at Client's cost at the end of the contract duration.
- 2 Configuration
 - 2.1 The Hardware will be provided with a basic "pass through" configuration, enabling it to authenticate on the ChunkyChips network via the ordered Service. Additionally, the Hardware may be configured with a level of local IP addressing to suit the Clients specification.
 - 2.2 The basic level of configuration will be defined as any work that can be completed by ChunkyChips Cisco engineers within a maximum of two hours.
 - 2.3 The Client will provide the configuration setup required in advance of the Hardware configuration and the requirement will either:
 - a. be accepted by ChunkyChips by time allocation and if the works fall within the classification of a Basic Configuration, or
 - b. the configuration may be rejected by ChunkyChips if the works required extend to an Enhanced Configuration setup (complexity/more than two hours of ChunkyChips Cisco engineer time).
 - 2.4 The Basic Managed package includes up to one additional hour of engineer time for remote configuration and testing once the equipment is connected on site. This time will be used to test that the specification ordered by the Client are functioning correctly.
 - 2.4 The testing period does not allow for further configuration changes outside of the Client's original configuration plan, however further configuration changes may be provided on a bespoke quotation basis.
- 3 Configuration Copy and Recovery
 - 3.1 ChunkyChips will poll a copy of the latest configuration from your Hardware every five working days or on each occasion a configuration change is made by ChunkyChips. This configuration will be applied to replacement Hardware as described below.
- 4 Hardware Replacement
 - 4.1 In the event that a fault is identified with the Hardware, ChunkyChips will despatch replacement Hardware of similar specification to arrive within three working days of the fault being identified by our Cisco engineers.
 - 4.2 Hardware Replacement is available during business hours of 9am to 6pm Monday to Friday (excluding bank holidays).
 - 4.3 Courier costs to Client site are included in the Management fee.
 - 4.4 The Client must return faulty Hardware to ChunkyChips business address within five working days at Client cost. ChunkyChips reserves the right to raise an invoice for the full retail cost of unreturned Hardware.
 - 4.5 The Client accepts that ChunkyChips will make every effort to despatch Hardware on the agreed date and at the agreed time, however we accept no responsibility for circumstances beyond our control such as Courier collection/delivery days or missed Client delivery.

- 5 Network Monitoring
 - 5.1 ChunkyChips will monitor your Hardware remotely and will be alerted internally should the Hardware fail. ChunkyChips will contact the Client within four business hours to notify of the router downtime and commence troubleshooting.

Enhanced Managed Hardware

The following services are provided at extra cost as an enhancement of the Basic Managed service. For the avoidance of doubt, the terms listed in sections 1-5.1 will always apply with the additional Enhanced Managed options applying as below:

- 6 Enhanced Configuration
 - 6.1 ChunkyChips will offer a full consultation with the Client to ascertain network requirements for configuration, to include basic pass-through/authentication, Local Area Network Addressing, VPN setup and Port Management.
 - 6.2 This service will be defined as equivalent to four hours Cisco engineer time. Any further consultancy required after the included four hours will be charged at the standard ChunkyChips Cisco Engineer schedule of £395 for half day and/or £595 for full day consultancy.
- 7 24 Hour Hardware Replacement
 - 7.1 Upon acknowledgement of a confirmed Hardware failure, ChunkyChips will despatch replacement Hardware for next business day delivery to Client site.
 - 7.2 The Hardware will be booked for a pre-10.30am delivery to Client Site
 - 7.3 The fault must be reported, diagnosed and confirmed by 2pm the preceding business day.
 - 7.4 Terms 4.2, 4.3, 4.4 and 4.5 will apply.
- 8 Unlimited Remote Configuration
 - 8.1 ChunkyChips will make remote configuration changes to the Cisco Hardware based upon requests from the Client.
 - 8.2 The Client must supply a list of trusted contacts who are authorised to request Hardware changes. Requests from any other site contacts to make changes will be rejected by ChunkyChips.
 - 8.3 Requests must be made by email to support@chunkychips.net .
 - 8.4 Requests will require a minimum of 48 hours notice and ChunkyChips may need to contact the Client representative directly to confirm the requirement.
 - 8.5 ChunkyChips reserves the right to reject any remote configuration request if the requested change may potentially compromise the quality of the supplied Service, or potentially impact the wider ChunkyChips network.
 - 8.6 ChunkyChips accepts no responsibility for acting upon change requests should these requests later be found to be detrimental to performance or security on the Client network or any subsequent network.
 - 8.7 Configuration changes will take place during business hours of 9am to 6pm Monday to Friday (excluding bank holidays). Out of Hours changes may be requested under separate agreement and a charge may apply.

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- 9 Pro Active Monitoring and Alerting
- 9.1 ChunkyChips will poll the site Hardware on a 15 minute cycle. Three consecutive negative responses from the Hardware will trigger a system alert to ChunkyChips support team to investigate a fault
- 9.2 The system will also send a SMS text alert to a single Client mobile phone. The Client must provide a preferred mobile number for this to action.
- 9.3 In the event that no obvious fault is detected, ChunkyChips will contact the Client during business hours at the soonest possible opportunity to commence first line checks and ascertain the fault source (either Service, Hardware etc)
- 10 Demarcation and additional support
- 10.1 Support and Hardware Management extends only as far as the RJ45 internal integrated switch port sockets from the supplied Managed Cisco Hardware. Within the Managed Hardware framework , ChunkyChips.net Ltd accepts no responsibility nor offers any consultancy or support of the Client's other office equipment, local or wide area network topology or Hardware.
- 10.2 In supporting and troubleshooting the Managed Hardware, should the issue or fault be recognised as existing on the Client side of the Client network (i.e. beyond the Hardware Demarcation point), ChunkyChips reserves the right to raise a charge to the Client, at the prevailing ChunkyChips support helpdesk rates.
- 11 Pricing
- 11.1 All pricing quoted in this document excludes VAT at the prevailing rate.

Questions?

Call us on 01268 288188
or email info@chunkychips.net