

WSNUP Equipment (Store and Forward Service)

Terms of Service

Introduction

The Ministry, in partnership with Netbridge, is offering Store and Forward Services to schools that have not completed the Equipment Replacement phase of the Te Mana Tūhono programme but require changes to be made to their school's ICT network in the interim period.

The Store and Forward Services are intended as an interim solution to keep a school's ICT networks functional and operational until that school has its network equipment upgraded as part of the Equipment Replacement phase of the Te Mana Tūhono programme.

These WSNUP Equipment (Store and Forward) terms of service (**WSNUP Equipment Terms**) have been prepared for schools to explain the following:

- the terms of the Store and Forward Services that Netbridge will provide to schools;
- the responsibilities for the school (or Ministry) to install and configure the WSNUP Equipment under the Property Project; and
- the additional technical support services that N4L can provide the school after the WSNUP Equipment has been installed and configured.

The WSNUP Equipment Terms were updated on 27 May 2022.

The WSNUP Equipment Terms are subject to change and any updated terms will be published on the Ministry of Education's [Your school's ICT network](#). Schools are responsible for monitoring any updates to the WSNUP Equipment Terms.

Defined terms

In these WSNUP Equipment Terms, the following definitions apply:

Term	Definition
Licence	Schools may require licences to use software (or to access software updates) required for the WSNUP Equipment and/or support subscriptions for that software. Schools will need to contact N4L for more information about the term, and any required renewal, of the licences.
Ministry / MoE	The Ministry of Education (https://www.education.govt.nz/school/digital-technology/your-schools-ict-network/)
Netbridge	Netbridge Limited (https://www.netbridge.co.nz/)
N4L	The Network for Learning Limited (https://www.n4l.co.nz/)
Property Project	A Ministry-led or school-led Property Project, including a standalone network alteration project.

	NOTE: Your MoE Delivery Manager or School Property Advisor (SPA) can advise you on who is responsible for any payment required under these WSNUP Equipment Terms.
Store and Forward Services	<p>The services provided by Netbridge to store, test, process and deliver WSNUP Equipment to schools on behalf of the Ministry. The services are limited to:</p> <ul style="list-style-type: none"> the provision of WSNUP Equipment to schools approved by the Ministry; and the provision of replacement equipment to schools at the request of N4L if the WSNUP Equipment that was originally provided by Netbridge to that school fails or is defective.
WSNUP Equipment	<p>Network switches, wireless access points and associated accessories that are provided by Netbridge to schools through the Store and Forward Services. This is equipment that was installed in other school(s) during an earlier WSNUP (Wireless School Network Upgrade Programme) upgrade and recovered during the school(s)' Equipment Replacement upgrade, then tested and confirmed to be fit for purpose by Netbridge. The testing includes:</p> <ul style="list-style-type: none"> bench-testing to ensure the equipment still functionally works given its age; and testing and tagging electronically to ensure the hardware is safe to install.

Store and Forward Services from Netbridge

Requesting WSNUP Equipment

- Schools can request WSNUP Equipment by submitting a request directly to the Ministry. The provision of WSNUP Equipment is subject to availability and Netbridge's and the Ministry's decisions (at their respective sole discretion) to provide the WSNUP Equipment to the school (including on the make and model of the WSNUP Equipment offered). Once availability is confirmed by Netbridge, the school must email Netbridge a purchase order before Netbridge ships the WSNUP Equipment to the school.
- Schools can contact the Ministry by email: networkupgrades@education.govt.nz regarding WSNUP Equipment requests.
- There is no charge to the school for the provision of the WSNUP Equipment from Netbridge under the Store and Forward Services. However, the Property Project will need to pay for Netbridge's shipping and handling costs (in accordance with the arrangement between the school and the Ministry for that project).

Installing and configuring WSNUP Equipment

- The Property Project will also need to pay any costs for preparing, installing and configuring the WSNUP Equipment.

- Where schools require a third party provider to assist with installing and configuring the WSNUP Equipment, schools should endeavour to use a contractor listed on the [Ministry's Approved ICT Contractor panel](#) (Netbridge is a Ministry Approved ICT Contractor and can provide configuration services for the WSNUP Equipment). The Property Project will be responsible for all third party provider costs (including if the school engages Netbridge).
- The provision of WSNUP Equipment from Netbridge will include all Licences required to use the WSNUP Equipment. The Property Project is responsible for paying any Licence costs to Netbridge (these are included with the shipping and handling costs). The Store and Forward Services do not cover arranging any Licence renewals if the Licence expires after the WSNUP Equipment has been provided to the school.
- If a school is notified that a Licence for the WSNUP Equipment has expired after provision of the WSNUP Equipment to the school, the school must immediately stop using that WSNUP Equipment until a renewed Licence has been obtained. Please contact N4L on **0800 532 764** for advice on Licence renewals and guidance on what support is available for its WSNUP Equipment.
- The provision of WSNUP Equipment does not alter the responsibilities of the school, the Ministry, project contractors or any other participants in a school's Property Project.
- The provision of all other materials and services required by the school for their ICT Network are excluded from the Store and Forward Services and are provided and funded separately and as determined by other agreements (including under the Property Project).
- At the completion of the WSNUP Equipment installation (by Netbridge or an appropriate third party provider), the Property Project must sign off the works. It is important the school checks the works before completing the sign-off. This will ensure any issues or concerns with the installation can be addressed while the installer is still onsite. The school must provide a copy of all of the handover documentation for the WSNUP Equipment (including any documentation from the third party provider who installed the WSNUP Equipment) to N4L within a reasonable period after the WSNUP Equipment installation and configuration have been completed. Netbridge will also provide N4L with any handover documentation it has relating to the school's WSNUP Equipment.
- The WSNUP Equipment shall become the school's property once delivered to the school. The school is responsible for the costs to replace the WSNUP Equipment if there is any loss or damage to the WSNUP Equipment.
- Netbridge does not provide any warranties to the school for the performance of the WSNUP Equipment. N4L will assist schools with replacing any defective WSNUP Equipment in accordance with the N4L process below.

Technical support services for the WSNUP Equipment from N4L

Requesting support services

- The school can access technical support services for the WSNUP Equipment after the WSNUP Equipment has been installed and configured by contacting N4L on **0800 532 764** or by email: **support@n4l.co.nz**.
- N4L will be responsible for providing the technical support services to the school after the WSNUP Equipment has been supplied, installed and configured for the school. However, the school must first provide N4L with all of the handover documentation for the WSNUP Equipment from the Store and Forward Services (and any subsequent changes).
- The technical support services provided by N4L for the WSNUP Equipment will be in accordance with the school's participation in the Te Mana Tūhono programme and will depend on what programme phase the school is in. Schools should refer to the [Ministry's website on the Te Mana Tūhono programme](#) and the [Te Mana Tūhono Terms of Service](#) for more information on N4L's support services.
- The technical support services from N4L for the WSNUP Equipment provided remotely will be at no cost to the school. If any technical issue requires onsite attendance, or if support is required for any other devices (for example, servers, user devices, printers), N4L may refer the school to N4L's ICT provider (or recommend one or more ICT providers that the school can contact). The school will be required to pay for the costs of the ICT provider(s).

Replacement and return of faulty WSNUP Equipment

- In the event that the WSNUP Equipment fails, the defective WSNUP Equipment will be replaced at no charge to the school provided the school has not caused the fault or damage. The school must contact N4L for the replacement of any defective WSNUP Equipment. The replacement equipment will be arranged by N4L and provided to the school as soon as is reasonably practicable (this is also subject to availability). Any decisions on the make and model of the replacement equipment will be made at the sole discretion of N4L and the Ministry. The school will be responsible for the costs for returning the defective WSNUP Equipment to Netbridge.
- N4L will pay the cost of Netbridge shipping the replacement WSNUP Equipment to the school and N4L will restore the WSNUP Equipment's previous configuration provided that the school has provided N4L with the handover documentation from the original installation and configuration of the WSNUP Equipment. The school is responsible for the costs of onsite installation by any third party provider and any other costs relating to the replacement equipment that the school receives.
- The school should arrange to return to Netbridge all WSNUP Equipment that is no longer in use or required by the school.