

Service Specific Terms & Conditions:

1.1 Cloud Protection – General

- 1.1.1. Anti-virus agent licenced per workstation or server device
- 1.1.2. Subject to internet connectivity between clients and the Cloud Based update and management service.
- 1.1.3. Resource allocation changes are subject to the completion of a signed contract amendment.
- 1.1.4. Supported desktop and server operating system and applications are subject to the McAfee SaaS Endpoint Protection and Panda Cloud Office Protection compatibility matrix.
- 1.1.5. Service activation is subject to the completion of a signed contract.
- 1.1.6. FirstNet does not provide any warranties or guarantees including but not limited to warranties as to existing functionality, fitness for a particular purpose, uninterrupted use, merchantability or absence of any error of code or media and accepts no liability or any nature arising out of or caused by any defect or failure in and of such software.

Service Inclusions and Exclusions

1.1 Inclusions

- 1.1.1 9x5 Monday to Friday day escalation support charged at standard FirstNet labour rates.

1.2 Exclusions

- 1.2.1 Management, maintenance and support to end client desktop and servers backup configurations.