

# Extending network support for switches and wireless – Supporting Information

ICT warranties and licences for schools network hardware installed under SNUP/WSNUP began expiring in 2018.

The Ministry will extend your network support for 12 months on switch hardware and 3 years on wireless hardware. This is an interim step while the Ministry (subject to Ministerial approval) considers longer term options to assist schools in managing their ICT equipment. In addition we have partnered with N4L who will provide an interim single point of contact to schools, for any in-scope Allied Telesis or Ruckus hardware failures, until June 30 2020.

Principals of affected schools will receive a communication from the Ministry which explains what action they need to take.

If your school does not receive a communication, this means your school's warranty is not expiring in the 2019/2020 year, and you have existing support in the event of hardware faults or failures.

## IMPORTANT

Please [contact](#) us if you have questions or would like any assistance with your current or future IT support.



## Frequently Asked Questions

### What equipment is being extended by the Ministry's network support?

The 12 month extension will provide warranty support for the Allied Telesis switch hardware and 3 year extended support of Aerohive and Ruckus hardware installed under the SNUP/WSNUP.

### How much will the support cost?

Schools will contribute to the cost of the switches and access points, from their Furniture and Equipment budget. The final cost will be communicated with schools in a Memorandum of Understanding, and will follow a cost per pupil model, which factors in the school designation type and the schools roll size.

### Who will provide support if my equipment fails?

This service will be delivered by N4L. Note – there are some limitations to this service. Please refer to the Information Brief for the details.

### How will I know if our warranties have expired?

The Ministry will email school principals with expiring warranties with a briefing pack, fact sheet and Memorandum of Understanding to sign to opt-in to this service.

### What happens if my IT provider promotes their own network support?

Contractors are asked not to sell separate warranty agreements to schools for now, as the Ministry will provide this support under a centrally managed contract from July 2019 to 30 June 2020.

### What will happen at the end of the 12 month network support?

The Ministry will be in touch before it expires to let you know the next steps.

### My network warranty is expiring in July 2020. What do I need to do?

Current Ministry policy requires that schools are responsible for maintenance and upgrades to the network post SNUP/WSNUP. You should continue to budget for the upgrades.