



Extending network support for switches and wireless

ICT warranties and licences for the first 523 schools to receive wireless as part of the School Network Upgrade Projects (SNUP/WSNUP) are expiring between July 2018 and June 2019.

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 hardware failures until 30 June 2019.

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 2018/2019 year, and you have existing support in the event of hardware faults or failures.

IMPORTANT

It is important that you do not enter any new or separate arrangements with your IT provider without contacting us first. Please contact us if you have questions or would like any assistance with your current or future IT support.

Support.Extensions@education.govt.nz

Questions and Answers

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. Please refer to the [Information Brief](#) for more information.

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 (MOU), 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. Please refer to the [Information Brief](#) for the details of the service.

How will I know if our warranties have expired?

The Ministry will email school principals with expiring warranties with relevant information including a MOU 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 October 2018 to 30 June 2019.

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.