



PRODUCT DESCRIPTIONS

Family Zone Cyber Safety Limited
Other Party Name

FAMILY ZONE CYBER SAFETY LTD

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1 **DISCLAIMER**

This document sets our descriptions of our Product features. We will provide Products to you, subject to these terms and conditions. Every time you use the Products you accept these conditions.

Words should be interpreted based on the meanings set out in our Standard Terms or in the context to which is presented in this Product Description document.

2 SCHOOL COMMUNITY PLATFORM

Family Zone's School Community service enables schools to work with their parent community on implementing cyber safety programmes governing online activity at school and out of school. School Community does not affect Family Zone's on-premise solutions (School Zone).

If you have subscribed to Family Zone's School Community Service then this clause applies.

2.1 School Community Opt Ins

- (a) With respect to a specific student associated with a Family Zone (Parent) account, users with admin access to that account must opt-in to School Community for the school to obtain visibility to the out of school activity or for the school to manage controls and settings.
- (b) Schools may opt-in or out of School Community.

2.2 Reporting and Transparency

- (a) Subject to Schools and Parent opt-ins we will provide schools and parents with visibility of usage and activity and other cyber safety related information.
- (b) Although we take care, we cannot guarantee that all required or expected information will be made available or made available on a timely basis. Furthermore, we cannot guarantee that information provided to schools will exclude out of school-time activity.

2.3 School Calendars and School Time Policies

- (a) Where we work with you to setup your school calendars and policies, we will not maintain these.

2.4 General Promotion of Family Zone

- (a) You agree and undertake to work with us to promote cyber safety and where appropriate promote our consumer Products & Family Zone Services to the school community.

2.5 End User Accounts

- (a) You may request End User accounts be created by us or through our Family Zone Services. You are obliged to ensure the data you provide to us is authorised to be provided to us and is accurate and sufficient to enable our Family Zone Services to properly operate.

3 TECHNICAL & EXTENDED SUPPORT

Subject to your Order Family Zone or an authorized Reseller will provide you with Technical Support. You may choose to subscribe to Extended Support.

This product description describes these product options.

3.1 Product Inclusions

Inclusions, benefits and incentives	Support Subscription =>	Technical	Extended
Dedicated account manager		✓	✓
24 x 7 system monitoring		✓	✓
Support requests access via email/web		✓	✓
Self-service resources including support portal		✓	✓
Service Desk phone support coverage from 8am - 8pm (your local time) <i>Supported locations are: Australia, New Zealand</i>		✓	✓
Support Priority			✓
Monthly Incident Reports.			✓
24 x7 Critical Support			✓
Dedicated incident response coordinator			✓
Proactive system management			✓

Dedicated account manager: Your account manager is responsible for supervising your account and ensuring your success.

System monitoring: Our monitoring proactively checks services and availability.

Service desk support: Access our help desk when and how you want, from 8am - 8pm.

Support Priority: Extended option for 24*7 critical incident support.

Monthly Reporting: Monthly report of support requests and response.

Dedicated incident response: Extended option for dedicated management of incident.

Quarterly review: Quarterly review of your system and our services.