

Special Terms and Conditions of AegisConnect AegisInsight Service

1. The AegisConnect AegisInsight Service (“AegisInsight”) is a network monitoring services which aims to help Customer to monitor its WAN connection status and usage.
2. HKBNES will provide the AegisInsight via: (i) a web portal; (ii) a mobile portal; (iii) SMS alerts to a designated mobile number when data usage reaches a certain threshold and (iv) email alerts to a specific address when data usage reaches a certain threshold.
3. The level of service for fault reporting of the AegisInsight is 8x5xNBD.
4. HKBNES will provide remote support to Customers via HKBNES’s helpdesk which is available 24x7x365 via HKBNES’s service hotline. Customer is responsible for providing appropriate information such as description of failure and the time such failure occurred. HKBNES will use commercially reasonable efforts to assist the Customer in resolution of issues. HKBNES shall not have any liability or responsibility in connection with, or arising out of a Customer’s actions, failure to act or delay in acting on such events and/or alerts as and when presented.
5. Customer may access historical network status data via mobile portal or web portal for the past 3 months. HKBNES makes no guarantee as to the availability or retention of such historical network status data beyond this period, or the accuracy and completeness of such data. Customer acknowledges that the historical network status data is provided for informational purposes only and Customer is responsible for making their own assessments based on specific requirements and circumstances.
6. Customer hereby acknowledges and agrees that HKBNES may access Customer's web portal or mobile portal for the purposes of providing support and making improvements. HKBNES will implement reasonable security measures to protect Customer’s data during access.
7. Customer acknowledges that deployment of the AegisInsight does not achieve the impossible goal of risk elimination, and therefore HKBNES does not guarantee that intrusions, compromises, or other unauthorised activity will not occur on Customer’s network. Further, HKBNES shall not be held liable for any security breaches, unauthorised access, or data loss that may occur despite the measures implemented to protect Customer's data.
8. The billing for AegisInsight will commence on the same date as the Service(s). Upon completion of installation of the Service(s) at the Installation Address as stated in this Order Confirmation, HKBNES will provide the login information for AegisInsight within four (4) working days.