



Welcome to Business Internet Service Wireless Backup

The enclosed SIM enables wireless backup for the Spark Business Internet Service you recently ordered – please refer to the consignment label on this package for order details.

Your wireless backup SIM card is pre-activated and ready for immediate use.

Configuring Business Internet Service for the first time?

You will receive a separate notification (via email) from our Provisioning Centre when Business Internet Service has been completed. Steps for installing your device are contained in that email.

Configuration requirements for your device are detailed in Section 1.7 of the Technical User Guide. For a copy of this guide, please contact your Client Lead.

Setting up your Wireless Backup SIM

1. Install the SIM card into your 4G/5G tele-permitted LTE capable device.
2. Configure Mobile Network/4G LTE settings for your device with the correct Spark Access Point Name (APN).

In the APN field type **sdwan** as shown below:

APN	sdwan
IP Type	IPv4 & IPv6
Authentication	None

Please note: Although the APN name is sdwan – this is just a naming convention for shared wireless backup capabilities – we understand that you may or may not have an SD-WAN service.

If you require instructions on how to configure APN settings for your device, please refer to the device manufacturer's configuration and user manual.

Need help?

For problems with your SIM card or service-related requests, please contact our Service Desk:

0800 65 65 65

Option 1 Faults

Option 2 Moves, adds, changes (MACs) or enquiries

Alternatively email MAC requests to Corporate_Data@spark.co.nz

Things you need to know when using Wireless Backup

When you use a Spark-supplied wireless backup SIM as part of Business Internet Service, the following criteria apply:

- Customer is responsible for obtaining and maintaining compatible tele-permitted 4G/5G CPE that is suitable for Wireless Backup.
- Wireless Backup is a cellular Internet service only, so Spark will provide a SIM Card to the Customer to self-install into the Customer's CPE.
- Customer is responsible for ensuring its CPE can detect connectivity issues on the primary connection (and activate/deactivate the Wireless Backup connection accordingly).
- Traffic over Wireless Backup is reasonable efforts basis, and your primary access speed does not apply.
- Where an eligible DDoS Protection or Secure Managed Firewall Service is being supplied by Spark in connection with a Business Internet Service, such functionality will not be available over Wireless Backup.
- Routable Static IP services will not float to Wireless Backup during the failover event.
- Wireless Backup is a data-only service and does not include mobile voice calling.
- To ensure the best performance, it is recommended that you avoid using consumer/residential grade Wireless Broadband devices as gateways for the Wireless Backup service of Business Internet Services.