

# Infoblox Professional Services

Smart Hunt Quickstart Corporate Package

Terms and Conditions

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**GENERAL:** These Additional Terms and Conditions supplement (“**Additional Terms**”) and are incorporated into the Professional Services Addendum set forth at <https://www.infoblox.com/company/legal/infoblox-professional-services-addendum> (the “**PS Addendum**”) with respect to the “Infoblox Threat Defense Quickstart Package” Service. In the event of a conflict between the Professional Services Addendum and these Additional Terms, these Additional Terms shall control only with respect to the Service described below. Any terms not defined in the Additional Terms will have the meaning set forth in the Professional Services Addendum or the Master Purchasing Agreement, set forth at: <https://www.infoblox.com/company/legal/master-purchasing-agreement>.

## 1 Definitions

- a. “Covered Products” means Customer’s installed base of Infoblox DDI family of products (including products for DNS, DHCP, and IPAM), as purchased by Customer. The Services in this document are sold separately and are provided by separate Professional Services resources.
- b. “Customer” means the Product user purchasing the Services. If Customer is a service provider purchasing the Services in support of an end customer, then “Customer” refers only to the service provider business unit personnel providing services to the specific end customer associated with the underlying Services.

## 2 Description of Services

### 2.1 Project Logistics

Infoblox will perform the Services outlined in the “Project Scope” section below on a fixed price basis.

**Location:**

Infoblox personnel will carry out their tasks remotely.

**Customer Responsibilities and Change Orders:**

The Customer is responsible for promptly fulfilling the responsibilities outlined in these Terms and Conditions. Infoblox will not be held accountable for any delays resulting from the Customer's failure to provide timely access, facilities, cooperation, or necessary information as requested. Any Customer delays, modifications to the approach or Services described in these Terms and Conditions, will necessitate a Change Order. Such changes could potentially incur additional time, travel, and Services fees for the Customer.

### 2.2 Project Scope

The following Services will be performed as part of these Terms and Conditions during the Term.

Task #	Description
1	<b>Contract &amp; Platform Alignment</b> Infoblox will verify and map up to five (5) brand names, official domain(s), logos, and login pages to the Infoblox Threat Exposure Management platform.  <b>Assumptions:</b> 1. Customer will provide a complete list of assets and brand elements to be protected and share with Infoblox.
2	<b>Safelist Management</b>

Task #	Description
	<p>Infoblox will configure and maintain safelists to reduce false positives in the detection pipeline.</p> <p><b>Activities include:</b></p> <ul style="list-style-type: none"> <li>• Add Customer provided domains to the safelists.</li> <li>• Identify and exclude domains triggering false positives from the safelists.</li> <li>• Conduct ongoing review and refinement of safelists' entries throughout the engagement.</li> </ul>
3	<p><b>Triage Criteria Configuration</b></p> <p>Infoblox will define, validate, and continuously refine triage criteria over the Term of this offering.</p> <p><b>Activities include:</b></p> <ul style="list-style-type: none"> <li>• Define triage criteria in alignment with Customer.</li> <li>• Refine triage criteria on an ongoing basis.</li> </ul>
4	<p><b>Trigger Configuration</b></p> <p>Infoblox will create and configure up to seventy-five (75) active triggers to automate triage activities.</p>
5	<p><b>Reporting</b></p> <p>Infoblox will share with Customer a structured summary report (as per Infoblox standard format), at the end of each quarter during the Term (up to 4 reports for the Term).</p> <p><b>The report will include:</b></p> <ul style="list-style-type: none"> <li>• Detection rate.</li> <li>• Takedown success rate.</li> <li>• Actions taken during the quarter</li> </ul> <p><b><u>Assumptions</u></b></p> <ol style="list-style-type: none"> <li>1. Customers will have access to an MCP (Model Context Protocol) via an API key. Which can be connected to an AI tool. Customers can use this MCP to create custom reports.</li> </ol>

**Assumptions**

1. Configuration on third party products is out of scope for this engagement.

**2.3 Out of Scope Activities**

These Terms and Conditions do not allocate time for training, formal courses, educational materials, or certification. However, during the collaboration between Infoblox Professional Services and the Customer on project tasks, Infoblox expects to provide valuable knowledge transfer. This will involve informal opportunities to instruct Customer personnel on relevant Infoblox product functions within the areas identified in these Terms and Conditions.

Any task not outlined in Section 2.2 is out of scope.

## 3 Roles and Responsibilities

### 3.1 Infoblox Project Team Responsibilities

#### 3.1.1 General

- Respond to Customer requests within two (2) business days from the request date.

### 3.2 Customer Project Team Responsibilities

#### 3.2.1 General

- Provide resource(s) to collaborate with Infoblox on the scoped activities.
- Designate a point of contact for the Infoblox project team.
- Respond to Infoblox requests within two (2) business days from the request date.

## 4 General Assumptions

- a) Services that are not explicitly specified to be provided under these Terms and Conditions are out of scope.

## 5 Term and Termination

These Terms and Conditions will expire within twelve (12) calendar months from the Purchase Order Date (the "Term").

## 6 Payment Terms

### 6.1 Fees

The project's fees and payment terms are specified in the quote provided to the Customer (where Customer purchased the Services directly from Infoblox), or the quote provided by the Reseller / Distributor to Customer (where Customer purchased the Services from the Reseller / Distributor).

#	SKU	Milestone	Invoice Amount
1	IB-SVC-PS-SMARTHUNT-CORPORATE	Upon receipt of PO	100% of purchase order amount

In the case where the Customer purchased Services from a Reseller or Distributor, Infoblox acknowledges that the Customer has made payment or will make payment to the Reseller or Distributor in advance, as per the agreement between Customer and Reseller or Distributor, as applicable. Infoblox will invoice the Reseller or Distributor (as applicable), in advance according to the agreement between Infoblox and the Reseller or Distributor, as applicable, based on the Fees table above.

If Customer purchased the Services directly from Infoblox, Infoblox will invoice the Customer for the Services based on the Fees table above.

#### Payment Schedule:

Payments shall be made within thirty (30) business days after receipt of invoice.

#### Refund and Credit:

Except in the event of termination for Infoblox's material breach, fees are not subject to refund or credit.

#### Change Order Process:

Any request for services outside the scope of these Terms and Conditions will be documented in a Change Order executed by both parties. The Reseller and Infoblox will agree upon changes in services or costs before executing additional work beyond the defined scope of these Terms and Conditions.

## 7 Change Management Process

### 7.1 Scope and Change Orders

If either party wishes to make changes to these Terms and Conditions, including but not limited to modifying the scope of work, assumptions, dependencies, or fees, such changes will only be effective upon mutual approval and execution of a "Change Order" describing the specific scope changes, possible changes to project timeline, and possible changes to project cost.

Infoblox will have no obligation to provide Services pursuant to a Change Order unless all parties to these Terms and Conditions have executed and signed a Change Order. This ensures that any modifications to these Terms and Conditions are documented and agreed upon by both parties, providing clarity and formalizing the changes to be implemented.

Any requests for services outside the scope of these Terms and Conditions will be documented in a Change Order agreed upon by both parties. A Change Order must be executed before performing such services or incurring costs beyond the scope of these Terms and Conditions.



Infoblox unites networking and security to deliver unmatched performance and protection. Trusted by Fortune 100 companies and emerging innovators, we provide real-P visibility and control over who and what connects to your network, so your organization runs faster and stops threats earlier.

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