

VOICE OF THE CUSTOMER PROGRAM





Dear Infoblox Customer:

We are honored to be part of your organization's networking and cybersecurity solutions.

It's no secret that outstanding customer service doesn't happen overnight. It requires time, patience and persistence to create strong and trusting relationships. We want our relationship with you to go beyond the value of our solutions. That's why we're inviting you to join the Infoblox Voice of the Customer (VOC) program.

In this brochure, you will find a complete description of the program, which describes benefits to participants and instructions on how to join and earn rewards.

We truly hope that you will become an active VOC participant and that you'll take advantage of this great opportunity to have your voice be heard.

Best regards,

A handwritten signature in blue ink that reads "Sammie Walker". The signature is fluid and cursive, written over a light blue circular background.

Sammie Walker
Chief Marketing Officer
Infoblox

WHY JOIN

THE VOC?

Develop trusting relationships

Publicize your company's success and experience

Build your own professional brand

Share your expertise and ideas with like-minded professionals

Network with peers and Infoblox contacts

Earn valuable VOC points as an Infoblox advocate

Use VOC points toward valuable and fun items



INTRODUCING

INFOBLOX VOICE OF THE CUSTOMER PROGRAM

It takes dedicated customers like you to prove our networking and security solutions in practice, find innovative ways to extract business value and help us make them even better. The Voice of the Customer (VOC) program is our way to build a stronger relationship with you and to further enhance the value of our solutions through open collaboration.

We hope that you will take advantage of all the benefits the Infoblox VOC program offers. It's just one of the ways we show our appreciation and gratitude for your loyalty and trust.

HOW THE VOC PROGRAM WORKS

Joining the VOC is easy. As a member of the VOC, you can earn points for working with us on a variety of activities of your choice. For example, you can collaborate with us on developing and publishing a case study or press release, speak at industry events, participate in an Infoblox webinar or act as a reference for Infoblox prospects. You have complete control over your choice of activities.

To get started, simply send an email to the VOC team at voc@infoblox.com. The VOC team will send you a confirmation email to let you know that you are registered. You do not need to register for each activity individually.

Once you receive the confirmation, you'll work with your Infoblox Account Team point of contact and the Infoblox VOC team to complete your chosen activities and to help you spend your points.

HOW TO REDEEM VOC POINTS

Redeeming your VOC points for valuable rewards is just as easy as joining. You also have complete control over how you use your points. You can redeem them for any item on the chart below, including discounts on Infoblox merchandise, Professional Services, online training and more.

To redeem your points after completing your chosen activities, simply select from the chart below. Communicate with your Infoblox Account Team contact to let him or her know what you would like, and the VOC team will take it from there to deliver your chosen rewards.

JOIN THE VOC AND START EARNING POINTS TODAY

| Activities to Earn Points | VOC Points |
|---|--------------|
| Present during an Infoblox Webinar or external event | 5,000 points |
| Contribute to the development a case study that showcases your implementation of Infoblox | 5,000 points |
| Contribute to the development of a video that showcases your implementation of Infoblox solutions | 5,000 points |
| Participate in developing an Infoblox press release and in related media follow-up | 4,500 points |
| Participate in media and/or analyst interview(s) or call(s) | 4,000 points |
| Speak at a User Group or internal event | 3,000 points |
| Serve as a phone reference for Infoblox prospects | 2,000 points |
| Approve a quote with logo for public use | 1,000 points |
| Refer a friend to Infoblox | 500 points |

| Ways to Redeem your VOC Points* | VOC Points Required |
|---|--|
| Infoblox merchandise | 50 point increments up to 200 points |
| Infoblox-funded Customer Events or User Groups | 200 point increments up to 1000 points |
| <p>Ask an Expert</p> <p>Leverage the expertise of an Infoblox expert from Professional Services, Architectural Review Board, Technical Support or Engineering</p> <p>Receive a free, two-hour-long private session to discuss the topic of your choice</p> | 2,000 points |
| <p>Professional Services Discount</p> <p>Receive one free day or a discount on Professional Services. Option for additional days (recommended)</p> | 3,000 points |
| <p>Online Training Discount</p> <p>Receive 20 Infoblox training credits.</p> <p>Can be used toward any Infoblox-delivered public, private or On-Demand class</p> | 5,000 points |
| <p>5 Day Online Training</p> <p>Receive 50 Infoblox training credits</p> <p>Can be used towards any Infoblox-delivered public, private on On-demand class</p> | 10,000 points |

*If you are working with us via a partner, you will have access to support via your partner.



To join the VOC program, or if you have any questions, please email voc@infoblox.com.

TERMS AND CONDITIONS

- VOC points will only be awarded for activities that are formally organized through the Voice of the Customer team.
- VOC points expire 12 months from date of award.
- All rewards are subject to availability.
- All rewards are subject to approval from the Voice of the Customer program team.
- Training credits are for use with online courses only, whether live or On-Demand.
- The entire VOC Program is subject to change without notice.
- Activity that is not reported to the Voice of the Customer program team will not be awarded points. Activity more than 30 days old may not be counted by the team.





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