Universal DDI (UDDI) Addendum to MCA

This Universal DDI Addendum ("Addendum") is incorporated into the master agreement (e.g., Master Customer Agreement) ("MCA") between Infoblox Inc. ("Infoblox") and the customer identified in the applicable Order or account ("Customer"). It governs Customer's subscription and use of the UDDI Service. Capitalized terms not defined here have the meanings given in the MCA.

Customer accepts this Addendum by (i) placing an Order (directly or via an Authorized Reseller) that incorporates or references the MCA, or (ii) accessing or using the UDDI Service. The "Effective Date" is the earliest of those acceptance events. If Customer does not accept, it must not access or use the UDDI Service and shall return or delete any access credentials. If there is a conflict between this Addendum and the MCA, this Addendum controls for the UDDI Service; otherwise, the MCA governs.

1) ACCESS, USE AND RESTRICTIONS

Access and Use. During the Subscription Term and subject to the Agreement, Customer and its Affiliates have a limited, revocable, non-exclusive, non-transferable, non-sublicensable right to: (i) access the Infoblox Portal and use the data it makes available ("Licensed Data"); (ii) access and use the UDDI Service; and (iii) download, install, copy, distribute to Authorized Users, and use Infoblox-provided client or connector software in object/executable form ("Client Software") solely to enable access to and use of the UDDI Service—in each case solely for their internal business purposes and in accordance with the Documentation and any License Metrics specified in the Order. Licensed Data provided with the UDDI Service may be used only with the UDDI Service.

Restrictions. Except as permitted by the Agreement or applicable law, Customer will not (and will not permit others to): (i) disclose, distribute, rent, lease, assign, sublicense, or otherwise transfer, in whole or in part, the Infoblox Portal, the UDDI Service, or any Client Software; (ii) bypass or interfere with security or access controls; (iii) upload or transmit malicious code to the Infoblox Portal or the UDDI Service; (iv) modify or create derivative works of the Infoblox Portal, the UDDI Service, or Client Software; (v) reverse engineer, decompile, or disassemble any of the foregoing, except to the extent such restriction is prohibited by applicable law; (vi) use the Infoblox Portal, the UDDI Service, or Client Software unlawfully or to compete with Infoblox (including competitive analysis, public benchmarking, or marketing); (vii) remove or obscure proprietary notices; or (viii) use the Infoblox Portal, the UDDI Service, or Client Software other than in accordance with the Agreement and Documentation.

Customer-Managed Products. If an Order includes Infoblox Hardware or Software deployed in Customer's environment ("Customer-Managed Products & Services"), the applicable Hardware or Software Addendum applies to those items.

2) THIRD PARTY LICENSES; OUTSIDE LICENSES

Products and Licensed Data may be provided by Infoblox or third-party providers as identified in the Documentation. Where enabled, Customer may activate eligible third-party "bring your own license" or subscription codes ("Outside Licenses") via the Infoblox Portal, subject to Customer's compliance with all terms and conditions imposed by the third-party licensor for such Outside License. Infoblox may approve or

deny use of Outside Licenses at its discretion and does not warrant, support, or assume responsibility for third-party services or data. Customer is solely responsible for compliance related to Outside Licenses.

3) CUSTOMER RESPONSIBILITIES

Account; Infoblox Portal Access. To access and use the UDDI Service, Customer must have a valid Infoblox Portal account. The Infoblox Portal will prompt Customer to create an account or log in with existing credentials. After an Order, Infoblox will notify Customer at the email address provided with the Order. Customer must keep account information (including email) current, safeguard credentials, and ensure Authorized Users do not bypass security or authorization controls.

Affiliates; Authorized Users. Customer is responsible for all activity under its account and for use by its Affiliates and Authorized Users and will ensure their compliance with the Agreement and Infoblox's Acceptable Use Policy. All such use counts toward the applicable License Metrics unless an Order expressly states otherwise. If Customer becomes aware of a violation of the Agreement or unauthorized access, it will terminate the affected access and promptly notify Infoblox in writing.

User Uploads. Customer and Authorized Users will not upload to the Infoblox Portal: protected health information, non-public personal information under GLBA, payment card data, or other sensitive personal data each as defined by applicable law.

Technical and Support Obligations. Infoblox may manage bandwidth or route traffic in a commercially reasonable manner. Customer must maintain internet connectivity and ancillary services, ensure proper configuration and access controls, use the UDDI Service lawfully under applicable laws, and cooperate promptly with diagnostics and support (including providing relevant logs and configuration information).

4) SUPPORT AND AVAILABILITY

Infoblox will provide Support for the UDDI Service per Exhibit A-1 (Support Terms) and make the Infoblox Portal and UDDI Service available per Exhibit A-2 (Service Availability and Service Credits). Infoblox does not guarantee that the Infoblox Portal, UDDI Service, or Support will be available at all times. Service Credits are Customer's only remedy if the Service Availability target is not met.

5) DATA SECURITY; INFOBLOX PORTAL CHANGES

Data Security. Infoblox uses commercially reasonable Technical and Organizational Measures designed to protect Customer Data and may use reputable hosting providers and subprocessors to deliver the UDDI Service. Infoblox and its hosting providers and subprocessors may use, host, store, reproduce, display, and transmit Customer Data as needed to provide and support the UDDI Service, and may process Usage Data as described in the MCA and Privacy Policy. Customer may request deletion of Personal Data as described in the Privacy Policy and applicable law.

Infoblox Portal Changes. The Infoblox Portal is provided in a multi-tenant environment. Infoblox may modify the Infoblox Portal from time to time, provided such changes do not materially degrade functionality or security. For current subscriptions, Infoblox may materially degrade functionality or discontinue the Infoblox Portal only if required by (i) applicable law, (ii) changes imposed by hosting providers or subprocessors, (iii) the

loss or termination of a critical third-party provider integral to the Infoblox Portal, or (iv) lack of customer adoption. Prior versions of the Infoblox Portal are not maintained.

6) PRICING; TOKENS

The UDDI Service is priced by Token Type and server size. Customer prepays for a set number of Tokens allocated to selected Token Types. Tokens expire at the end of the term stated in the Order and do not carry over to renewals. Tokens are not transferable between Token Types. Except as agreed in writing, Tokens are non-refundable. Customer may purchase additional Tokens during the Term; additional Tokens co-terminate with the then-current Order.

7) LICENSED CAPACITY; OVERAGES

Licensed Capacity. Use of the UDDI Service and allocation of Tokens must not exceed the Licensed Capacity.

Overages; Additional Orders. Infoblox may conduct Quarterly Reviews at its discretion. If a Quarterly Review shows an overage, Infoblox will work with Customer to reduce usage to the Licensed Capacity. If Customer does not do so, then upon Infoblox's request Customer will promptly execute an Order for additional Tokens to cover the excess. Upon execution, Customer's entitlements will increase prospectively to the new Licensed Capacity, and any Tokens purchased under the additional Order will co-terminate with the original Order.

Remedies. Failure to execute the additional Order within 30 days of its due date will incur additional fees, including late-payment interest. Continued non-compliance may result in modification of UDDI Service functionality or suspension of Customer's access to and use of the UDDI Service.

8) SUBSCRIPTION TERM AND RENEWAL

Term. The term for each UDDI Service subscription begins when Infoblox sends access notification or otherwise provides access and ends on the date stated in the notification, matching the Order ("Subscription Term"). Outside License terms are set by the third-party licensor; Infoblox is not responsible for their expiration or termination.

Renewal. Unless otherwise stated in the Documentation, subscriptions do not auto-renew. Infoblox will provide notice before the end of the Subscription Term. If Customer does not place a renewal Order, the license terminates on expiration. Infoblox may change fees effective upon renewal with at least sixty (60) days' prior written notice.

9) DEFINITIONS

UDDI Service: The Infoblox SaaS product suite for DNS, DHCP, and IP address management across deployment models, including related management, server, reporting, and ecosystem components.

Infoblox Portal: The web portal where Infoblox makes Product subscriptions, related applications, content, technology, and information available to customers.

Authorized Users: Individuals with credentials for Customer's Infoblox Portal account, including third-party individuals authorized by Customer.

DNS Query: An inbound DNS query received at a host (recursive or iterative), excluding outbound iterative queries or responses.

Quarterly Review: Each consecutive three-month period following the start of the Term during which Infoblox reviews average monthly usage to verify compliance with Licensed Capacity.

Token: A unit of value purchased and allocated by Customer for UDDI Service use.

Token Type: Management, Reporting, Server, or other types identified in the Documentation.

License Metrics / Licensed Capacity: Quantities, capacities, instances, or feature that limits use as set in the Order or Documentation.

Exhibit A-1 — Support Terms

1) SCOPE

Support for the UDDI Service ("Support") is available 24×7 through Infoblox's helpdesk and customer support portal, which includes user guides and knowledge articles. Support is provided in English and covers product features, troubleshooting/diagnosis, configuration guidance, and Workarounds (when applicable). Infoblox will use commercially reasonable efforts to deliver Support in a professional, workmanlike manner. Each request (phone or web) receives a unique case number for ongoing correspondence.

Target Response for Support

Severity	Definition	Initial Response Target	Commitment (Infoblox and Customer)
1	UDDI Service down or critically impacted. No known Workaround.	Within 1 business hour	Necessary resources to resolve the issue or evaluate possible Workarounds
2	UDDI Service operation affected, but not down. Impact may be high. Workaround may be available.	Within 2 business hours	Resources during normal business hours to resolve the issue or assess Workarounds.
3	Moderate to negligible impact to UDDI Service; no business impact.	Within 8 business hours	Resources during normal business hours to restore operation to satisfactory levels.
4	Request for information, documentation issues, and enhancement requests.	Within 1 business day	Request-dependent.

Remote Diagnostics. Effective support may require online diagnostics using Infoblox or third-party remote tools. Customer will provide reasonable remote access and may require adherence to Customer provided security policies for such access.

No Installation. Support does not include implementation planning, installation, or configuration services. These are Professional Services and may be purchased separately.

Authorized Contacts. Customer will designate "Authorized Contacts" to interact with the Infoblox Global Support Center via the support website or telephone. Authorized Contacts receive unique Support portal logins. (Infoblox recommends current CDAT/NACS certification for Authorized Contacts who submit requests.)

Onsite Services. Onsite services are not included in Support; they may be purchased separately. Infoblox is not obligated to maintain local service centers or stocking/training locations outside the United States.

2) CUSTOMER RESPONSIBILITIES

Customer Cooperation. Upon request, Customer will provide: (i) a general description of the operating environment; (ii) a list of relevant hardware, OS, and networks; (iii) a reproducible test case; and (iv) log/trace/system files. Failure to provide needed information may impede diagnosis/resolution and relieves Infoblox of Support obligations to the extent such obligations are actually impeded.

Limitations. Support is delivered by qualified personnel, but resolution of every issue is not guaranteed. If Infoblox determines a Product defect, Infoblox may provide a remedy in the form of a Workaround. Customer must supply sufficient information (e.g., logs, configs, error messages) to reproduce and resolve incidents.

3) TERM

Support begins on the Infoblox purchase order book date ("Book Date") and continues for the period specified in the contract notification emailed to Customer upon shipment or renewal.

4) DEFINITIONS

Workaround: A temporary solution to a Software error implemented by Infoblox (or enabled for customers) that restores functionality in line with the Documentation.

Exhibit A-2 — Service Availability and Service Credits (UDDI Service)

Availability Commitment. Infoblox will use commercially reasonable efforts to make the UDDI Service operational and available at 99.9% each calendar month ("Service Availability"). If the Monthly Uptime Percentage falls below the Service Availability target and Customer meets the requirements in this Exhibit, Customer is eligible for the Service Credits shown below. Service Availability calculations exclude Maintenance Downtime and other Exclusions listed below. For clarity, this Availability commitment does not apply to Client Software or Customer-Managed Products & Services.

Service Credits

Uptime (% per month)	Days Credited
≥ 99.9%	0
< 99.9% – ≥ 98.0%	3
< 98.0% – ≥ 95.0%	7
< 95.0%	15

Requesting Service Credit. Customer must (i) be current on UDDI Service fees, and (ii) submit a support ticket to Infoblox Support within 10 business days after the outage, including dates/times and a brief description of unavailability. Infoblox will investigate to confirm whether the Service Availability target was not met and respond within 10 business days after the end of the month of the request. Service Credits are capped at 10% of the quarterly fees paid for the Universal DDI Service and are Customer's sole and exclusive remedy for Availability failures.

Exclusions. Service Availability calculations exclude: (a) pre-release/alpha/beta features; (b) Maintenance Downtime; and (c) unavailability or errors (i) due to factors outside Infoblox's reasonable control (including Force Majeure, denial-of-service attacks, or general Internet issues beyond the Service demarcation point), (ii) caused by actions/inactions of Customer or third parties, or (iii) resulting from Customer's or third-party equipment, software, network, or other technology (other than third-party technology within Infoblox's direct control). Infoblox may reasonably investigate any claim of unavailability before issuing a Service Credit.

Definitions.

"**Downtime**" means Customer is unable to access the UDDI Service via web browser or API due to a service failure, as confirmed by Infoblox.

"**Maintenance Downtime**" means routine maintenance outside normal working hours (Pacific Time) lasting no more than four (4) hours per instance, with at least forty-eight (48) hours' prior written notice (including email) to Customer's main technical contact.

"**Monthly Uptime Percentage**" means total minutes in a month minus minutes of Downtime, divided by total minutes in that month.

"**Service Credit**" means the number of days credited as specified in the table above.