

# **Infoblox Professional Services**

NIOS Quickstart Plus Micro Package

Terms and Conditions

**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 “**NIOS DDI Migration 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.

**Work Hours and Location:**

As defined in these Terms and Conditions, the standard workday consists of 8 work hours. 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, including the division of migration evolution(s), 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.

Note: Any Infoblox related configurations or data issues that are discovered during the engagement that were not provided by the Customer to Infoblox in writing during the scoping process may require additional scope and additional cost to the Customer. If this happens during the engagement, Infoblox and the Customer will process a project Change Order.

Task #	Description	Acceptance Criteria
1	<p><b>NIOS DDI Deployment</b></p> <p>Infoblox will assist the Customer with configuring Infoblox NIOS DDI based on the mutually agreed-upon architecture design finalized prior to project kickoff.</p> <p><b>Activities are:</b></p>	Completion of the activities in this task.

Task #	Description	Acceptance Criteria
	<ul style="list-style-type: none"> <li>• Conduct a kickoff meeting to review the architecture design.</li> <li>• Assist customer with the deployment of up to four (4) NIOS members joined to a single Infoblox Grid.</li> <li>• Configure one (1) Infoblox-supported remote authentication setting.</li> <li>• Up to ten (10) combined Admin &amp; Permission Objects</li> <li>• Define up to one (1) DNS Views.</li> <li>• Define up to one (1) Network View</li> <li>• Configure vDiscovery for Cloud Network Automation in one (1) cloud environment, supporting configuration of up to one (1) account, provided appropriate licensing has been purchased.</li> <li>• Configure the base reporting solution according to Infoblox Best Practices, if purchased by the Customer.</li> <li>• Configure Reporting <ul style="list-style-type: none"> <li>○ Join the Reporting member to the Grid.</li> <li>○ Enable the Reporting Service</li> </ul> </li> </ul> <p><b>Assumptions:</b></p> <ul style="list-style-type: none"> <li>• An <b>Admin Object</b> is defined as either: <ul style="list-style-type: none"> <li>○ A user account, role, group, or a permission.</li> </ul> </li> </ul>	
2	<p><b>DNS Infrastructure Protection Deployment</b></p> <p>If purchased by the Customer, Infoblox will perform the following configuration tasks:</p> <ol style="list-style-type: none"> <li>1. <b>Ruleset Installation</b> <ul style="list-style-type: none"> <li>• Install ruleset via upload or automatic download.</li> </ul> </li> <li>2. <b>Profile Configuration</b> <ul style="list-style-type: none"> <li>• Create up to one (1) profile.</li> <li>• Add up to four (4) NIOS hosts into the profile.</li> </ul> </li> <li>3. <b>Rule Enablement and Tuning</b> <ul style="list-style-type: none"> <li>• <b>TCP/UDP Flood Rules:</b> Enable and tune rules 130000200 and 130000400.</li> <li>• <b>DNS DDoS Rules:</b> Enable and tune rules 20000001 – 20000003.</li> <li>• <b>Recursive DNS Settings:</b> <ul style="list-style-type: none"> <li>○ Enable DNS Malware Category.</li> <li>○ Enable DNS Tunneling Category.</li> </ul> </li> <li>• Configure up to one (1) custom list with a maximum of ten (10) entries.</li> </ul> </li> <li>4. <b>Host Configuration</b> <ul style="list-style-type: none"> <li>• Configure hosts to initially run in monitor mode.</li> <li>• After review, configure hosts to run in blocking mode.</li> </ul> </li> <li>5. <b>Reporting Review</b></li> </ol>	Completion of the activities in this task.

Task #	Description	Acceptance Criteria
	<ul style="list-style-type: none"> <li>• Review key reports from the Infoblox Reporting Server, including:               <ul style="list-style-type: none"> <li>○ Threat Protection Top Rules Logged</li> <li>○ Threat Protection Top Rules Logged by Source</li> <li>○ Threat Protection Event Count by Rule</li> <li>○ Threat Protection Event Count by Member Trend</li> <li>○ DNS Top Clients</li> <li>○ DNS Top NXDOMAIN / NOERROR (no data)</li> <li>○ DNS Top Clients by Query Type</li> <li>○ DNS Top SERVFAIL Errors Received</li> <li>○ DNS Top SERVFAIL Errors Sent</li> </ul> </li> </ul> <p><b>Assumptions:</b></p> <ul style="list-style-type: none"> <li>• The Infoblox Reporting Solution must be deployed to perform a reporting review.</li> </ul>	
3	<p><b>DNS / DHCP Migration Assistance</b> Assist Customer to:</p> <ul style="list-style-type: none"> <li>• Migrate from one (1) source, which may include a Microsoft DNS Forest or NIOS DNS view.</li> <li>• Migrate from up to five (5) Microsoft or ISC DHCP sources.</li> <li>• Basic IPAM Assistance - Infoblox will assist Customer with formatting two CSV's that can be imported into the platform. One (1) hour will be allocated for this effort.</li> </ul> <p>This task includes migrating and validating DNS &amp; DHCP data from the current Microsoft/NIOS systems to the new NIOS DDI platform and testing the integrity of the migrated DDI data. Infoblox will provide a sample test plan to Customer, as per Infoblox standard format. Customer will update the test plan based on this sample test plan and will perform all testing activities.</p>	Completion of the activities in this task.
4	<p><b>Production Maintenance Event Assistance</b> Assist Customer with up to one (1) migration events as part of a jointly defined task list. Each migration event will be limited to one (1) business day. Includes:</p> <ul style="list-style-type: none"> <li>• Initial Data Load (Test migration of DNS and DHCP Data)</li> <li>• Final Data Load (Final migration of DNS and DHCP Data)</li> <li>• DNS Infrastructure Protection Activation limited to one of the maintenance events – If applicable and included in scope, this task is limited to two (2) consulting hours within the ten-hour total.</li> </ul>	Completion of the migration events.

Task #	Description	Acceptance Criteria
	Note: Final Data load is the dataset approved by the Customer.	
5	<b>Customer Testing Activities</b> <ul style="list-style-type: none"> <li>Customer will perform all testing activities during the Maintenance Event and report to Infoblox identified issues with assigned priority.</li> </ul> <ol style="list-style-type: none"> <li>Infoblox will review the shared issues list, work with the Customer to prioritize them, and adjust as needed. Infoblox will then assist Customer to resolve the jointly agreed upon critical and high priority issues.</li> </ol>	Infoblox related critical and high priority issues stemming from Customer testing have been resolved by Infoblox.
6	<b>Post Migration Assistance</b> <ul style="list-style-type: none"> <li>Assist Customer with post Migration Maintenance Event assistance activities, addressing Infoblox related issues, up to two (2) hours per Maintenance Event.</li> <li>Post Migration Maintenance Event assistance activities will be available to Customer for up to one (1) business day following the migration event for a duration of two (2) hours per Maintenance Event.</li> </ul>	The earlier of the following: <ol style="list-style-type: none"> <li>Completion of up to six (6) total post Migration Event assistance hours</li> <li>Customer written confirmation that there are no critical or high priority Infoblox related issues.</li> </ol>
7	<b>Documentation</b> Infoblox will compose a configuration document outlining performed migration activities as per Infoblox standard format.	This document will be deemed accepted upon delivery.

### Assumptions

- Customer pre-testing activities after **initial** data import will not exceed two (2) contiguous business days. (Refer to task 5)
- The Infoblox Professional Services team may attend up to one (1) remote prep meetings prior to the migration activities.
- The project will include a maximum of four (4) hours dedicated to status and guidance meetings. If any additional hours are needed for status or guidance meetings, a Change Order will be required. For the avoidance of doubt, project implementation and configuration meetings are not included in this assumption.

### 2.3 Out of Scope Activities

Any activities or tasks not included in Section 2.2 are considered as out of scope.

## 3 Roles and Responsibilities

### 3.1 Infoblox Project Management and Communication Responsibilities:

The Infoblox Project Manager will serve as the primary point of contact for all project-related matters and maintain constant communication with the Customer Project Manager/Lead throughout the project's duration. The following assistance will be provided to ensure effective project management:

- a) **Project Initiation:**
  - Facilitate a Project kick-off call to:
    - Review the project objectives.
    - Identify project timelines.
    - Gather contact information for key project personnel.
    - Establish next steps.
  - Provide a summary of the kick-off call via email to the Customer.
- b) **Project Plan Development:**
  - Collaborate with the Customer Project Manager in developing the Project Plan.
  - Assist the Customer Project Manager in identifying the project timeline, tasks, and key dates.
- c) **Project Status Reporting:**
  - Provide regular project status at a mutually agreed-upon interval.
  - Coordinate project touch points with the Customer Project Manager/Lead.
  - Maintain effective communication with the Infoblox and Customer technical teams to ensure up-to-date information.
- d) **Issue/Risk Management:**
  - Identify any potential project timeline or issue risks.
  - Communicate with the Customer Project Manager/Lead regarding identified risks.
  - Escalate issues within Infoblox as necessary to facilitate timely resolution.
- e) **Project Closeout:**
  - Review the project activities as per the agreed-upon scope.
  - Conduct wrap-up activities to perform project closure.
  - Define possible next steps for additional assistance as part of a new engagement.

### 3.2 Infoblox Project Team Responsibilities

#### 3.2.1 General

- Provide a designated point of contact for the Customer project team.
- Assign qualified resources to perform the scoped activities.
- Respond to Customer requests within two (2) business days from the request date.

### 3.3 Customer Project Team Responsibilities

#### 3.3.1 General

- Provide resource(s) to collaborate with Infoblox on the scoped activities.
- Designate a point of contact (Customer Project Manager / Lead) for the Infoblox project team.
- Establish an Infoblox Support account and verify login credentials.
- The Customer is responsible for all networking and/or security architecture and configurations of Infoblox and non-Infoblox products.
- Customer to provide Infoblox compatible and supported infrastructure that meets Infoblox deployment requirements as outlined in docs.infoblox.com.
- Customer to provide resources who are knowledgeable about physical, hybrid, and cloud networking and in network security best practices, solutions, and architecture.
- Respond to Infoblox requests within two (2) business days from the request date.
- Share timeline for any freezes, on-hold period, etc. with the Infoblox team as part of the first week of the engagement.

- The Customer is responsible for providing all necessary access, information, and cooperation to facilitate the implementation and configuration of the products in scope. Active participation and timely response to Infoblox inquiries and requests are crucial to the project execution.
- The Customer will actively collaborate, provide necessary information, and coordinate with Infoblox to ensure the implementation of services configuration and enablement. Adherence to the guidance and timelines provided by Infoblox is crucial for the timely and effective completion of tasks.

### 3.3.2 Initial Platform Configurations

- Installation of appliances.
- Provide necessary power and network connections for the Infoblox Platform.
- Share configuration requirements and specifications.
- Support the setup of base appliance configurations and initial network parameters based on Infoblox Administration Guide instructions.
- Apply Infoblox licenses to all devices.
- Facilitate network infrastructure changes for Infoblox Platform communications, including routing/firewall changes, switch and VLAN configuration.
- Verify base Grid functionality and configuration.

### 3.3.3 Data Preparation

- Gather data from the legacy environment as per Infoblox instructions.
- Address data conversion requirements.
- Prepare pre-production data for migration.
- Collaborate with Infoblox for timely review of migration data issues and facilitate lab testing.

### 3.3.4 Migration Activities

- Create all change control requests for the migration event.

## 4 General Assumptions

- a) The Customer has purchased a Universal DDI Quickstart engagement, and the implementation of this Quickstart has been completed prior to the start of this engagement.
- b) Infoblox highly recommends that the Customer team takes Infoblox training prior to the start of the engagement.
- c) Customer and Infoblox will work together to prioritize all work/tasks included in this SOW.
- d) Services that are not explicitly specified to be provided under this SOW are out of scope.
- e) If multiple DHCP migration events are to be performed, customer shall provide the distinct list of networks (in proper CIDR notation) for each DHCP migration event, using an agreed to lead time.
- f) Customer to perform all testing activities. Infoblox will assist with issue resolution activities as part of a jointly agreed upon and prioritized list.
- g) Customer to be responsible for composing all test scripts and scenarios.
- h) Infoblox cannot provide guidance on non-Infoblox products or solutions. Infoblox will not be able to provide guidance or training to the Customer team regarding networking and/or security concepts or best practices.
- i) Scheduling Policy:
  - The Customer must provide ten (10) business days' prior notice to cancel or reschedule Service dates that have been previously scheduled.
  - If the Customer cancels or reschedules scheduled Service days with less than ten (10) business days' notice, they may incur additional consulting time and travel expenses.
  - Should the Customer ask for this project to be put on hold and need to resume project activities after a certain period of time, Customer must notify Infoblox, in writing, no less than ten (10) business days prior to the requested work restart date. Infoblox shall make commercially reasonable efforts to accommodate the customer requested restart date, subject to resource

availability and other business considerations, and will notify the Customer, in writing, of the earliest date in which Infoblox resources can be available to resume work on the project. Infoblox cannot guarantee the same resource will be reassigned to the project.

- j) Working Hours:
  - Work will be performed during normal business hours (8AM - 5PM, Monday through Friday, Customer local time, excluding Infoblox and Customer recognized holidays).
  - Any work to be performed outside of normal business hours must receive written authorization from the Customer.
- k) Infoblox will have the sole discretion to not start working on a milestone (apart from the first milestone) unless all previous milestones have been accepted by the Customer.
- l) Communications
  - Response time: Infoblox will make commercially reasonable efforts to respond to Customer emails within 48 business hours.
  - Migration windows: Customer will notify Infoblox in writing at least five (5) business days prior to the requested migration cutover date.

## 5 Term and Termination

These Terms and Conditions will expire within six (6) calendar months from the Purchase Order Date (the "Term").

Even if some of the Services under these Terms and Conditions have been delivered, if there is a two (2) calendar-month period during the Term in which no Services under these Terms and Conditions are delivered, these Terms and Conditions will terminate and Infoblox shall have no further obligations with respect to these Terms and Conditions. Infoblox will charge the Customer for all delivered and in-flight Deliverables.

## 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).

#	Milestones	Invoice Amount
1	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, 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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