

GENERAL. As of the date of this Agreement, Infoblox Inc. (“Infoblox”) makes available the Technical Account Manager Service (“TAM Service”) described below for the Covered Products subject to these Technical Account Manager Service Terms (“Terms”). Provision of TAM Services is subject to Customer remaining in good standing under an effective (i) Premium or Elite Maintenance Services contract, (ii) TAM Service contract, and (iii) the availability of TAM Service in the applicable country.

### 1. DEFINITIONS.

- a) “Covered Products” means Customer’s installed base of Infoblox DDI family of products (including products for DNS, DHCP, and IPAM), or its installed base of NetMRI family of products, as purchased by Customer. TAM Services for Infoblox DDI products and for NetMRI products are sold separately and are provided by separate TAM Engineers. If Customer desires to cover both DDI and NetMRI products, Customer is required to purchase separate TAM Services for each product family. Customer will designate the product family to be covered at the time of TAM Service purchase, and the covered product family will be indicated in the Customer’s support portal account. The product family designated at time of purchase is not subject to change during TAM Services term.
- b) “Customer” means the Product user purchasing TAM Service in connection with its purchase of Maintenance Services. If Customer is a service provider purchasing TAM 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 Maintenance Services contract, and TAM Services are only provided in support of such identified end customer.
- c) “TAM Engineer” means the Infoblox technical representative designated by Infoblox to be the primary contact for providing TAM Service to Customer.
- d) “Maintenance Services” means Infoblox’s Standard Maintenance Services for Products, such as Premium, Elite or Certified Support Partner, in each case which must be separately purchased by Customer. Infoblox Maintenance Services Terms are available at <https://www.infoblox.com/company/legal/terms-premium-maintenance>

### TECHNICAL ACCOUNT MANAGER SERVICE

2.1 Services Commencement Date. The start date for the period of TAM Service begins upon the date(s) showing on the Contract Notification issued upon Infoblox’s acceptance of a valid purchase order from Customer and subsequent invoicing. Infoblox shall send Customer a welcome packet which will contain the TAM Engineer’s name and contact information.

### 2.2 TAM SERVICE

TAM Engineer availability during local business hours of 9:00am through 5:00pm. “Local business hours” refers to local time for a single customer facility designated by Customer at time of purchase. The TAM Engineer serves as the contact focused on Customer’s technical objectives and building familiarity with Customer network infrastructure and unique interoperability requirements. The TAM Engineer will be able to discuss technical issues specific to Customer’s business in order to support the optimal application of Infoblox products for Customer’s network needs.

Customers experiencing a Severity 1 issue must contact Infoblox Technical Support via phone. Customer will be immediately routed to a senior Technical Support Center (TSC) engineer and the TAM Engineer will be notified of the situation.

TAM Services are provided by the TAM Engineer as described below:

Benefits/Value	TAM Standard	TAM Plus	TAM Advanced
TAM Assignment	Primary Contact	Designated Contact	Dedicated Contact
<b>Customer Environment and Solution awareness</b> Specialized knowledge about your network implementation and evolution path with Infoblox	✓	✓	✓
<b>Proactive Incident and Escalation Management</b> Ownership and management from reporting to the resolution supported by the Global Support Center (GSC)	✓	✓	✓
<b>Health Reports and Operational Recommendations</b> Monitoring and operational recommendations for the Infoblox solution to ensure optimal performance based on established thresholds etc.	✓	✓	✓
<b>Upgrade Assistance</b> Recommendations on relevant upgrades with customizable Method of Procedure (MOP)	MOP Template	Customized step by step MOP	Customized step by step MOP
<b>Reviews and Communications</b> Periodic check-in to review support cases (open/closed/escalated), valid/invalid cases, overall case management, multiple items (CSAT Surveys, Certifications, and other agreed parameters)	Monthly	Weekly	Weekly
<b>Analytics and Business Review</b> Reporting on support cases, defects, CVE, hotfixes, RMA's, training, hardware/software lifecycle, or other upcoming events/action items for the quarter	Bi-Annual	Bi-Annual	Quarterly
<b>Customer Advocacy</b> Internal advocate for the customer within Infoblox	✓	✓	✓
<b>Tactical &amp; Strategic Infoblox Solutions Guidance</b> Active engagement with new Infoblox solutions, updates, upgrades, and new products for operational efficiencies		✓	✓
<b>Concept Verification for A Proof-of-Concept (POC)</b> Coordinated ongoing support from all groups within Infoblox for trials and POCs		✓	✓
<b>Proactive Technical Reviews, Best Practices Sharing, and Knowledge Transfer</b> Customized recommendations and best practices based on customer environment, newly planned features		✓	✓

<b>Customer Specific Feature Enhancements &amp; Bug Champion</b> Gather requirements for enhancement improvement requests, generate Request for Enhancement (RFE) and advocate the need within Infoblox		✓	✓
<b>Annual Architect Review Board (ARB) Review</b> Yearly review and recommendations based on ARB findings			✓
<b>Quarterly 1:1 with TAM Director</b> Quarterly meeting to solicit feedback			✓
<b>Onsite Visit</b> Visit customer site to deliver QBR and any other additional functions as agreed to in advance		Bi-Annual (requires T&E)	Quarterly

**2.4 Onsite Services.** All included TAM Services are provided remotely. Customer may request additional onsite support that will be charged on a time and materials basis. To ensure availability, Customer must schedule visits at least 3 weeks in advance of the requested date.

**3. PURCHASE OF TAM SERVICE THROUGH AUTHORIZED SUPPORT PROVIDERS.** Support for Infoblox products may be obtained through Infoblox authorized distributors, integrators and other service providers who are certified to offer Level 1/2 Support for Infoblox products and purchase Level 3+ or MSP maintenance from Infoblox (collectively “Partner Support Program Partners” or “PSP Partners”). Support services provided by PSP Partners are not Maintenance Services and are solely the responsibility of the PSP Partner. If TAM Service is purchased through a PSP Partner, then the PSP Partner is considered the Customer and TAM Services will be provided by Infoblox to the PSP Partner and not directly to the end user. Communications for TAM Services should be routed through the PSP Partner. The end user may or may not be present for such communications with the TAM Engineer. The PSP Partner must purchase a separate TAM Service contract for each end user to whom it provides TAM Services. If the end user is a group company having multiple entities or business units, then Infoblox may require that a TAM Service contract be limited to support of a specific business unit. Customers purchasing TAM Services through a PSP Partner that are experiencing a Severity 1 (or other) issue must first contact the PSP Partner support services by phone, and the PSP Partner support technician may then escalate to the appropriate Infoblox technical assistance center, if needed.

**4. EXCLUSIONS.** TAM Services do not include services which are generally provided as Infoblox professional services such as but not limited to: (i) installation services including review of installation requirements and physical installation of the Products; (ii) installation, modification and/or configuration of backup or archive software or other non-Infoblox supplied infrastructure hardware or software; (iii) data or network migration; (iv) system architecture and design; (v) configuration of SAN switches and/or storage; (vi) integration with any storage subsystem or network devices; (vii) design and specification of backup solutions; (viii) training; (ix) API scripting; and (x) custom development or engineering.

**5. CONDITIONS TO INFOBLOX TAM SERVICE OBLIGATIONS.** TAM Services are subject to Customer’s:

- (i) payment of all applicable fees;
- (ii) designation from time to time a reasonable number of authorized persons who can work with the TAM Engineer;
- (iii) registration of all Covered Products with Infoblox, and provision of notice to Infoblox of all sites and site moves;
- (iv) use of the Covered Products in a supported configuration;

- (v) installation of recommended replacement parts in the Covered Products as reasonably directed by Infoblox;
- (vi) changing Covered Product settings or configurations reasonably recommended by Infoblox;
- (vii) ensuring that proper licenses have been obtained for all Software and adhere to all licensing terms and conditions; and
- (viii) making available to Infoblox access and data reasonably required by Infoblox to provide the TAM Services requested by Customer, the accuracy of which is Customer's responsibility.

Nothing in these Terms and Conditions will be deemed to restrict or limit Infoblox's right to perform similar services for any other party or to assign any employees or subcontractors to perform similar services for any other party.

**6. SERVICES FEES.** Customer is required to pay Infoblox the annual support fee for Maintenance Services for all Covered Products to be supported by the TAM Engineer and the fee for the TAM Services.

**7. CAPITALIZED TERMS.** Capitalized terms not defined herein shall have the meaning set forth in the Infoblox Maintenance Services Terms