Statement of Work - Arista Professional Services - DC Universal Cloud Network (DC UCN) Deployment

This document forms the "Statement of Work" (SOW) for the Arista Professional Services (PS) "Data Centre Universal Cloud Network (DC UCN) Deployment" service. It provides clear transparency of the scope of the service, the method of engagement and the assumptions, conditions & exclusions.

The Arista Professional Services Data Centre Universal Cloud Network (DC UCN) Deployment service is a deliverable-based service for the remote implementation and deployment of Arista next-generation data center networks, based on a new greenfield build requirement. It is a fixed/predefined package service and therefore changes within it are not allowed.

The service is based upon two fundamental DC design architectures, one of which must be chosen, with the addition of supporting "add-on" components as required by the customer. The mandatory services are either a "Layer 2 Leaf Spine" (**SVE-UCN-L2LS-R1** / **SVE-S-PF-UCD-DSGN-L2-R1**) or "Layer 3 Leaf Spine with EVPN" (**SVE-UCN-L3LS_EVPN-R1** / **SVE-S-PF-UCD-DSGN-L3-R1**). Expansion add-on switches must be added to the service offering of the same type (L2LS or L3LS_EVPN) as the base design architecture. Add-on switches can be used for either the base fabric or up to 4 can be used for an Out of Band (OOB) management network, which is also included in this service if required. CloudVision (CVaaS or CVP) is mandatory with this service.

Migration and post-deployment "Day 2" support services are outside the scope of this SOW and can be additionally custom scoped as required.

Index

1. **Terms of DC Universal Cloud Network Deployment (DC UCN) Fixed Deliverable SOW**

- The "**DC Universal Cloud Network Deployment (DC UCN) Fixed Deliverable**" is considered a Deliverable PS service (under the terms of the MSA) and this document definition forms the Arista PS Statement of Work (SOW).
- It is the Customers responsibility to ensure this service is fit for the expected requirements prior to the start of service. The Customer is recommended to seek the guidance of Arista Sales if not completely clear on the suitability of this service.
- The **Effective date** of this SOW is defined as the date of Arista's acceptance of the Purchase Order (PO) of the mandatory "Design & Implementation Service" (**SVE-UCN-L2LS-R1** / **SVE-S-PF-UCD-DSGN-L2-R1** or **SVE-UCN-L3LS_EVPN-R1** / **SVE-S-PF-UCD-DSGN-L3-R1**). After the **Effective date**, no more service add-ons or quantity changes will be allowed into this Arista PS engagement, except at the sole discretion of Arista PS.
- The **Start date** of this SOW is the date agreed with all parties to initiate activities and the completion of the remote Project kick off meeting.
- Unless otherwise terminated earlier in accordance with the terms of the Agreement, the Services described in this SOW ends **six (6) months** after the **Start date** or **twelve (12) months** after the **Effective Date**, whichever comes first, without refund. Extensions/changes to these dates are at the sole discretion of Arista PS.
- The **Start date** is intended to be no later than eight (8) weeks from the **Effective date**, unless delayed at the customer's request, to allow for shipping of the required Hardware and Software. Customer requested delays are still restricted by the SOW termination periods described.

- This SOW may only be terminated for material breach by either party upon thirty (30) days prior written notice.
  - In the event the Customer terminates for Arista's material breach, Customer will be entitled to a prorated refund of unused pre-paid fees.
  - If Arista terminates for Customer's material breach, Customer will not be entitled to a refund.
- The L2LS or L3LS_EVPN "Design Service" (**SVE-UCN-L2LS-R1** / **SVE-S-PF-UCD-DSGN-L2-R1** or **SVE-UCN-L3LS_EVPN-R1** / **SVE-S-PF-UCD-DSGN-L3-R1**) is mandatory for any Arista PS engagement. The "Design Service" must be expanded with additional switch add-ons of the same type (L2LS Design with L2LS switches only or L3LS Design with L3LS Switches only) as required by the "Design Service" selected.
- Multiple Network Fabrics can be supported within a single order and can be managed & monitored by a single CloudVision (CVaaS or CVP) and AVD instance (if AVD is selected as an add-on and the AVD automation process is the same), subject to product scaling restrictions. Within this service, each Fabric must be supported by its own mandatory "Design Service" and can scale up to a maximum of **fifty (50)** switches per fabric.
- Upon PO booking, invoicing will be 100% up front for the mandatory "Design Service" (**SVE-UCN-L2LS-R1** / **SVE-S-PF-UCD-DSGN-L2-R1** or **SVE-UCN-L3LS_EVPN-R1** / **SVE-S-PF-UCD-DSGN-L3-R1**) with any remaining add-on service (SKU's) offerings (as stated in the UCN package service details) invoiced at 100% upon project completion & formal acceptance by the customer.
- Solution component sizing and validation is outside the scope of this service and should be confirmed with Arista sales before booking of these services.
- The Services stated in this document will be performed 100% remotely during normal Customer business hours. The Customer is expected to provide remote access to enable the delivery of these services, as well as provide for all onsite activities (racking, power, cabling, smart hands, etc).
- Arista switches and CloudVision licenses must be purchased separately. All Arista switches in scope must be plugged in, cabled as required and reachable before the start of the CloudVision & AVD (if selected) Deployment.
- Anything not specifically detailed within this SOW is considered out of scope, unless at the sole discretion of the Arista PS team.

2. DC UCN package service details, SKU's and size/scale

The scope of all activities is restricted to only those "Data Centre Universal Cloud Network (DC UCN) Deployment" service SKU's/components included within the initiating order, with changes at the sole discretion of Arista PS.
All design & configuration activities are limited to nodes/links that are purchased and are accepted after testing.

The following mandatory and additional services (as purchased) are considered in scope for this engagement:

2.1. DC Universal Cloud Network Base Services - Mandatory (select one)

- (Mandatory) **L2LS** - **Base Network service** (DC UCN) - Remote DC UCN Design service for a single Layer Two (L2) Leaf Spine Architecture, including CloudVision (CVaaS or CVP), with optional Studios, for up to two (2) Spines.
  - **SVE-UCN-L2LS-R1** / **SVE-S-PF-UCD-DSGN-L2-R1** = DC UCN L2LS Design & Deploy Service & CV.
- (Mandatory) **L3LS EVPN** - **Base Network service** (DC UCN) - Remote DC UCN Design service for a single Layer Three (L3) Leaf Spine Architecture, plus EVPN/VXLAN overlay, including CloudVision (CVaaS or CVP), with optional Studios.
  - **SVE-UCN-L3LS_EVPN-R1** / **SVE-S-PF-UCD-DSGN-L3-R1** = UCN L3LS EVPN Design & Deploy Service & CV.

2.2. DC Universal Cloud Network Add-On Switch Services - Mandatory (select at least one, matched to base service)

- Add-on **L2LS Switch Service** (DC UCN) - Remote **One (1) Switch** add-on to a L2LS base DC Network Deployment.
  - **SVE-UCN-L2LS-SWITCH-R1** / **SVE-S-PF-UCD-DEPL-L2-R1** (QTY:X) = DC UCN One Switch Add-On Service (Max 50).
- Add-on **L3LS with EVPN Switch Service** (DC UCN) - Remote **One (1) Switch** add-on to a L3LS EVPN base DC Network Deployment.
  - **SVE-UCN-L3LS_EVPN-SWITCH-R1** / **SVE-S-PF-UCD-DEPL-L3-R1** (QTY:X) = DC UCN One Switch Add-On Service (Max 50).

2.3. DC Universal Cloud Network (DC Network) Add-On AVD Service (Ansible & Python AVD) - Optional

- (Optional) Add-on AVD Automate Service (DC UCN) - Remote additional inclusion of the Ansible & Python based Arista Validated Design automation solution.
  - **SVE-UCN-ADD-AVD-R1** / **SVE-S-PF-UCD-ADD-AVD-R1** = DC UCN Standard Ansible/Python AVD Add-On Service.

Migration activities are out of scope and are expected to be covered separately via custom scoping (FFP & T&M).

3. DC UCN package project summary

This packaged service provides for a new greenfield deployment of Arista's Data Center "Universal Cloud Network" architecture, based on a Leaf Spine Clos architecture.

Modern Data Center designs allow architects to eliminate the distribution/aggregation layer of legacy solutions into what is now called a Leaf Spine Clos architecture, optimizing increasing amounts of East West traffic as well as North South traffic.

Two DC UCN design models are provided in this package, as follows:

1. **DC UCN L2 Leaf Spine (L2LS) design** - Within this architecture, the edge Leaf switches (host facing) typically perform a L2/switching functionality for simplicity, uplinked via a number of multi-chassis link aggregation (MLAG) connections into the Spine Switch/routers, providing rapid resilience and dynamic load balancing for capacity optimisation. The Spine Switch/routers also typically provide all the required routing functionality. This solution is the choice of smaller and simpler data center requirements.

2. **DC UCN L3 Leaf Spine with full EVPN (L3LS EVPN) design** - Within this architecture, the entire underlay (the connections between all switching devices) is enabled with routing of an EGP (EBGP) type. A routed underlay provides optimal path selection, load balancing and resilience. To enable host/VM mobility and multi-tenancy, a VXLAN overlay service is provided between all edge Leaf switches, with ARP & Broadcast optimisation. This solution, while more complex in its nature, is the choice of networks that either need to be or are larger, with more sophisticated scaling features.

When the base architecture is selected, in alignment with the Customer's requirements, "add-on" Leaf Switches and an AVD Automate Service can be applied.

As a new Greenfield Build service, consideration of existing networks (audit, configuration translation, equipment reuse, replacement or relocation, etc.) or migration requirements are out of scope of this service and can be custom scoped as required.

3.1.   DC UCN Design service for a L2 Leaf Spine (L2LS) Architecture, including CloudVision (CVaaS or CVP), with optional Studios.
     SVE-UCN-L2LS-R1 / **SVE-S-PF-UCD-DSGN-L2-R1**
- The following tasks are applicable for the remote DC UCN Design & Implementation service for a L2 Leaf Spine (L2LS) Architecture, including CloudVision (CVaaS or CVP), with optional Studios:
    - DC UCN L2LS, In Scope Components
        - One instance of CloudVision (CVaaS or On Prem CVP), with optional Studios.
        - A maximum of two Spines only in this solution.
        - Design and configuration is limited to that which will be deployed & active after testing, based on purchased components.
    - DC UCN L2LS Design:
        - Collection of Customer related requirements around the physical and logical aspects, solution scaling, edge port tenant configurations, external interconnections and operational, automation & support requirements.
        - Customer expected activities and project timelines (for the scheduling of resources).

- - Physical Network design supporting the number switches in a Clos architecture, with consideration for traffic volumes, in a single location, as per the add-on switches purchased.
    - Edge Leaf Switch & Port profile design (VLAN).
    - Spine core Switch/Routing design (VLAN, IGP/EGP, VRF).
    - Creation of agreed Customer Requirements Document, High Level Design Document and Low Level Design Document, according to Arista standard format.
  - DC UCN L2LS Implementation:
    - Deployment/Implementation of the CloudVision platform, either CloudVision as a Service (CVaaS, customer to provide internet access to all devices) or "on premise" (customer to provide the hardware & OS if not the CloudVision Appliance).
    - Customer to perform all physical activities, such as racking, power, cabling and external access to the devices (CLI & VPN, as required).
    - Onboarding into CloudVision, implementation of CloudVision Studios (if required) and deployment of network solutions as per design.
    - Implementation of node configurations as per Low Level Design Document.
    - Enablement of CloudVision Network readiness Dashboards.
    - Integration into existing network devices, between fabrics and DCI connections (including MACSec if required) , including up to **two (2) "out of hours" remote change windows**, enabling up to **four (4) external/DCI connections/devices, per fabric**.
    - A remotely provided, "Knowledge Transfer Workshop" (KTW), total time up to **four (4) hours**, to provide a summary of what has been deployed and why, with a high level understanding of how to provision & maintain the network moving forwards.

3.2.   DC UCN Design & Implementation service for a L3 Leaf Spine with EVPN Overlay (L3LS EVPN) Architecture, including CloudVision (CVaaS or CVP), with optional Studios.
SVE-UCN-L3LS_EVPN-R1 / SVE-S-PF-UCD-DSGN-L3-R1
- The following tasks are applicable for the remote UCN Design & Implementation service for a L3 Leaf Spine (L3LS) Architecture, plus EVPN overlay, including CloudVision (CVaaS or CVP), with optional Studios:
  - DC UCN L3LS EVPN, In Scope Components
    - One instance of CloudVision (CVaaS or On Prem CVP), with optional Studios.
    - Design and configuration is limited to that which will be deployed & active after testing, based on purchased components.
  - DC UCN L3LS EVPN Design:
    - Collection of Customer related requirements around the physical and logical aspects, solution scaling, underlay/overlay considerations, edge port tenant configurations, external interconnections and operational, automation & support requirements.

- Customer expected activities and project timelines (for the scheduling of resources).
- Physical Network design supporting the number switches in a Clos architecture, with consideration for traffic volumes, in a single location, as per the Add-On Switches purchased.
- Edge Leaf/BorderLeaf Switching, Routing, VXLAN overlay & Port profile design (VLAN, IGP/EGP, VXLAN, VNI, VRF).
- Spine and Leaf Routing underlay design (IGP/EGP).
- Creation of agreed Customer Requirements Document, High Level Design Document and Low Level Design Document, according to Arista standard format.
  - DC UCN L3LS EVPN Implementation:
    - Deployment/Implementation of the CloudVision platform, either CloudVision as a Service (CVaaS, customer to provide internet access to all devices) or "on premise" (customer to provide the hardware & OS if not the CloudVision Appliance).
    - Customer to perform all physical activities, such as racking, power, cabling and external access to the devices (CLI & VPN, as required).
    - Onboarding into CloudVision, implementation of CloudVision Studios (if required) and deployment of network solutions as per design.
    - Implementation of node configurations as per Low Level Design Document.
    - Enablement of CloudVision Network readiness Dashboards.
    - Integration into existing network devices, between fabrics and DCI connections (including MACSec if required) , including up to **four "out of hours" remote change windows**, enabling up to **eight (8) external/DCI connections/devices, per fabric**.
    - A remotely provided, "Knowledge Transfer Workshop" (KTW), total time up to **four (4) hours**, to provide a summary of what has been deployed and why, with a high level understanding of how to provision & maintain the network moving forwards.

3.3. DC UCN Implementation Service for One (1) Switch add-on to a L2LS base DC Network Deployment
SVE-UCN-L2LS-SWITCH-R1 / SVE-S-PF-UCD-DEPL-L2-R1
- The following tasks are applicable for the remote Single Switch add-on to a L2LS base DC Network Deployment:
  - DC UCN L2LS Switch Addition, In Scope Components:
    - A single additional switch per unit, in a L2LS Leaf Spine Architecture Only.
    - Up to a maximum of Fifty (50) total switches in the Network solution, of which a maximum of two (2) will be used as the Spine switches.
    - Add-on switches can be used for either the base fabric or up to 4 can be used for an Out of Band (OOB) management network.
  - Amendments to all the base services to include additional switches.

3.4. DC UCN Implementation Service for One (1) Switch add-on to a L3LS EVPN base DC Network Deployment
SVE-UCN-L3LS_EVPN-SWITCH-R1 / SVE-S-PF-UCD-DEPL-L3-R1

- The following tasks are applicable for the remote Single Switch add-on to a L3LS, plus EVPN overlay, base DC Network Deployment:
  - DC UCN L3LS EVPN Switch Addition, In Scope Components:
    - A single additional switch, in a L3 Leaf Spine with EVPN Overlay (L3LS EVPN) Architecture Only.
    - Up to a maximum of Fifty (50) total switches in the Network solution, to be used in any combination of Leaf/Spine roles.
    - Add-on switches can be used for either the base fabric or up to 4 can be used for an Out of Band (OOB) management network.
  - Amendments to all the base services to include additional switches.

3.5. DC UCN Implementation Service, Add-on of an Ansible & Python based AVD solution.
SVE-UCN-ADD-AVD-R1 / SVE-S-PF-UCD-ADD-AVD-R1

- The DC UCN AVD addition applies to either L2LS or L3LS with EVPN, base service offerings/architecture, leaving in place a fully working AVD based solution for current and future expansion and provisioning.
- This add-on provides functionality for configuration management only. This does not include any advanced automation features such as CI/CD pipeline support.
- The following tasks are applicable for the remote inclusion of the Ansible & Python based Arista Validated Design AVD solution:
  - DC UCN AVD Addition, In Scope Components
    - One instance of Ansible & Python AVD to run the Arista Validated Design solution, which integrates into CloudVision (On Prem CVaaS or CVP).
    - Installing and managing the Ansible & Python infrastructure is the Customer's responsibility.
  - Amendments to all the base services to include additional AVD addition.
- An additional 4 hour KTW session to cover AVD, as it applies to the customer network:
  - The KTW, will cover, at a high level, the areas of:
    - Arista automation
    - AVD operation
    - YAML data models
    - Ansible/Python
    - GIT repository(s)
  - Specifically, formal/detailed AVD training in all these areas is excluded.

4. DC UCN Services Assumptions & Exclusions

The following statements are assumed as the basis of this project:
- This is a greenfield network build service only, without any migrations.

- Assumes a normal Clos (Spine/Leaf) architecture, with EVPN if selected.
- Inclusion and implementation/management via Cloudvision is mandatory to this service.
- Assumes the network will be deployed with ongoing provisioning via CloudVision, including either Studios or Arista AVD (if AVD is selected as an add-on), as a standalone provisioning system.
- Multiple Network Fabrics can be supported within a single order and can be managed & monitored by a single CloudVision (CVaaS or CVP) and AVD instance (if AVD is selected as an add-on), subject to product scaling restrictions.
- Each Fabric must be supported by its own mandatory "Design Service" and can scale up to a maximum of **fifty (50)** switches per fabric within this service.
- Each location is expected to have at least one fabric. Fabrics stretched across multiple locations and WAN/MAN interconnections are excluded from this service and can be custom scoped.
- Any required fabric or DC interconnections (DCI), can be accommodated within the included integration links.
- All activities are to be performed during normal working hours (8:00am to 6:00pm, Mon to Fri), in the Customer's local timezone (as agreed during the kickoff), except the included change windows.
- Arista PS can support additional maintenance windows, which can be quoted separately upon request.
- English language is assumed, although other languages will be considered at the discretion of Arista PS.
- Customers are expected to provide any required smart remote hands activities.
- The Customer is responsible for any required internal approvals.
- Testing is restricted to only included Arista add-on switches, network health & status, as reported via the CloudVision Dashboard.
- If AVD is selected as an add-on, for ongoing AVD support it is required that the customer purchase a-care for AVD.

The following limitations and exclusions apply:
- These services are remote only, on-site attendance is excluded.
- Customer provided Network Address Management, or IP Address Management (IPAM), is excluded. A predefined address management plan and details will be provided.
- These services collectively have the following technical limitations, which if exceeded will require custom scoping:
    o Up to 10 virtual routing instances (VRFs) per fabric instance.
    o Up to 50 virtual local area networks (VLANs) per fabric instance.
    o Up to 50 switched virtual interfaces (SVIs) per fabric instance.
    o Up to 30 port profiles per fabric instance.
    o Up to 750 port configurations per fabric instance.
    o Quality of service (QoS) configurations (outside of the default) is excluded.
    o Macro-Segmentation Service (MSS) is excluded.
    o Any features requiring a custom TCAM profile are excluded and will require custom scoping.
- In relation to CloudVision, where an on premise version is required (excluding CVA's and CVaaS), the Customer is expected to provide the host machine which meets Arista's required

specifications for the CloudVision application. Therefore, these activities are excluded from this service.

- Custom automation capabilities, including CI/CD Pipeline (except those within standard AVD) and/or external systems integration services are excluded from this service, and would need to be scoped as an additional service.
- Configuration of any 3rd party equipment is excluded. Arista PS may provide guidance on 3rd party equipment; however Arista will not be responsible.
- Further/future configuration optimisations after network deployment of these services is excluded. However, optimisations can be custom scoped as a separate service if required.
- Further/future software upgrades, including AVD, EOS, CVP/CVA & TerminAttr, after network deployment of these services is excluded.
- Any adds, moves and changes, including additional documentation, monitoring enhancements, performance reviews, auditing, ongoing support and optimization requirements, are all excluded from this service. However these requests can be serviced by additional custom scoped proposals, outside the terms of this service.
- Creating and executing User Acceptance Test Plans & Design Validation testing, including edge port and/or performance/capacity testing is excluded.
- Performing Customer specific security analysis on the Solution is excluded.
- All work related to Data Center facilities including, but not limited to, physical equipment installation (racking), power and cooling designs and all cabling work, is excluded.
- Validation of customer services/applications is excluded.
- Relocation of existing equipment is excluded.
- Deployment of AI frontend & backend networks is excluded.
- Re-configuration of the DC UCN after Network Ready For Use testing is completed, is excluded.
- All work is during normal business hours in the Customer timezone, except as indicated otherwise.
- Knowledge transfer is high level awareness only. Formal training is excluded.
- Any documentation not specifically listed in this document is excluded, including as-built documents, diagrams, troubleshooting guides, runbooks, upgrades procedures, flow diagrams and cable running lists.
- Any reworking of deliverables after acceptance is excluded.
- Out of sequence deliverables are allowed as long as it is detailed at the requirements stage. However this will result in the automatic acceptance of deliverables required by completed out of sequence deliverables, with completion of these based on best effort at the discretion of Arista PS. No retrospective changes after milestone acceptance are allowed.
- All/Any migration activities are excluded.
- EOS software version testing is excluded.
- All formal training is excluded and the customer is recommended to engage Arista training services.
- CloudVision Universal Network Observability (UNO) and DANZ Monitoring Fabric (DMF) are excluded from this service.
- Services/features/functions/devices not explicitly defined in this Task List are excluded from this service.

5. Project timeline & Deliverables Summary

For every project deliverable completed, a "Service Delivery Notice" will be provided, along with supporting evidence, if required. Shown are the expected stages, example timeline, and deliverables, for guidance, although faster progress is encouraged (to be detailed during the project schedule baseline):

Deliverable Section	Section and Deliverable	Deliverable Acceptance Criteria	Timeline Expectations
	Order Validation	Validate order and assign Arista PS representative.	Receipt of Order
	Pre Service information	PS representative will provide details of the service, next steps and prerequisites. Agreed **Start Date** and scheduling of engineering resources.	Week 0-1 (from order)
	Formal **Start Date**	The formal **Start Date** of the project deployment when the prerequisites are completed and assigned resources detailed.	Week 0-8 (from order)
6.1	Project Kick-off and Customer Requirements Document ("CRD")	Formal **Start Date**, Project Kick-off completed and CRD document completed and accepted by Customer	Week 0-1 (from start)
6.2	Project Schedule Baseline	Project schedule baseline mutually reviewed and accepted by Customer.	Week 0-1 (from start)
6.3	High Level Design ("HLD") Documentation	HLD document completed and accepted by Customer	Week 1-3 (from start)
6.4	Low Level Design ("LLD") Documentation	LLD document completed and accepted by Customer	Week 3-6 (from start)
6.5	Production CloudVision Deployment	Production CloudVision Deployment completed and accepted by Customer	Week 7 (from start)
6.6	Production Arista AVD Deployment (if selected)	Production AVD Deployment (if selected) completed and accepted by Customer	Week 7 (from start)
6.7	Production DC Network Equipment Deployments	Production DC Equipment Deployment completed and accepted by Customer	Week 8-10 (from start)

6.8	Network Ready For Use ("NRFU") Testing	Network readiness dashboard checks completed and accepted by Customer	Week 11 (from start)
6.9	Production Integration via change windows (two (2) for L2LS, four (4) for L3LS)	Production Integration changes completed and accepted by Customer	Week 12 (from start)
6.10	Knowledge Transfer Workshop ("KTW")	Knowledge Transfer Workshop session completed and Final LLD document provided to the customer	Week 12 (from start)

6. Project Milestones and Deliverables Details

All DC Universal Cloud Network (DC UCN) Deployment engagements involve Arista Professional Services (PS) Engineer(s) building the DC UCN solution based on the Customer's technical and business requirements and applying DC UCN recommended practices.

At the end of each deliverable, Arista will submit any relevant document(s) to the Customer for review and request deliverable acceptance. The Customer will have five (5) business days to review any document(s) and provide feedback to Arista of any desired changes. If the Customer does not provide feedback in the time frame requested, Arista will assume that the Customer has reviewed the document, that changes are not required and the deliverable is accepted.

6.1. Project Management, Kickoff & Customer Requirements

After the initial order has formally been accepted, an Arista Project Delivery Lead (PDL) will contact the Customer to provide:

- Information (in PDF format) on the service ordered.
- The intended schedule/flow of the project.
- Customer required prerequisites prior to the project start.
- The proposed date of the Project Kickoff & Customer Requirements meeting (to be agreed).

At the Project Kickoff & Customer Requirements meeting (which is the **Start Date** of the engagement), it is expected that the prerequisites should have been completed. During this meeting, Arista will:

- Create a project schedule, including start and end dates, in agreement with the Customer.
- Identify all stakeholders and single points of contact at Arista and the Customer.
- Identify dependencies, risks, and issues associated with the successful completion of the project.

Arista will work with the Customer to collect and validate the Customer's business & technical requirements are inline with the service ordered. The CRD will formalize the requirements relevant to the service ordered, which will be accommodated by the subsequent fixed Deliverables. The CRD will cover the following:

- Pull detailed requirements for the solution components, including planning aspects related to non-Arista elements such as the integration connections.
- Review and detail the Customer's AVD automation requirements (if AVD is selected as an add-on).
- Review and understand the Customer's knowledge and use of GIT for version control and its branching capabilities to provide an isolated environment for every change (if AVD is selected as an add-on).
- Review the engagement goals and project completion criteria, aligned to the Task List.
- Provide a Customer Requirements Document (CRD) for review.

6.2. Project Schedule Baseline

Upon completion of the CRD, the Arista PDL will review and establish mutually agreed upon Milestone completion dates for the project deliverables. This will establish the project plan baseline which will be used to measure the schedule delivery. Variations to the project plan will be monitored and addressed in the status report. The Project Schedule Baseline, once agreed upon by the Customer and Arista will be shared as a separate project milestone requiring a signed completion certificate by the Customer.

6.3. High Level Design Document

Based on the CRD and detailed information collected through the requirements review process, Arista will produce and provide the Customer with a High Level Design ("HLD") document which includes the following:

- Agreed technical requirements.
- Layout of the proposed physical and logical network topology.
- Protocols and equipment to be used in the design.
- The process of AVD automation for implementation and ongoing provisioning (if AVD is selected as an add-on).
- Descriptions of the devices and connectivity.
- Other findings and recommendations if applicable.

Prerequisites, Assumptions and Exclusions

- A formally accepted CRD Deliverable is a requirement for the HLD start.
- The Customer to participate and provide input into the HLD.

● The HLD may contain architectural consideration of non-Arista devices.

6.4.   Low Level Design Document

Based on the CRD and HLD documents, Arista will create a Low Level Design ("LLD") document that will describe the intention of how the solution will be deployed, configured and interconnected. The LLD will provide detailed design and configuration templates to be applied to the Arista devices in the network, including the setup of Arista AVD if applicable. The LLD will provide a list of items including:

● Build IP address planning, ASN planning and port allocations.
● Baseline OOB management and security hardening, if present..
● Recommended configuration practices and templates.
● Device Configuration Configlets support for CVP, if required.
● AVD YAML/folder structure, including inventories and variables, if the Ansible AVD add-on is purchased.
● Provide a LLD for review.

Note: AVD itself does provide ongoing current low level documentation, based on the deployed data model provisioned into the production network (via CloudVision), which will amend itself as the network evolves.

Prerequisites, Assumptions and Exclusions

● A formally accepted HLD Deliverable is a requirement for the LLD Services start.
● Customer to participate and provide input on the LLD.
● The LLD does not cover configurations for non-Arista devices.

6.5.   CloudVision Deployment

CloudVision will be deployed on its own platform (appliances/virtual machines), in order to facilitate the deployment rollout of the Arista devices, ongoing automated provisioning, as well as allowing for ongoing telemetry and monitoring capabilities of the Arista devices to occur.

The CloudVision Deployment covers the following tasks:

● Initial setup of the CloudVision appliances/virtual machines, or CloudVision-as-a-Service provisioning, as applicable.
● ZTP capabilities, if required.
● Onboarding all devices into CloudVision.
● Configlets will be built as templates for the services identified in the HLD/LLD.

Prerequisites, Assumptions and Exclusions

- The CloudVision virtual platform (if applicable) must be provided with the required operating systems in place.
- Custom automation capabilities, and/or external systems integration services are excluded from this service, and would need to be scoped as an additional service.
- Basic external services configuration (DNS/NTP/AAA).
- All Hardware and Software elements are ready (racked, cabled and powered on), have established connectivity between them and Arista PS can access them remotely.
- CloudVision custom dashboards, including AQL based dashboards are excluded.
- Services associated with non-Arista vendor devices are excluded.

6.6. AVD Deployment

AVD (if selected as an add-on) will be deployed on a separate platform, in order to facilitate the deployment rollout of the Arista devices and ongoing automated provisioning. With this add-on, Ansible AVD will be the source truth for all network-related changes. All changes will be supported with Arista CVaaS via static configlet studios. The customer will need to integrate AVD updates into their current operational models.

The Arista AVD deployment (if the AVD add-on is selected) covers the following tasks:

- Interworking/access into the CloudVision platform(s).
- Shared/Common or private repository (possibly GIT if relevant).
- Verify Python 3 environment.
- Verify Ansible and all the other required software additions.
- Install the AVD collection (ansible-galaxy collection).
- Implement the AVD YAML/folder structure, including inventories and variables, as detailed.
- Implement the required playbooks and confirm interworking with CloudVision.

Prerequisites, Assumptions and Exclusions

- The AVD platform must be provided with the required operating systems in place.
- The customer is responsible for the implementation of Python and Ansible based additions, as detailed in the design documentation.
- Custom automation capabilities, including CI/CD Pipeline (except those within standard AVD) and/or external systems integration services are excluded from this service, and would need to be scoped as an additional service
- Basic external services configuration (DNS/NTP/AAA).
- All Hardware and Software elements are ready (racked, cabled and powered on), have established connectivity between them and Arista PS can access them remotely.

- The customer shall provide a "Source Code Management" (SCM) environment, if required.
- Services associated with non-Arista vendor devices are excluded.

6.7. DC UCN Network Equipment Deployment

Arista PS will leverage Automation (via CloudVision and AVD if selected as an add-on) to deploy the Arista equipment in the DC UCN Networks at the location in scope for this project, following the parameters defined in the LLD:

- EOS Software Version Recommendation.
- Confirm that CloudVision and AVD (when selected as an add-on) are configured correctly to enable build and provisioning, ensuring communication with all devices.
- Commission the DC UCN Network devices in accordance with the agreed network implementation plan.

Prerequisites, Assumptions and Exclusions

- A formally accepted CloudVision & AVD (when selected as an add-on) Deployment Deliverable is a requirement for the DC UCN Network Equipment Deployment Services start.
- All Hardware and Software elements are ready (racked, cabled and powered on), have established connectivity between them into CloudVision and Arista PS can access them remotely.
- Implementing or configuring non-Arista devices is excluded.
- EOS software version testing is excluded.

6.8. CVP network readiness dashboards and readiness testing

Arista PS will deploy the CloudVision Dashboard, which provides near real-time status on both the Hardware and Software components of the DC UCN Network equipment in scope for this project. In accordance with the CRD, HLD and LLD:

- Confirm network health & operational status from the CloudVision Dashboard, as completion of the NRFU.
- Share with the customer and gain acknowledgement of these results. These tests verify the functionality of all key features of all devices, resulting in the Network being fully supported by Arista and the Customer support teams.

Prerequisites, Assumptions and Exclusions

- A formally accepted DC UCN Network Equipment Deployment Deliverable is a requirement for the NRFU Services start.

- All Hardware and Software elements are ready (racked, cabled and powered on), have established connectivity between them and Arista PS can access them remotely.
- NRFU Services for non-Arista devices are excluded.
- Services associated with equipment scalability or performance testing are excluded.

6.9.   DC UCN Network - Integration Plan and Execution Support

Arista PS will support the logical integration plan and execution activities. Support to include up to four (4) integration links & devices for L2LS or eight (8) integration links & devices for L3LS EVPN:

- Integration Plan:
    - Review the integration technical and business requirements with Customer, for the four (L2LS) or eight (L3LS) links & devices.
    - Creation of relevant methods of procedures (MOPs) as required.
- Integration Execution:
    - Support the interconnection to the Customer's legacy network during the provided change sessions, as follows:
        - For a **L2LS** deployment, up to **two (2) change sessions** (up to eight (8) hours each) for the execution activities, required to support up to **four (4) integration links & devices**.
        - For a **L3LS EVPN** deployment, up to **four (4) change sessions** (up to eight (8) hours each) for the execution activities, required to support up to **eight (8) integration links & devices**.

Prerequisites, Assumptions and Exclusions

- Configuring non-Arista devices such as routers, firewalls and load balancers required for the overall solution to work falls under Customer's responsibility.
- The customer is responsible for opening proactive TAC cases and for testing and verifying all and any client services before a maintenance window starts and before its completion.
- Support for additional maintenance windows can be quoted upon request.
- Integration with non-Arista devices assumes the use of standard L2/L3 protocols. API level integration or any custom code development is excluded.

6.10.   Knowledge Transfer Workshop ("KTW")

Arista PS will provide an interactive "Knowledge Transfer Workshop" (KTW), total time up to four (4) hours, covering the following topics:

- Customer's network architecture as per PS engagement

- CloudVision topics:
  - Security/CVE Scans & Reporting Reviews Best Practices.
  - Configuration Standardization and Changes Best Practices.
  - Streaming Telemetry Best Practices.
  - Dashboards Best Practices.
  - EOS Upgrades through CVP Best Practices.
- Customer's network status and health testing (including AVD validation role if relevant).
- Ongoing operational best practices.

If the Ansible AVD add-on is selected, an additional 4 (four) hour KTW session will cover the following topics:
- The use of a data model within AVD to automate provisioning.
- Ansible/AVD YAML/folder structure, including inventories and variables.
- AVD solution configuration and DC Network deployment/expansion.
- AVD Tenant service configuration & deployment.
- AVD interworking into CloudVision and deployment change process.

The successful completion of the KTW Session will deem this project complete.

Prerequisites, Assumptions and Exclusions

- If AVD is selected, the KTW attendees will have basic Ansible, YAML and networking knowledge, including GIT if applicable.
- The KTW contents will be focused on the project specifics, it won't cover an in-depth introduction to networking protocols, AVD, python or Ansible, etc.
- The KTW is not a replacement for formal Arista Training and does not provide training materials or certificates.
- The Customer provides any facilities required for the KTW session to take place.

7. Arista PS Engagement Responsibilities.

a) **Project communications** - An Arista Project Delivery Lead ("PDL") will be allocated to the project by Arista and the Customer will provide a single point of contact for all issues relating to the communications and performance by each party of its obligations under this SOW. The PDL shall be available during normal business hours excluding any vacation time planned and identified as such.

b) **Project meetings** - The Project Delivery Lead will set up meetings to keep a regular cadence of communications with the Customer for matters pertaining to the project. During these meetings the following items will be covered at a minimum:
- Project initiation meeting.
  - o Introducing the Arista PS.

- o Review project scope, timeframes and acceptance criteria.
- o Key contact information at Arista, Customer and partner where applicable.
- o Determine dates for regular cadence meetings.
- Regular cadence meetings:
  - o Review Service performance.
  - o Keep an action register log to record, assign, track and drive to resolution any project related issues.

c) **Hours of working** - Arista PS Services will be remotely performed during regular business hours Monday - Friday, 8:00am – 6:00pm in the customer local time (eight (8) hours per day), excluding weekends, Company's / Customer's / statutory holidays.

8. Customer Engagement Responsibilities.

a) **Non-Arista -** Engage third party vendors as needed to troubleshoot, coordinate, configure, traffic route or validate feature configuration and capabilities, as required for the performance of the Services.

b) **Configure** - All non Arista routing capable equipment to ensure traffic is correctly routed to and from the Arista network, as required for the performance of the Services.

c) **Resourcing/Access -** Onboard the Arista PS, assign appropriate resources and manage appropriately skilled third party or partner resources. The customer shall provide all the required remote access (console/ssh/cli/https), as required for the performance of the Services.

d) **Information -** Provide existing network designs & configurations, detailing L1, L2 and L3 connectivity for all devices that will be connected to and/or replaced by the Arista network, such as:
  - o Physical connectivity types, speeds, media, distances, cabling etc.
  - o System services information not specific to Arista such as DNS, NTP, authentication information, syslog, etc.
  - o L2 information such as VLAN ranges, overlaps, reservations, limitations etc.
  - o L3 information such as IP ranges, overlaps, reservations, routing, gateways etc.
  - o For endpoint systems identify media, speed, link aggregation model, embedded switches/routers etc.
  - o HLD, LLD, network flows, etc.

e) **Access** - Provide appropriate remote logical access to the Customer network or physical premises to the assigned Arista engineers, if required for the proper execution of the Services in this SOW.

f) **Physicals** - The furnishing of any hardware or software products required for the performance of the Services in this SOW. The furnishing of any hardware or software are not included in the scope of this SOW. Any rack, stack and cabling of physical hardware are the customer's responsibility.

9. Project Acceptance.

a. **Acceptance Criteria:**
- o All items will be delivered electronically.
- o Each Milestone as described in the project plan will be completed in sequence, unless otherwise agreed at CRD, at the sole discretion of the Arista PS team.
- o Out of sequence deliverables are allowed as long as it is detailed at the requirements stage. However this will result in the automatic acceptance of deliverables required by completed out of sequence deliverables, with completion of these based on best effort at the discretion of Arista PS.
- o No retrospective changes after milestone acceptance are allowed.
- o A Completion Certification in the form of a "Service Delivery Notice", will be issued for each Milestone completed.

b. **Acceptance Procedure:**
- o Upon completion of any Services hereunder for which Arista has provided Deliverables, Arista shall promptly notify Customer via email or in writing of the delivery thereof ("Service Delivery Notice"). Customer shall have the right to inspect all Deliverables within five (5) Business Days after receipt of the Service Delivery Notice, and the Deliverables shall be conclusively deemed accepted by Customer unless a notice of rejection has been sent by Customer to Arista within such five (5) Business Day period.
- o Customer shall only have the right to reject a Deliverable if it reasonably believes that the Deliverable (a) does not conform to the applicable specifications set forth in this SOW; (b) would not be reasonably likely to satisfy the applicable Acceptance Criteria set forth in this SOW; or (c) is defective in material or workmanship.
- o Customer's sole remedy shall be, at Arista's discretion (a) for Arista to correct the deviation within a reasonable time following Customer's written rejection notice, or (b) if Arista is unable to correct the deviation, then, upon Customer's request, Arista shall refund any payments that Customer has made specifically for such non-compliant Deliverables.

10. Project Change Process.

This is a fixed/predefined package service and therefore changes within it are not allowed. It is the Customers responsibility to ensure this service is fit for the expected requirements prior to the start of service.

For variations to this fixed/predefined package service, the Arista PS custom scoping service should be used to either add to this service or create an entirely new custom service to fulfill the requirements.

11. Project Delays, Cancellation and On Hold Policy.

11.1.   Project Delay Policy

In case of any deviations from mutually agreed and Customer accepted Project Schedule Baseline, Company shall not be responsible for any delays, such as, but not limited to, due to lack of access to systems, facilities, cooperation, and information requested by the Company or changes to the approach or Services described in this SOW, caused by the Customer.

Customer acknowledges and agrees that in the delivery of this project, the Company must reserve and assign valuable resources and personnel. In the event that Customer causes rework, schedule delays, unplanned idle time, and other deviations from the Project Schedule Baseline, Company reserves the right to initiate a billable process to recover costs associated with the delays.

11.2.   Scheduled Project Activity Cancellation Policy

The cancellation of any scheduled activities will be subject to the following:
- If the cancellation is within five (5) business days of the scheduled activity, Company reserves the right to initiate a billable process to recover costs associated with any assigned resource time that cannot be rescheduled for alternate activities, or any required rescheduling activities.
- It may take up to 30 days to have a resource(s) re-scheduled for the activity, although every effort will be made to re-engage as soon as possible.
- There is no guarantee the same resource(s) will be rescheduled for the activity. If they are deemed required, it will be contingent on their first availability to accommodate.

11.3.   Project On Hold Policy

During the project, it may become necessary to place the project on hold which impacts the Project Schedule Baseline mutually reviewed and accepted by Customer, due to one or more of the following reasons:
- The Customer team has not responded to the Company project team for more than five (5) consecutive business days, which is preventing the project from moving forward as planned.
- There is a delay in any Customer provided hardware/software readiness, facilities, and access to systems longer than five (5) business days and no other project activities can be completed as agreed to between the Company and the Customer.
- Other Customer prerequisite activities that are preventing the project from moving forward.
- Any other situations that are agreed to by the Company and the Customer.

If any of the above qualifying items occur, the project will be placed on hold using the below process.

- The Company Project Delivery Lead will send a formal communication (email to the Customer's point of contact shall suffice) indicating the project is being placed on hold, effective as of the date of the communication ("Suspension Date").
- By placing a project on hold, the current resources assigned will be released the following business day after the date of communication, and there is no guarantee that the same resources will be re-engaged when the project is ready to resume. It may take up to 30 days to re-engage all resources and resume project activities. During this period, no status calls or updates will be provided.
- When the Customer is ready to resume the project, the Customer must send a formal email request to the Company Project Delivery Lead requesting a resumption date that is within 30 calendar days of the project Suspension Date. The company will work to schedule the resources as soon as possible.
- If the project has been on hold for longer than thirty (30) calendar days from the Suspension Date with no committed date to resume, the project will be considered canceled and the Company will invoice the original order in full, including any remaining add-on service (SKU's) offerings, without refund. The Company will be released from the remaining SOW obligations. SOW termination periods detailed in the terms of this SOW still apply at all times.

* End of Document *