



NOZOMI
NETWORKS



DETAILED SERVICE SCOPE AND REQUIREMENTS

Fast Track Service

June 2025

The Nozomi Networks Fast Track Service ("Service") is offered in three (3) different sizes:

1. Small, which covers up to one (1) appliance.
2. Medium, which covers up to three (3) appliances.
3. Large, which covers up to five (5) appliances.

Appliance count includes virtual and physical Nozomi Networks Guardian Appliances as well as Central Management Console Appliance.

This Service applies only to the provision of Professional Services expressly set out in Exhibit A at the end of this document.

1. Service Description and Objective

The Service aims to expedite deployment and time to value using a predefined and proven deployment approach with clear roles and responsibilities. The main objective is to shorten the timeline for all deployments and help the Customer realize the value of Nozomi Networks solution, including the tuning of alerts.

2. Order

The Service will be performed remotely and on a FIXED PRICE basis and is billable and payable upfront.

To schedule and initiate the Professional Services, Nozomi Networks requires an authorized purchase order against the quote issued by Nozomi Networks extended to and accepted by the Customer, and shall be provided electronically and sent to orders@nozominetworks.com. In addition to the Service scope and restrictions set out here, the provision of the Service is subject to Nozomi Networks' End User License Agreement. Nozomi Networks reserves the right to reject purchase orders.

3. Service Deliverables

The Service covers the following deliverables:

- One (1) kick-off meeting
- One (1) High Level Design Diagram
- One (1) Deployed Appliance Acceptance Test Report ("AAT")
- One (1) Alert Tuning Summary Report ("ATSR")

The professional services covered under this Service include, and are limited to, the tasks and deliverables stated in "Exhibit A" (Service & Engagement Description and include only the implementation of the most recent Nozomi Networks software release. Only Nozomi Networks proprietary document templates are allowed and any Customer document templates are not acceptable. Nozomi Networks, in its sole discretion, reserves the right to substitute and reassign personnel under this engagement as deemed appropriate. Unless otherwise specified by the Customer in writing, Nozomi Networks will use email communication as the approved form of document transfer. Customer shall facilitate the required access by Nozomi Networks to the defined alternative repository or file transfer method. There should be no assumption of end-to-end encryption of any email communication to or from Nozomi Networks or its contractors.

4. Exclusions

1. Any hardware, software, and/or subscription services, including maintenance and support to be provided by Nozomi Networks to Customer that shall be governed by a separate agreement or terms and conditions.
2. Configuration of Smart Polling.
3. All Integrations, including integration with SIEM, Active Directory and Firewalls.
4. Services provided by Nozomi Networks Customer Support, including fixing or resolving software bugs. Customer is responsible for maintaining a valid support contract with Nozomi Networks and contacting Nozomi Networks Customer Support for support-related issues.

5. To avoid distracting Nozomi Networks staff from delivery activities, Customer is solely responsible for managing any and all technical support issues raised during this engagement directly with Nozomi Networks Customer Support.
6. Except for assistance deploying the solution in the Customer environment, any Nozomi Networks Standard Product Training and Training Classes are excluded.
7. Nozomi Networks is neither responsible for supporting nor working with: (i) Customer's software; (ii) Customer systems (whether proprietary or not); (iii) or any third-party software or systems; nor (iv) integrating the Nozomi Networks solution with any customer or third-party systems that are beyond the scope of this Service.

5. Prerequisites

Customer must have purchased and is in possession of all licenses necessary to complete the engagement. The following activities constitute the required and necessary setup steps to be completed by Customer prior to the date Service deployment activities are scheduled to begin:

Physical Configurations

1. Racking and Cabling of Nozomi Networks appliances
2. Check and provide (if required) Rack/DIN Rail space and network cables for the appliances and associated power supplies.
3. Racking Nozomi Networks appliances and connecting them to the power source
4. Lay and route Ethernet/Fiber Cables between traffic source (OT) Switches and Nozomi Networks Guardian Appliances
5. Lay and route Ethernet Cable for Nozomi Networks Guardian's management interface

Network Configurations

1. Configure routing and firewall rules according to the communication requirements needed to make the proposed solution work.

2. Provide and configure appropriate connection points (SPAN or Mirroring Port) on switches/packet brokers to enable monitoring of the network traffic.
3. Virtual environment setup to host the Virtual CMC or Virtual Guardian appliances if applicable.

6. Service Scheduling

1. Customer and Nozomi Networks will mutually agree and schedule a time and date for Service delivery.
2. If Customer cancels, postpones, or is otherwise unavailable or no-shows on the agreed delivery time and date for any reason without providing Nozomi Networks at least two (2) business days' advance written notice and such notice is not provided in accordance with this Section, Customer acknowledges that it may cause: (i) a delay in the performance of the Service and (ii) risk the completion of the Service prior to the end of the Professional Services Period.
3. In the event of any delay due to late cancellation, or other unforeseen circumstances not due to Nozomi Networks, Customer may be required to purchase additional services. Nozomi Networks will not be responsible in any way for any delays due to Customer's late cancellation.

7. Service Duration, Expiry and Termination Policy

1. Customer acknowledges that the Service fee is non-refundable under any circumstances.
2. Service will be delivered in accordance with Exhibits.
3. If not otherwise agreed in writing between the Parties, Service must be scheduled and delivered within twelve (12) months from the purchase order date ("Professional Services Period").
4. The Service shall automatically terminate upon the completion of deliverables stated under Section 3 above and/or at the end of the Professional Services Period, whichever happens first.

5. Any portion of the Service not used (“Unused Services”) within the Professional Services Period will automatically expire and such Unused Services will neither be refunded, nor credited towards any additional or other Professional Services.
6. Where the end date of the Professional Services Period falls on a weekend the next business day will be selected as the Professional Services Period end date.
7. In order for Nozomi Networks to provide Professional Services to Customer after the Professional Services Period, Customer and Nozomi Networks shall mutually agree, in writing, under a separate purchase order or Statement of Work, to the terms and fees for such Professional Services.

8. Work Location, Facilities & Hours

1. Professional Services shall be provided remotely.
2. Customer shall provide compliant and reasonable remote access for the duration of the working engagement.
3. The remote access must facilitate access to both GUI and CLI for in-scope Nozomi Network systems
4. Customer shall provide a technical resource at the Customer’s data center who can add and remove installation media or perform basic technical functions at the direction of Nozomi Networks.
5. Customer must assign a primary technical point of contact who can quickly respond to all questions and inquiries about the in-scope environment and Nozomi Networks system. Furthermore, the primary technical point of contact must facilitate all necessary access requirements as well as access privileges as defined by Nozomi Networks throughout the Professional Services Period.
6. Nozomi Networks defines a workday as a period not exceeding eight (8) hours in a day in a workweek and during normal working hours with appropriate time provided for breaks, meals and communication back to Nozomi Networks for Nozomi Networks related tasks.

7. Nozomi Networks uses a forty (40) hour billable workweek, eight (8) hours per day, typically and except for certain countries, Monday through Friday. Work required to be accomplished outside of the standard hours of the Fast Track Service Agreement as defined herein requires a signed Change Order, upon which an additional purchase order and Statement of Work ("SOW") shall be issued to the order of Nozomi Networks.

9. Cooperation

Nozomi Networks and Customer acknowledge completion of this project will require full and mutual good faith cooperation. Where agreement, approval, acceptance, consent or similar action by either Party is required by any provision of this engagement, such action will not be unreasonably delayed or withheld. Professional Services provided in relation to any partial shipments are deemed accepted unless otherwise stated in a formal written mutual agreement.

10. Language of the Service

All documentation, deliverables, or any other verbal or written communication issued by Nozomi Networks to the Customer during the engagement will be in English only. Nozomi Networks will not provide translation services of any kind.

11. Approval/Completion

When a notification of completion is provided electronically, such as deliverable, task or project completion, Customer will have five (5) working days to review such notification or document and dispute such records ("Review Period"). If such records remain undisputed within the Review Period, then they will be considered approved and will be invoiced in accordance with the terms set in 2. Fees, Payment Terms and Acceptance.

Exhibit A: Service & Engagement Description

Exhibit A: Service & Engagement Description with Table 1 outlines the standard Fast Track Deployment process, tasks, and deliverables.

Any deviation from the process or additional task or deliverable requested by the Customer shall be mutually agreed upon between Customer and Nozomi Networks, in writing, under a signed Change Order and a separate purchase order and Statement of Work, to the terms and fees for such Professional Services.

The Nozomi Networks Fast Track Service is offered in three (3) different categories:

1. Small
2. Medium
3. Large

Table 1 has references to the three (3) sizes and specifies what the Customer is entitled to when purchasing a specific Fast Track Service category.

Table 1

Number	Description			Customer	Nozomi Networks	Deliverable	Acceptance Criteria
1	Initiation & Kickoff						
1.1	Purchase Order sent by Customer and received by Nozomi Networks.			R, A	I	Purchase Order	
1.2	Nozomi Networks to provide a hardware shipping confirmation (for physical devices) including the shipping tracking number to the Customer in the form of email(s).			I	R, A	Hardware Shipping Confirmation	
1.3	Nozomi Networks Project Manager to create project kick off presentation.			C, I	R, A	Project Kick Off Presentation	
1.4	One (1) kick-off meeting, scheduled and organized by Customer, and attended by the Nozomi Networks project manager and engineer as well as Customer key personnel lasting a maximum of:			R, A	C	Kick-off slides as .pdf file	Kick-off slides shared
	Small: 0.5 hours	Medium: 0.5 hours	Large: 1 hour				
2	Planning & Design						
2.1	Customer to provide physical and logical network architecture details.			R, A	C, I		

2.2	Confirmation of Site List.			R, A	I	Site List	
2.3	One (1) High Level Design and Configuration Settings Workshop, scheduled and organized by the Customer: Configurations settings: Nozomi Professional Services will help the customer to select preferred settings for its environment: The settings covered under this engagement are limited to: <i>Features Control Panel Configurations:</i> ○ Alerts retention ○ Link events ○ Time machine ○ Traces ○ Capture URL ■ <i>Security Control Panel</i> ○ Learning setting (Strict, Adaptive, two phases, Dynamic) ○ Security Profile ■ <i>Zones Configuration:</i> Limited to five (5) zones only per appliance. <i>Customer must provide following information per zone prior to start of deployment phase (RACI section 5):</i> ○ Name ○ IP address ○ Purdue level <i>Failure to adhere to this, zones configurations will be considered out of scope.</i> ■ <i>Garbage Collectors if required</i> ■ <i>Configure Variable Extraction (Enable, Disable, Limit to certain protocols/zones)</i> Workshop must be attended by the Nozomi Networks project manager, and engineer as well as Customer key personnel lasting a maximum of:			A	R, C, I		
	Small: 2 hours	Medium: 3 hours	Large: 4 hours				
2.4	Creation of one (1) High Level Diagram for Nozomi Networks appliances that are in scope using the Nozomi Networks template and a maximum of one (1) update of the High-Level Diagram for each relevant appliance up to:			C, I	R, A	High Level Diagram	High Level Diagram created and shared

	Small: 1 Diagram	Medium: 2 or 3 Diagrams	Large: 4 or 5 Diagrams				
2.5	Approval of the High-Level Diagram.			R, A	I		Written approval of the High-Level Diagram by Customer
3	Site Readiness						
3.1	Network Configuration						
3.1.1	Configure routing and firewall rules according to the communication requirements as specified in Design Diagram.			R, A	C, I		
3.1.2	Provide and configure appropriate connection points (SPAN or Mirroring Port) on switches/packet brokers to enable monitoring of the network traffic as specified in design diagram.			R, A	C, I		
3.2	Virtual Environment Readiness (If required)						
3.2.1	Virtual environment setup to host the Virtual CMC or Virtual Guardian appliances if applicable.			R, A	C, I		
3.3	Rack Setup & Cabling						
3.3.1	Check and provide (if required) Rack/DIN Rail space and network cables for the appliances and associated power supplies.			R, A	C, I		
3.3.2	Lay and route Ethernet/Fiber Cables between traffic source (OT) Switches and Nozomi Guardian Appliances.			R, A	C, I		
3.3.3	Lay and route Ethernet Cable for Guardian's management interface.			R, A	C, I		
4	Installation						
4.1	Racking and Mounting Nozomi Appliances (If Applicable)						
4.1.1	Racking Nozomi appliances and connect to power.			R, A	C, I		
4.2	Initial Setup						
4.2.1	Configure Network Parameters (IP, Subnet, Default Gateway, DNS).			R, A	C, I		
4.2.2	Configure Hostname, Site, Description;			R, A	C, I		
4.3	Provide Remote Access to Nozomi Professional Services.			R, A	C, I		
5	Deployment						
5.1	Nozomi Networks to license the appliance(s) and update appliance(s) to the latest version.			I	R, A		
5.2	Validation of traffic mirroring in partnership with the Customer. If the traffic is not being						

	directed to the appliance(s) Customer will be responsible for troubleshooting.	C	R, A		
5.3	Implementation of configuration settings as agreed in Design and Configuration Settings Workshop (RACI Section 2.3).	C, I	R, A		
5.4	Appliance Acceptance Test (" AAT ") completed once per appliance and AAT document submitted to Customer. Appliances covered:		C	R, A	Appliance Acceptance Test Document(s) Document(s) created and shared with Customer
	Small: 1 appliance	Medium: 2 to 3 appliances			
5.5	Customer to approve completed Appliance Acceptance Test Document(s).		R, A	I	Signed Appliance Acceptance Test Document(s) Document(s) signed by Customer
5.6	One (1) Alert Tuning Workshop, scheduled and organized by the Customer. This will include: - Alerts customization - Validation of Baseline - Switch to protection if requested by Customer - Nozomi will install with the Customer, one (1) approved Content Pack as decided in the Alert Tuning Workshop. Attended by the Nozomi Networks engineer as well as Customer key personnel lasting a maximum of:		R, A	C	
	Small: 4 hours	Medium: 6 hours			
5.7	Creation of Alert Tuning Summary Report (" ATSR ").		I	R, A	ATSR ATSR created and shared with Customer
6	Closure				
6.1	One (1) project closure meeting, scheduled and organized by the Customer, attended by the Nozomi Networks project manager and engineer as well as Customer key personnel covering the following areas and lasting a maximum of: - Project Close-Out Slide Deck - Verbal Customer Acceptance - Handover to Nozomi Networks Support.		C	R, A	Project Closure Meeting
	Small: 0.5 hours	Medium: 0.5 hours			
6.2	Nozomi Networks project manager creates the Project Acceptance Document (" PAD ").		C	R, A	PAD PAD created and shared with Customer

6.3	Customer to sign the PAD and send a signed copy to the Nozomi Networks project manager.			R, A	I	Signed PAD	Document(s) signed by Customer
7	Project Management						
7.1	One (1) project status meeting every other week, scheduled and organized by Customer, attended by the assigned Nozomi Networks project manager and engineer as well as Customer key personnel lasting a maximum of:			R, A	C, I		
	Small: 0.5 hours	Medium: 0.5 hours	Large: 0.5 hours				
7.2	Working with the Customer to define the dates for the deployment.			C, I	R, A		
7.3	Managing Nozomi Networks resources to ensure: - Resource availability on dates requested, - Risks and Issues are tracked and mitigated or accepted, - Actions are tracked and clear deadlines are confirmed, Project status is confirmed in monthly status dashboard and shared with Customer.			I	R, A	Monthly Status Updates	Monthly Status Updates shared with Customer

Legend Role and Distinction

R: Responsible

Those who do the work to complete the task.

A: Accountable

The one ultimately answerable for the correct and thorough completion of the deliverable or task, the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. The accountable must sign off (approve) work that the responsible provides.

C: Consulted

Those whose opinions are sought, typically subject-matter experts; and with whom there is two-way communication.

I: Informed

Those who are kept up-to-date on progress, often only on completion of the task or deliverable; and with whom there is just one-way communication.

EXHIBIT B: Engagement Templates

Templates used by Nozomi Networks:

- I. Project Kick Off Presentation
- II. High Level Diagram
- III. Alert Tuning Summary Report ("**ATSR**")
- IV. Project Closure Presentation
- V. Project Acceptance document ("**PAD**")
- VI. Appliance Acceptance Test document ("**AAT**")

All templates can and will be shared at the beginning of the Professional Services Period.

Legend Role and Distinction

R: Responsible

Those who do the work to complete the task.

A: Accountable

The one ultimately answerable for the correct and thorough completion of the deliverable or task, the one who ensures the prerequisites of the task are met and who delegates the work to those responsible. The accountable must sign off (approve) work that the responsible provides.

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Cybersecurity for OT, IoT and Critical Infrastructure

Nozomi Networks protects the world's critical infrastructure from cyber threats.

Our platform uniquely combines network and endpoint visibility, threat detection, and AI-powered analysis for faster, more effective incident response.

Customers rely on us to minimize risk and complexity while maximizing operational resilience.