



NOZOMI
NETWORKS

DETAILED SERVICE SCOPE AND REQUIREMENTS

Designated Engineer Service

August 2025

1. Service Overview

The Designated Engineer Service (“Service”) includes a Designated Engineer (“Engineer”) who will serve as the Customer’s technical point of contact. The Engineer will focus on supporting Customer’s operational needs related to the deployed Nozomi Networks solution. The Service will be provided to manage only Nozomi Networks hardware, software, and subscription products (“Products”).

2. Service Models

The Service is offered under two distinct engagement models:

- **Part-Time Designated Engineer:** This model provides an Engineer for up to 8 hours per week.
- **Full-Time Designated Engineer:** This model offers an Engineer aligned with standard full-time working hours of up to 40 hours per week.

The delivery mode for both models is primarily remote and is subject to lead times, specific terms outlined in the corresponding sections below.

Engagement Type	Weekly Hours	Delivery Mode	Lead Time	Period of Performance
Part-Time	Not to exceed eight (8) hours per calendar week.	• Remote delivery • Includes One (1) onsite visit up to three (3) consecutive days (Travel & Expenses included).	Up to thirty (30) days from Purchase Order (PO) date	Twelve (12) months from Service start date
Full-Time	Not to exceed forty (40) hours per calendar week.	• Remote Delivery • Four (4) onsite visits, one (1) per quarter, up to five (5) consecutive days per visit (Travel & Expenses included).	Up to ninety (90) days from Purchase Order (PO) date	Twelve (12) months from Service start date

2.1 The Service may be procured as a part-time or full-time engagement.

2.2 The Service will have a predefined number of on-site visits included as part of the engagement.

2.3 On-site visits shall be scheduled at a minimum of three (3) weeks in advance.

2.4 Travel-related expenses for the predefined number of included on-site visits are covered under the Service. Any additional travel costs incurred outside of these included visits, shall be separately purchased and billed in accordance with Nozomi Networks' travel policy or as otherwise mutually agreed in writing.

2.5 Full on-site delivery may be considered only for Full-Time engagements and must be explicitly defined as a special condition in the commercial quote issued by Nozomi Networks.

2.6 All Service hours are non-cumulative and will expire at the end of each weekly period.

2.7 The Service is subject to the following lead times, calculated from the date of receipt of a valid Purchase Order ("PO"):

2.8 Part-Time Engagements: Up to thirty (30) calendar days.

2.9 Full-Time Engagements: Up to ninety (90) calendar days.

2.10 The Services shall commence on the first business day on which the Engineer begins service delivery and shall continue for a duration of twelve (12) months thereafter ("Period of Performance").

3. Service Initiation and Resource Assignment

3.1 To schedule the Service, Nozomi Networks requires an acceptable PO, referencing the Nozomi Networks Quote number, provided electronically and sent to orders@nozominetworks.com. Nozomi Networks reserves the right to reject any PO. In addition to the Service scope and restrictions set out above, the provision of the Service is subject to Nozomi Networks' [End User License Agreement](#).

3.2 Nozomi Networks shall, with Customer's participation, conduct an initial kickoff

to review Customer's primary focus and objectives for the Engineer during the Period of Performance.

3.3 Nozomi Networks will assign a resource with the appropriate technical skills to perform the services described herein, including serving as the primary point of contact for the delivery and administration of the Service.

3.4 Staffing of the Engineer may take up the lead time indicated in Section 2, based on the Service Model.

3.5 The Engineer shall have successfully completed background check verifications by Nozomi Networks.

3.6 If the Customer requires additional background checks or specific screening procedures beyond Nozomi Networks' standard process, the Customer shall be responsible for any associated costs, provided such requirements are communicated in writing prior to the commencement of services. Nozomi Networks will cooperate in good faith to facilitate the Customer's verification process, subject to applicable laws and data privacy regulations.

3.7 The Engineer assigned may be subject to change due to availability or operational requirements. Nozomi Networks will provide written notice to the Customer as soon as reasonably practicable in the event of any such change.

3.8 In the event the Engineer is deemed unsuitable by the Customer within the first thirty (30) days of the Period of Performance, Nozomi Networks will make reasonable efforts to propose an alternative resource, subject to availability and applicable lead times.

4. Service Description and Objective

The Service aims to maintain the stability, performance, and effectiveness of the Nozomi Networks solution deployed in the Customer's production environment. This service is designed to support operations, ensure the continued health of the solution, and facilitate the adoption of best practices across the deployed environment.

The Engineer shall perform the following services on Nozomi Networks Products, subject to time constraints specifically for the service model:

- Work with the Customer to identify Nozomi Networks Product deployment requirements.
- Support the execution of production deployments of Nozomi Networks Products into the Customer network.
- Support the implementation of add-on features and integrations.
- Conduct regular platform health checks to verify operational integrity and performance.
- Optimize platform configuration settings and detection parameters.
- Perform alert tuning and system-level adjustments.
- Develop and maintain Customer-specific documentation, workflows, playbooks, and use cases.
- Provide guidance and support during system upgrades.
- Create and refine custom queries, packet rules, dashboards, and reports.
- Facilitate knowledge transfer sessions and provide briefings on new product features.
- Initiate, track, and manage technical support cases, feature requests, and RMA processes with Nozomi Networks Support.

5. Requirements and Prerequisites

5.1 Customer has purchased and is in possession of all licenses necessary to complete the engagement.

5.2 Customer must provide a primary technical contact who can quickly respond to questions about the environment and in-scope applications.

5.3 Customer must provide access to the Nozomi Networks solution from a single location from which all components of the Nozomi Networks architecture are reachable.

5.4 Customer must provide remote access compliant to Customer and Nozomi Networks policies for the duration of the scheduled activities. The remote access must

be able to access both GUI and CLI for in-scope Nozomi Network systems.

5.5 Customer agrees to grant the Engineer permission to perform Service activities.

5.6 For on-site activities, Customer shall make available to Nozomi Networks designated engineer office space, computer resources, materials, facilities, and other support as reasonably required and agreed upon between the parties to perform the service. Customer work facilities shall be made available in a clean and safe condition during the entire engagement.

6. Exclusions

This Service description is based upon, and is subject to, the following exclusions:

- 6.1 Alerts/incidents root cause analysis
- 6.2 Ownership or execution of incident response activities
- 6.3 Configuration of any non-Nozomi Networks solution
- 6.4 Any hardware, software, and/or other subscription services, including maintenance and support to be provided by Nozomi Networks to Customer under separate agreements.
- 6.5 Real-time, emergency, or on-demand support outside of scheduled hours.
- 6.6 Services on third party, non-Nozomi Networks, equipment.
- 6.7 Services that are outside the services described in Section 4.

7. Deliverables

The following Deliverables will be provided in accordance with the Engineer at the end of each week.

- A summary report of performed activities.
- Plan for the next activity(s)

The weekly report shall constitute proof of service. In the absence of a written objection from the Customer within five (5) business days of receipt, the report and

the associated hours shall be deemed accepted.

8. Service Delivery

8.1 Service hours shall be scheduled in advance with the Customer's designated point of contact and delivered during standard business hours of the supported Customer's office, unless otherwise agreed.

8.2 Any Services performed after standard business hours and on weekends must be approved in advance by Nozomi Networks management. For the Full-Time engagement, any services planned or unplanned, exceeding 40 (forty) hours per work week during the Period of Performance will be considered overtime ("Overtime").

8.3 Each hour of Overtime worked shall entitle the Engineer to one (1) hour of compensatory time off. This time off shall be scheduled during the following work week or at another mutually agreed date, subject to operational requirements and service continuity. All Overtime and corresponding compensatory time off must be pre-approved by both Nozomi Networks and the Customer, which approvals shall not be unreasonably withheld or delayed.

8.4 Customer understands and acknowledges that from time to time the Engineer will be required to attend Nozomi Networks mandatory activities, training and events. The Engineer's attendance to any of these company events will be coordinated in advance with the Customer.

8.5 During the Period of Performance, there are provisions for recognizing holidays and vacation. All planned time off requested by the Engineer shall be in accordance with the Nozomi Networks human resources policies. Time off will be scheduled and communicated by the Engineer to the Customer with advance notice of fifteen (15) business days. In addition, the Engineer will adhere to the local Nozomi Networks office holiday schedule.

8.6 The Engineer shall immediately communicate any unavoidable unscheduled time off, sickness, or severe travel delays to both the Customer contact and the Nozomi Networks manager.

8.7 Nozomi Networks will not provide a replacement resource during short-term

planned or unplanned absences (e.g., vacation, sick leave) of the Engineer, and the Period of Performance shall remain unchanged.

8.8 In the event of an extended absence (e.g., medical leave, accident, or other unforeseen circumstances) exceeding fifteen (15) consecutive business days, Nozomi Networks shall, in consultation with the Customer, either:

8.8.1 Assign a qualified replacement resource for the remainder of the engagement, subject to availability and Customer approval, or

8.8.2 Extend the Period of Performance by the duration of the absence, if mutually agreed in writing.

8.9 Nozomi Networks will notify the Customer as soon as reasonably practicable in the event of any such extended absence and proposed mitigation plan.

9. Service Expiry and Termination Policy

9.1 Customer acknowledges that the Engineer fee is non-refundable under any circumstances not caused by or out of Nozomi Networks' control.

9.2 The Service shall expire upon completion of twelve (12) consecutive months from the confirmed service delivery start date, unless otherwise agreed in writing by both parties

10. Fees and Expenses

10.1 All fees are set forth in the applicable Quote and shall be billed upfront and paid by Customer no later than thirty (30) days from the date of the invoice.

10.2 The service will be performed remotely and will include travel and subsistence expenses ("T&E") for the on-site visits included in Section 2.

10.3 For any additional onsite engagements, all travel and subsistence expenses ("T&E") are chargeable at actual cost according to the Nozomi Networks Travel Policies and are in addition to the Service fees. Estimated T&E may be approved in advance by the Customer and electronic copies of receipts will be provided upon request. T&E

shall be invoiced to Customer on a monthly basis.



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.