

Statement of Work - Arista Professional Services - VeloCloud SD-WAN Deployment (VELO-SD-WAN)

This document forms the “Statement of Work” (SoW) for the Arista Professional Services (PS) “VeloCloud SD-WAN Deployment (VELO-SD-WAN)” service. It provides clear transparency of the scope of the service, the method of engagement and the assumptions, conditions & exclusions.

All Professional Services are covered by the standard Arista Master Services Agreement (MSA), unless a custom MSA is in place. The standard Master Services Agreement is at: <https://www.arista.com/assets/data/pdf/MasterServicesAgreement.pdf>

The Arista Professional Services VeloCloud SD-WAN Deployment (VELO-SD-WAN) service is a deliverable-based service for the remote implementation and deployment of Arista VeloCloud SD-WAN Deployments (supporting Hosted VCO and Hosted VCGs along with a set of standard features which will enable the full deployment of VeloCloud SD-WAN) based on a new greenfield deployment requirement.

The two base services are based upon fundamental VeloCloud SD-WAN architectures, one of which must be chosen, with the addition of supporting “add-on” components as required by the customer. The mandatory base services are either a “Standard” service ([SVE-S-PF-VCL-BASE-STD-Rx](#)) or an “Advanced” service ([SVE-S-PF-VCL-BASE-ADV-Rx](#)). Expansion add-on sites must be added to the service offering of the same type (Standard or Advanced) as the base design architecture. Out of Band (OOB) management network deployment is not included (inband management is assumed), but may be utilised if present & operational at the start of the engagement.

The Region denoted at the end of the SKU by the Rx ([R1](#), [R2](#) or [R3](#)), indicates the location the activities or support is to be provided in. The current Region definitions are located in table 2 of the [Arista Professional Services Scoping Framework](#) document.

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

1. Terms of VeloCloud SD-WAN Deployment (VELO-SD-WAN) Fixed Deliverable SoW

- The “VeloCloud SD-WAN Deployment (VELO-SD-WAN) 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 Customer’s 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 "Base Service" ([SVE-S-PF-VCL-BASE-STD-Rx](#) or [SVE-S-PF-VCL-BASE-ADV-Rx](#)) and the optional add-on options.
- 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 terminated earlier as per the Agreement, the Services outlined in this SoW will conclude twelve (12) months from the Effective Date, with no refunds provided.
- 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.
 - o In the event the Customer terminates for Arista's material breach, Customer will be entitled to a prorated refund of unused pre-paid fees.
 - o If Arista terminates for Customer's material breach, Customer will not be entitled to a refund.
- The Standard or Advanced "Base Service" ([SVE-S-PF-VCL-BASE-STD-Rx](#) or [SVE-S-PF-VCL-BASE-ADV-Rx](#)) is mandatory for any Arista PS engagement. The "Base Service" can be expanded with additional site/feature add-ons of the same type & region ([Rx](#)), as required by the "Base Service" selected.
- Multiple VeloCloud SD-WAN network tenants can be supported within a single order and can be managed & monitored by a single VeloCloud Orchestrator (VCO), subject to product scaling restrictions. Within this service, each VeloCloud SD-WAN Network tenant must be supported by its own mandatory "Base Service" and can scale up to a maximum of **hundred (100)** sites per VeloCloud SD-WAN Network tenant.
- Upon PO booking, invoicing will be 100% up front for the mandatory "Base Service" ([SVE-S-PF-VCL-BASE-STD-Rx](#) or [SVE-S-PF-VCL-BASE-ADV-Rx](#)) with any remaining add-on service (SKU's) offerings (as stated in the VELO-SD-WAN 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 VeloCloud hardware and licenses must be purchased separately. All Arista VeloCloud Edge **Appliances** in scope must be plugged in, cabled as required and reachable before the start of the VeloCloud Edge Deployment.
- Services will only be delivered in the same region as per the booked service SKU's.
- The Region denoted at the end of the SKU by the [Rx](#) ([R1](#), [R2](#) or [R3](#)), indicates the location the activities or support is to be provided in. The current Region definitions are located in table 2 of the [Arista Professional Services Scoping Framework](#) document.

- Anything not specifically detailed within this SoW is considered out of scope, unless at the sole discretion of the Arista PS team.
- Periods between active deliverables within the project will not receive Arista PDL or Engineering support.

2. VELO-SD-WAN package service details, SKU's and size/scale

The scope of all activities is restricted to only those "VeloCloud SD-WAN Deployment (VELO-SD-WAN)" service SKUs/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. VeloCloud SD-WAN Deployment Base Services - Mandatory (select one)

- (Mandatory) Standard - Base Network service (Standard) - Remote VeloCloud SD-WAN Standard Base Service for a single tenant in a single region with two Hosted Shared VCOs and two Hosted Shared VCGs including Edge deployment for two (2) hubs in HA or Enhanced-HA mode and three (3) branch sites in non-HA mode with one (1) WAN (Internet only) connection.
 - **SVE-S-PF-VCL-BASE-STD-Rx** = VELO-SD-WAN Standard Base Service.
- (Mandatory) Advanced - Base Network service (Advanced) - Remote VeloCloud SD-WAN Advanced Base Service for a single tenant in a single region with two Hosted Shared VCOs and two Hosted Shared VCGs including Edge deployment for two (2) hubs and three (3) branch sites in HA or Enhanced-HA mode with two (2) WANs (Internet and Internet/MPLS) connections.
 - **SVE-S-PF-VCL-BASE-ADV-Rx** = VELO-SD-WAN Advanced Base Service.

2.2. VeloCloud SD-WAN Add-On Edge Services - Optional (matched to BASE service)

- Add-on Site Deployment Service (VELO-SD-WAN) - Remote One (1) site add-on only to a Standard or Advanced BASE VeloCloud SD-WAN Network Deployment.
 - **SVE-S-PF-VCL-ADD-EDG-Rx** (QTY:X) = One VELO-SD-WAN Site Deployment AddOn Service (Max 100).

2.3. VeloCloud SD-WAN Add-On Features Services - Optional (matched to BASE service)

- (Optional) Add-on VeloCloud SD-WAN Features Service (VELO-SD-WAN) - Remote additional inclusion of the VeloCloud Orchestrator (VCO) and VeloCloud Gateway (VCG) Features/Scale to a Standard or Advanced BASE VeloCloud SD-WAN Network Deployment.
 - **SVE-S-PF-VCL-ADD-NSD-Rx** = VELO-SD-WAN Cloud Gateway to non-SD-WAN Destination AddOn Service.
 - **SVE-S-PF-VCL-ADD-ZSC-Rx** = VELO-SD-WAN ZScaler Cloud Security Services AddOn Service.
 - **SVE-S-PF-VCL-ADD-PRO-Rx** = VELO-SD-WAN Additional Profile AddOn (1/QTY, Max QTY: 10)
 - **SVE-S-PF-VCL-ADD-SEG-Rx** = VELO-SD-WAN Additional Segmentation AddOn (1/QTY, Max QTY: 10)
 - **SVE-S-PF-VCL-ADD-BPO-Rx** = VELO-SD-WAN Standard Business Policy Rules AddOn (30/QTY, Max QTY: 3)
 - **SVE-S-PF-VCL-ADD-BSP-Rx** = VELO-SD-WAN Advanced Business/Security Policy Rules AddOn (10/QTY, Max QTY: 10)

3. VELO-SD-WAN package project summary

These packaged services provide for a new greenfield deployment of Arista's "VeloCloud SD-WAN" architecture.

VeloCloud SD-WAN allows architects to design optimized and secure connectivity to applications anywhere, on and off the cloud. The solution aggregates multiple WAN links and steers traffic over the optimal links based on Dynamic Multipath Optimization (DMPO), and easily integrates into existing networks.

VeloCloud SD-WAN solution has three main components:

- **VeloCloud Orchestrator (VCO):** Orchestrator is a cloud-hosted (or on-premises) central management tool for VeloCloud SD-WAN, by Arista. Its web-based user interface (UI) provides simplified configuration, provisioning, monitoring, fault management, logging, and reporting functions. Orchestrator enables flexible implementation of business-based policies for application delivery and traffic management.
- **VeloCloud Gateways (VCG):** Gateways optimize data paths to all applications, branches, and data centers, along with the ability to deliver network services to and from the cloud. VeloCloud's distributed, global network of gateways, hosted by VeloCloud/service providers or deployed on-premises, provides scalability, redundancy, and on-demand flexibility.
- **VeloCloud Edge (VCE):** VeloCloud SD-WAN Edge is an enterprise-class appliance providing secure and optimized connectivity to applications. Edge automatically aggregates multiple links and steers traffic over the optimal links using DMPO. Edge also offers an Enhanced Firewall

Service, which includes functions such as IDS/IPS, URL filtering, and malicious IP filtering. This additional layer of security serves as a barrier between a private network and the public Internet.

Two VELO-SD-WAN design base models are provided in this package, as follows:

1. **VELO-SD-WAN Standard Base Service** - Remote VeloCloud SD-WAN Standard Base Service for a single tenant in a single region with two Hosted Shared VCOs in Active/Standby mode and two Hosted Shared VCGs assigned from the same Region's pool, including Edge deployment for two (2) hubs in HA or Enhanced-HA mode and three (3) branch sites in non-HA mode with one (1) WAN - Public Internet connection, with the total number of branch sites not exceeding one hundred (100).
2. **VELO-SD-WAN Advanced Base Service** - Remote VeloCloud SD-WAN Advanced Base Service for a single tenant in a single region with two Hosted Shared VCOs in Active/Standby mode and two Hosted Shared VCGs assigned from the same Region's pool, including Edge deployment for two (2) hubs and three (3) branch sites in HA or Enhanced-HA mode with two (2) WANs - first WAN a Public Internet and the second WAN a Public or a Private Managed Network, with the total number of branch sites not exceeding one hundred (100).

When the base architecture is selected, in alignment with the Customer's requirements, optional "add-on" VeloCloud SD-WAN Edge Services for adding additional branch sites and optional "add-on" VeloCloud SD-WAN Features Services can be applied as needed.

As a new Greenfield deployment service, consideration of existing/brownfield 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. **VELO-SD-WAN Base Service - Standard**

SVE-S-PF-VCL-BASE-STD-Rx

- The following tasks are applicable for the remote VELO-SD-WAN Base service - Standard:
 - VELO-SD-WAN - Hosted, In Scope Components and Features
 - Two Hosted Shared VeloCloud Orchestrators (VCO) in Active / Standby mode
 - Two Hosted Shared VeloCloud Gateways (VCG) assigned from the deployed pool of VCGs within the same region
 - Two Hub Sites in Standard-HA/Enhanced-HA mode (4 Edges)
 - Three Branch Sites in non-HA mode only (max of 3 Edges)
 - Includes design and implementation for single Tenant in a single Geographic Region
 - Includes design and implementation for single WAN (Internet)
 - Includes design and implementation with only static routes on the LAN side
 - Design and configuration is limited to that which will be deployed and active after testing, based on purchased components

Following additional features are also included in the Base service implementation:

- Includes design and implementation for three profiles
- Includes design and implementation for three data segments
- Includes customization of fifteen (five per segment) included standard business policies and security policies
- Includes one ZScaler non-SD-WAN manual IPSec Tunnel integration from primary and secondary VCGs to ZScaler
- Includes PKI certificate management for Embedded Integrated CA option only
- VELO-SD-WAN - Standard Design:
 - Collection of Customer related requirements around the physical and logical aspects, SD-WAN use cases, solution scaling, edge port tenant configurations, external interconnections and operational & support requirements.
 - Application flow requirements against SD-WAN product features including security, quality, performance and availability.
 - Develop detailed SD-WAN network architectures, low-level design specifications, functional verification test plans for the deployment of SD-WAN Edges as Hub in data centers and Spoke in branch sites.
 - The design includes Edge insertion topology, overlay routing design, SD-WAN networking services for application flow security and performance in the Customer environment.
 - Inband deployment of ZTP with VCO, to optimise the deployment, if required.
 - Creation of agreed Solution Design Document, according to Arista standard format.
- VELO-SD-WAN - Standard Implementation:
 - Deployment/Implementation of the VCEs (customer to provide internet access from all devices).
 - Customer to perform all physical activities, such as racking, power, cabling and external access to the devices, as required.
 - Edge Activation and Onboarding of VCE's into VCO and deployment of SD-WAN solution as per design.
 - Implementation of Hub and Branch Edge configurations using VCO, as per Solution Design Document.
 - Enablement of VCO Dashboards.
 - Help with integration with directly connected existing network devices, between DC/Campus Networks and WAN connections.
 - 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 forward.

3.2. VELO-SD-WAN Base Service - Advanced

SVE-S-PF-VCL-BASE-ADV-Rx

- The following tasks are applicable for the remote VELO-SD-WAN Base service - Advanced:

- VELO-SD-WAN - Advanced, In Scope Components and Features
 - Two Hosted Shared VeloCloud Orchestrators (VCO) in Active / Standby mode
 - Two Hosted Shared VeloCloud Gateways (VCG) assigned from the deployed pool of VCGs within the same region
 - Two Hub Sites in Standard-HA/Enhanced-HA mode (4 Edges)
 - Three Branch Sites Standard-HA/Enhanced-HA mode (max of 6 Edges)
 - Includes design and implementation for single Tenant in a single Geographic Region
 - Includes design and implementation for two WANs (Public Internet and Public Internet / Private Managed Network)
 - Includes design and implementation for static routes and/or BGP on the LAN side
 - Design and configuration is limited to that which will be deployed and active after testing, based on purchased components

Following additional features are also included in the Base service implementation:

- Includes design and implementation for three profiles
 - Includes design and implementation for three data segments
 - Includes customization of fifteen (five per segment) included standard business policies and security policies
 - Includes one ZScaler non-SD-WAN manual IPsec Tunnel integration from Active and Standby VCGs to ZScaler
 - Includes PKI certificate management for Embedded Integrated CA option only
- VELO-SD-WAN - Advanced Design:
 - Collection of Customer related requirements around the physical and logical aspects, SD-WAN use cases, solution scaling, edge port tenant configurations, external interconnections and operational & support requirements.
 - Application flow requirements against SD-WAN product features including security, quality, performance and availability.
 - Develop detailed SD-WAN network architectures, low-level design specifications, functional verification test plans for the deployment of SD-WAN Edges as Hub in data centers and Spoke in branch sites.
 - The design includes Edge insertion topology, overlay routing design, SD-WAN networking services for application flow security and performance in the Customer environment.
 - Customer expected activities and project timelines (for the scheduling of resources).
 - Inband deployment of ZTP with VCO, to optimise the deployment, if required.
 - Creation of agreed Solution Design Document, according to Arista standard format.
- VELO-SD-WAN - Advanced Implementation:

- Deployment/Implementation of the VCEs (customer to provide internet access from all devices).
- Customer to perform all physical activities, such as racking, power, cabling and external access to the devices, as required.
- Edge Activation and Onboarding of VCE's into VCO and deployment of SD-WAN solution as per design.
- Implementation of Hub and Branch Edge configurations using VCO, as per Solution Design Document.
- Enablement of VCO Dashboards.
- Help with integration with directly connected existing network devices, between DC/Campus Networks and WAN connections.
- 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 forward.

3.3. VELO-SD-WAN Site Deployment Service - AddOn Optional Service

SVE-S-PF-VCL-ADD-EDG-Rx

- The following tasks are applicable for the remote Single Site add-on only to a Standard or Advanced BASE VeloCloud SD-WAN Network Deployment:
 - VELO-SD-WAN Site Addition, In Scope Components:
 - A single branch site can have either one VCE deployed with the Standard Base Service or two VCEs deployed in Standard HA / Enhanced-HA mode with the Advanced Base Service.
 - Review of branch site related requirements around the physical and logical aspects, edge port tenant configurations, external interconnections to be deployed and integrated with the deployed VELO-SD-WAN BASE service.
 - Includes deployment of the Branch site for the same tenant in the same geographical region deployed as per the selected VELO-SD-WAN BASE service.
 - Edge LAN side segmentation and Routing design (VLAN, VRF, Static Routes, BGP) as per the selected VELO-SD-WAN BASE service.
 - Inband deployment of ZTP with VCO, to optimise the deployment, if required.

3.4. VeloCloud SD-WAN Add-On Features Services - Optional

- (Optional) Add-on VeloCloud SD-WAN Features Services (VELO-SD-WAN) - These services provide the remote integration of supplemental VeloCloud Orchestrator (VCO) and VeloCloud Gateway (VCG) features. They are intended as an add-on to existing Standard or Advanced Base VeloCloud SD-WAN deployments to enhance network scalability and functional depth.
 - **SVE-S-PF-VCL-ADD-NSD-Rx** = VELO-SD-WAN Cloud Gateway to non-SD-WAN Destination AddOn Service. Enables secure IPsec VPN tunnels between VeloCloud

SD-WAN fabrics via VCGs and third-party, Non-SD-WAN sites (e.g. legacy data centers, firewalls, or cloud security services).

- **SVE-S-PF-VCL-ADD-ZSC-Rx** = VELO-SD-WAN ZScaler Cloud Security Services AddOn Service. Creates a secure, high-performance, cloud-delivered network architecture. This solution is designed to replace traditional, inefficient hub-and-spoke MPLS networks by allowing branch offices to use direct-to-internet breakouts while maintaining strict security standards.
- **SVE-S-PF-VCL-ADD-PRO-Rx** = VELO-SD-WAN Additional Profile AddOn (1/QTY, Max QTY: 10) Define network-wide policies, including device settings, security, and routing, which are applied to Edge devices. They allow for centralized management, business policy definition, and VLAN configurations, often utilizing default profiles or custom templates for efficient deployment.
- **SVE-S-PF-VCL-ADD-SEG-Rx** = VELO-SD-WAN Additional Segmentation AddOn (1/QTY, Max QTY: 10) Provides logical, end-to-end network isolation, allowing multiple secure virtual networks (segments) to coexist over the same physical WAN infrastructure.
- **SVE-S-PF-VCL-ADD-BPO-Rx** = VELO-SD-WAN Standard Business Policy Rules AddOn (30/QTY, Max QTY: 3) Customization of default business policy rules that rely on VeloCloud's Smart Defaults and automatic application recognition to handle traffic without manual configuration for every application.
- **SVE-S-PF-VCL-ADD-BSP-Rx** = VELO-SD-WAN Advanced Business/Security Policy Rules AddOn (10/QTY, Max QTY: 10) Advanced Business Policy rules provide granular, application-aware traffic steering, optimization, and QoS using parameters like source/destination IP, port, application category, and DSCP tags. Advanced security policy rules utilize the embedded, stateful firewall capabilities (Layer 2-7) on Edge devices, as well as offering 1:1 NAT, Port Forwarding, and optional Enhanced Firewall Services (EFS). These EFS services support granular control including intrusion detection/prevention (IDS/IPS), URL filtering, and malicious IP filtering.

3.5. Migrations for VELO-SD-WAN Base and Add-On Services

- All migration activities including between VCOs or MSPs or between VeloCloud tenants or from a legacy WAN to Arista VELO-SD-WAN are out of scope. Migration requirements and activities are expected to be covered separately via custom scoping (T&M).

4. VELO-SD-WAN Services Assumptions & Exclusions

The following statements are assumed as the basis of this project:

- This is a greenfield network deployment service only for VeloCloud SD-WAN, without any migrations.
- Inclusion and implementation/management via VCO is mandatory to this service.
- Assumes the network will be deployed with ongoing provisioning via VCO as a standalone provisioning, configuration and monitoring system.
- The customer is responsible for all physical onsite activities, including racking, cabling, optics and power. The customer maintains responsibility for all remedial activities and troubleshooting requirements to enable these physical requirements/connectivity in support of the network solution.
- In the event of connectivity problems when the network is deployed, due to issues with the cabling, optics or connectivity between nodes, Arista Professional Services (PS) will offer remote troubleshooting assistance for these issues, limited to two (2) 4-hour blocks for the Standard service and four (4) 4-hour blocks for the Advanced service. Any extra troubleshooting time required, will be out of scope and will require the purchase of additional time.
- Each VeloCloud SD-WAN tenant network must be supported by its own mandatory "Base Service" and with a deployment scale up to a maximum of hundred (100) sites per VeloCloud SD-WAN tenant network within this service.
- VeloCloud SD-WAN networks are deployed across multiple locations with WAN/MAN interconnections as required. The customer will be responsible for all the physical requirements of those locations and the support of the interconnections back into the Hub Sites or Branch Sites.
- 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 deployed Arista VeloCloud Edges and network health & status, as reported via the VCO Dashboard.

The following limitations and exclusions apply:

- These services are remote only, so on-site attendance is excluded.
- These services collectively have the following technical limitations, which if exceeded will require custom scoping:
 - Multi-region SD-WAN deployments
 - VeloCloud SD-WAN fabric spanning over 100 branch locations.
 - Resilient SD-WAN designs leveraging clustered hubs to achieve active-active forwarding and dynamic horizontal scale.
 - Advanced routing configurations necessitating OSPF integration and/or multicast forwarding capabilities.
 - Advanced routing designs using complex Prefix advertisements and/or Prefix filtering to support DC or Campus Hub sites / Branch sites as backup routing paths.
 - Direct Edge to Cloud Security Services via IPSec Tunnels from the Branch sites.

- Automated Tunnel setup or configurations via API to Cloud/laaS services.
 - SD-WAN topologies leveraging Enhanced Firewall Services (EFS) for stateful inspection, URL filtering, Malicious IP filtering, and IDS/IPS functions.
 - SD-WAN architectures incorporating external CA (Certificate Authority) integration for automated certificate lifecycle management.
 - On-premises VeloCloud deployments.
 - Any VeloCloud software or license upgrades post VeloCloud SD-WAN implementation.
- Custom automation capabilities 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 optimizations after the SD-WAN deployment of these services is excluded. However, optimizations can be custom scoped as a separate service if required.
 - 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 apart from the Network Ready for Use (NRFU) testing, and/or performance/capacity testing is excluded.
 - Performing Customer specific security analysis on the Solution is excluded.
 - All work related to VeloCloud SD-WAN Network 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.
 - Re-configuration of the VeloCloud SD-WAN Network after Network Ready For Use testing is completed, is excluded.
 - Knowledge transfer is high level awareness only. Formal training is excluded.
 - Any documentation not specifically listed in this document is excluded, including 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 not recommended and would trigger a Change Request to be mutually agreed upon between the parties before any changes to the scope of the engagement can be executed.
 - All/Any migration activities are excluded.
 - Components Software version testing is excluded.
 - All formal training or certifications are excluded and the customer is recommended to engage Arista training services.
 - 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 VELO-SD-WAN BASE services excluding any optional AddOns, 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 Collection	Formal Start Date, Project Kick-off completed and requirements collection 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 0-2 (from start)
6.3	Solution Design Document	Solution Design Document completed and accepted by Customer	Week 1-4 (from start)
6.4	Production VCO/VCG Deployment	Production VCO/VCG Deployment / Staging / Implementation completed and accepted by Customer	Week 4-5 (from start)
6.5	Production VeloCloud Edge Deployment	Production VeloCloud Edge Deployment (2 x Hubs and 3 x Branches sites)	Week 6-10 (from start)
6.6	Production VeloCloud SD-WAN Network Deployments	Production Equipment Deployment completed and accepted by Customer	Week 10-12 (from start)
6.7	Network Ready For Use ("NRFU") Testing	Network readiness checks completed and accepted by Customer	Week 13-14 (from start)
6.8	Production Integration	Production Integration changes completed, with	Week 15

	& Sample Edge port assistance	sample edge port testing and application flow testing assistance provided if needed and accepted by Customer	(from start)
6.9	Knowledge Transfer Workshop ("KTW")	Knowledge Transfer Workshop session completed.	Week 16 (from start)

6. Project Milestones and Deliverables Details

All VeloCloud SD-WAN (VELO-SD-WAN) Deployment engagements involve Arista Professional Services (PS) Engineer(s) implementing the VELO-SD-WAN solution based on the Customer's technical and business requirements and applying VELO-SD-WAN 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.
- Designate a single point of contact and backup contact at Arista and 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 collected requirements, supporting the fixed deliverables, 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 Software and Hardware components and Licenses match the project requirements.
- Review Hub and Branch Site locations and the WAN and MAN connectivity and bandwidth requirements match the project requirements.
- Review the engagement goals and project completion criteria, aligned to the Task List.

6.2. Project Schedule Baseline

Upon completion of the Project Kickoff & Customer Requirements meeting, 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. Solution Design Document

Based on the detailed information collected through the requirements review process, Arista will produce and provide the Customer with a Solution Design 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.
- Descriptions of the devices and connectivity.
- Other findings and recommendations if applicable.

Prerequisites, Assumptions and Exclusions

- Completion of the Project Kickoff & Customer Requirements meeting, is a requirement for the Solution Design Document start.
- The Customer with all their internal teams / stakeholders (such as network infrastructure, network security, etc) to participate and provide input into the Solution Design Document.
- The Solution Design Document may contain architectural consideration of non-Arista devices.

6.4. VeloCloud VCO/VCG Deployment / Staging / Configuration

The VCO/VCG Deployment / Staging / Configuration covers the following tasks:

- Initial configuration of the two Hosted shared VeloCloud Orchestrators (VCO).
- Initial configuration of the two Hosted shared VeloCloud Gateways (VCG).
- Design and configuration of the VCO / VCG as per the Solution Design Document.
- Verification of the VCO / VCG as per the Solution Design Document.

6.5. VeloCloud Edge VCE Deployment

The VeloCloud Edge VCE Deployment covers the following tasks:

- Initial design and staging of Edges in the VCO.
- Activation of the Edges for two Hub sites and three Branch sites into VCO.
- Configuration of the Edges at the Hub sites and the Branch sites.
- Verification of the VCEs as per the Solution Design Document.

6.6. VeloCloud SD-WAN Network Deployment

The VeloCloud Edge SD-WAN Network Deployment and Activation covers the following tasks:

- Configuration and verification for static routes and/or BGP on the LAN side.
- Configuration and verification of three data segments.
- Configuration and verification of standard profiles.
- Customization and configuration of standard business policies and security policies, if any.
- Configuration and verification of non-SD-WAN manual IPsec Tunnel integration from Active and Standby VCGs to ZScaler if required.
- Verification of the features and policies on the SD-WAN Network as per the Solution Design Document.

Prerequisites, Assumptions and Exclusions

- A formally accepted VeloCloud Solution Design document deliverable is a requirement for the VCL SD-WAN Network Deployment Services start.
- A formally accepted VCO/VCG Hosted deployment deliverable with the tenant configured is a requirement for VELO-SD-WAN Network Deployment Services start.
- All Hardware and Software elements are ready (racked, cabled and powered on), have established connectivity between them into VCO and Arista PS can access them remotely.

- Based on the Solution Design document, it is expected that the Customer/Partner will complete and test all cabling, optics and connectivity requirements.
- In the event of connectivity problems when the network is deployed, due to issues with the cabling, optics or connectivity between nodes, Arista Professional Services (PS) will offer remote troubleshooting assistance for these issues, limited to two (2) 4-hour blocks for the Standard service and four (4) 4-hour blocks for the Advanced service. Any extra troubleshooting time required, will be out of scope and will require the purchase of additional time.
- Implementing or configuring non-Arista devices is excluded.
- VeloCloud software version testing is excluded.

6.7. VeloCloud SD-WAN Network readiness testing (NRFU)

Arista PS will use the VCO Dashboard, which provides near real-time status of both the Hardware and Software components of the VeloCloud SD-WAN equipment in scope for this project. In accordance with the Solution Design Document, this will provide the “network ready for use” (NRFU) testing:

- Confirm functional verification of the test plans / test cases for the deployment of SD-WAN Edges as Hub in data centers and Spoke in branch sites.
- Verification of the overlay routing design, SD-WAN networking services for application flow security and performance in the Customer environment as per the Solution Design document.
- Confirm network healthy & fully operational results from the VCO 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 ready for service.

Prerequisites, Assumptions and Exclusions

- A formally accepted VeloCloud SD-WAN Network (VELO-SD-WAN) 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.

6.8. VeloCloud SD-WAN Network (VELO-SD-WAN) - Integration Plan and Execution Support Assistance

Arista PS will support the logical integration plan and execution activities.

- Integration Plan:

- Review the integration technical and business requirements with Customer, for the two Hub sites and the three Branch sites.
 - Creation of relevant methods of procedures (MOPs) as required.
- Integration Execution:
 - Support the interconnection to the Customer's network during the provided change sessions, as follows:
 - For a Standard deployment, up to two (2) change sessions (up to four (4) hours each) for the execution activities.
 - For an Advanced deployment, up to four (4) change sessions (up to four (4) hours each) for the execution activities.
- Sample edge port and SD-WAN network customer testing assistance.
 - Port and end client applications are the responsibility of the customer.
 - The two (2) 4-hour sessions are to be used in a single continuous block and within 1 week of the end of integration execution. Otherwise this objective is considered completed.

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.
- During the deployment of VELO-SD-WAN if any bugs or unexpected product behaviors are encountered, the customer is responsible for opening TAC cases. Arista PS will assist in this process and coordinate with Arista Support organizations to find a suitable solution or an acceptable workaround if feasible for the deployment to proceed.
- 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.

6.9. 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 covering the design, implementation, and operational considerations relating to the scope of this project.
- Customer's network status and health testing.
- Ongoing operational best practices.

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

Prerequisites, Assumptions and Exclusions

- The KTW contents will be focused on the project specifics, it won't cover an in-depth introduction to SD-WAN technologies or protocols.
- The KTW is not a replacement for formal Arista VeloCloud Training and does not provide training materials or certificates.
- The Customer provides any facilities required for the KTW session to take place.

7. Arista Responsibilities.

7.1. Project communications and meetings

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.

Project Initiation

- The PDL will make contact with the customer, share project information/prerequisites and agree a date for the kickoff meeting, when the customer will be ready.
- Project Setup, the PDL will establish the foundational elements of the project including scope, timeline and necessary resources for the Project.
- The PDL will set up a Kickoff meeting with all stakeholders to initiate the project. During this meeting the following items will be covered:
 - Introduction of key contacts at Arista, the Customer and Partner where applicable.
 - Review scope of the engagement and associated timeframe for delivery.
 - Advertise the closing/acceptance criteria for project deliverables.
 - Identify customer contact(s) to approve/sign deliverable completion certificates.
 - Determine dates for regular governance cadence meetings during the active deliverables periods only.
- The PDL will create a baseline project plan with inputs and agreement from the customer.

Project Execution

- The PDL will act as the focal point for all project governance between Arista and Customer.
- The PDL will coordinate the delivery by Arista resources of the deliverables, as agreed per baseline project plan and call out dependencies/inputs required by Customer.
- Based on agreed governance cadence, reporting of the tasks and plans will take place between the Arista PDL and Customer.

- The Arista PDL will be the point of escalation as per the project governance model with oversight by the Arista PMO.
- The PDL will obtain stakeholder sign off for completed deliverables throughout the project.

Project Closure

- The PDL will ensure all agreed project deliverables are completed, obtaining final sign-off from stakeholders.
- The PDL will conduct a post-project review to assess successes and lessons learned.
- The PDL will provide a project closure and lessons learned report and carry out any administrative tasks to formally close the project.

7.2. Hours of working

- Services will be remotely performed during regular business hours in the customers timezone, Monday - Friday, 8:00am – 5:00pm local time (eight (8) hours per day), excluding included pre-planned integration windows, weekends, statutory holidays and pre-scheduled vacations.

8. Customer Engagement Responsibilities.

- 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.
- Configure** - All non Arista routing capable equipment to ensure traffic is correctly routed to and from the Arista VeloCloud SD-WAN network, as required for the performance of the Services.
- 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.
- 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 VeloCloud SD-WAN network, such as:
 - o Physical connectivity types, speeds, media, distances, cabling etc. for all LAN, WAN and MAN networks.
 - o L2 information such as VLANs, overlaps, reservations, limitations etc.
 - o L3 information such as IP ranges, overlaps, reservations, routing, gateways etc.
 - o For VeloCloud Edge systems identify media, speed, link aggregation model, switches/routers/firewalls/wifi APs etc.
 - o HLD, LLD, network flows, etc.
- 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.
- 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 (if allowed) will result in the automatic acceptance of those previous 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 ***