



## Professional Service Delivery Project Order Confirmation and Project Overview

Thank you for ordering Mellanox Professional Services.

This document confirms the order of the following service:

Service	
End user:	
Contact:	
Email:	
Customer Address:	
Distributor Purchase Order:	
Reseller:	

The following information comes to clarify the overall process of the ordered service, as well as introducing the project delivery terms, policy, milestones and contact points.

### Project Process

#### **Step 1: Solution design, setup, configuration and approval**

Mellanox will assign a delivery project manager to communicate with the customer's assigned personal. The a project delivery manager will first set and clarify the project objectives, plans and roles. The project delivery manager is also responsible for documenting the formal specifications and analyzing the solution plans. Then, a Statement Of Work document (SOW) is derivative from the above accumulated information.

Throughout the process, the Professional Services team will iteratively work with the customer to review and refine the solution. In order to move forward, the customer is required to accept and sign the SOW document once there is an agreement over the project objectives and requirements (Pre-implementation sign-off).

#### **Step 2: Deployment, knowledge transfer, and acceptance**

After completing step 1, Mellanox Professional Services team will execute the implementation until completion. In this stage, the following will be completed: project resource assignment, solution delivery, installation and configuration, software upgrades, verification and validation, and knowledge transfer. Throughout this stage, Mellanox service engineers will track and work on every technical issue related to Mellanox products and solution delivery. Once completed, tested, validated and reviewed, the customer will be required to sign the project acceptance disposition. The invoice will be issued at the project conclusion.

**Step3: Hand over to support**

If the customer has a valid Support Contract, they are entitled to issue RMAs, update and upgrade the products, receive remote technical support and assistance on any technical matter regarding Mellanox products. The project delivery manager will run a full handover to Mellanox Customer Support once the delivery is completed and signed.

**Special Terms**

**Project Signatories** – Where the project documents – such as SOW, Specification Changes, Solution Sign-off disposition – require the approval and signatory of an authority – in the organization contracting Mellanox, i.e. the customer – to carry out the work. “Signing” can include electronic confirmation by email.

**Travel and Expenses** – ‘Normal’ travel expenses are included in our Standard Daily Rate. Weekend travelling is considered an exception expense and will be charged separately.

**Advance Notice** – On site delivery project requires at least 2 weeks advance notice and a signed SOW.

**Cancellation of Planned on-site work** – If planned work, booked visits or training sessions are cancelled or postponed at short notice, the customer is subjected to cancellation fee. If the service is cancelled within less than 24 hour notice of the delivery date, the cancellation fee will be 100% of the cancelled project/hourly/daily rate calculated per each staff member assigned. If the service is cancelled within 24 to 72 hours of the delivery date, the cancellation fee will be 50% of the cancelled project/hourly/daily rate per each staff member assigned. The customer is not subjected to any cancellation fees if the cancellation request is delivered more than 72 hours before the delivery due date.

**Liability** - Mellanox liability is restricted to SOW tasks listed. It does not include any 3rd party technology/product/hardware/software outside of the Project SOW and/or outside of Mellanox products scope, unless Mellanox has explicitly stated otherwise in writing.

Mellanox is committed to your project success.

Please feel free to contact Mellanox's project delivery team at:  
[Project\\_Delivery\\_Management@mellanox.com](mailto:Project_Delivery_Management@mellanox.com)

Best Regards,  
Mellanox Project Delivery Team

Attachment A

Mellanox sale order number:	357432
Mellanox part number:	MSB7700-ES2R
Part description:	Switch-IB(TM) based EDR InfiniBand 1U Switch, 36 QSFP28 ports, 2 Power Supplies (AC), x86 dual core, standard depth, C2P airflow, Rail Kit, RoHS6
Quantity:	2
Serial number:	MT1604K55334, MT1604K55335