

Addendum 1

ADDITIONAL TERMS AND CONDITIONS

Exhibit A

Cisco

Following terms apply if the Customer avails Services from Supplier's Third-Party Service Provider- Cisco. Customer agrees and undertakes to accept the following End User license terms and conditions while using the relevant Services from the said Third-Party Service Provider.

Customer Obligations-	Customer Obligations means the compliance obligations of Customers when purchasing Services in addition to Customer responsibilities set out in the applicable Services Descriptions of Cisco. The Customer Obligations are posted at http://www.cisco.com/go/servicedescriptions .
Release of Information	The information provided by Customer for availing Solution under this Service Schedule is authorized and Customer authorizes the release of its information, including its Customer Account Number(s), name, and contact information to Cisco and Cisco-authorized third parties, including authorized distributors of Cisco, to initiate new Customer onboarding, training, and engagement. Customer agrees to indemnify and hold Supplier and its authorized third parties and authorized distributors harmless for any claim or judicial action whatsoever resulting from the use of such information.
Proprietary Rights	Grant of Rights. Subject to the terms and conditions set forth in this document, Customer's use or access to Software and Cloud Services is subject to Cisco's EULA and applicable End User terms (http://www.cisco.com/go/terms), or any successor terms as and when updated or amended by Cisco and website (collectively, the "EULA.") Customer agrees and understands that use of the Product is subject to the EULA. For purposes of clarity, Customer accepts the EULA by entering into this Service Schedule. Customer will not remove, alter, or destroy any form of copyright notice, trademark, logo, or confidentiality notice provided with any Cisco Product. Customer will not affix any other mark or name to any Product without Cisco's express written permission. Integrator agrees that it will not redistribute Software (including Software received as part of a Product) received from any source other than Cisco or an Authorized Source. Customer will not translate, reverse compile or disassemble the Software, and will transfer to each Customer to which Supplier resells Products all end-user license terms and end-user documentation provided by Cisco and accompanying such Products.
Termination-	Cisco reserves the right to terminate the service provisioning to Customer immediately without any notice in case of breach of proprietary rights and breach of the end user license agreement (EULA) by the Customer. Further this Solution Agreement and support from Cisco shall be terminated by the Supplier in case Cisco terminates its corresponding arrangement with the Supplier.
End user's conformity to third party components/ open-source codes	In addition to the end user license agreement (EULA), end Customer must also comply to any restrictions with regard to third party component or open-source code within the Cisco products/software. Hence a warranty towards compliance of any third-party terms and conditions should be taken from the end Customer. A comprehensive list of all the third-party components and open source used is included within the EULA as a hyperlink which should be shared with the end Customer.
Limitation of Liability and Waiver of Consequential Damages	<p>I. <u>Customer shall indemnify and hold Supplier harmless from any third-party claims, actions or liabilities arising from Customer's violation of Cisco's End user license agreement (EULA) available at:</u> (https://www.cisco.com/c/dam/en_us/about/doing_business/legal/eula/cisco_end_user_license_agreement-eng.pdf). And Cisco End User License Agreement July 2022 as amended and updated from time to time by Cisco shall be applicable)</p> <p>II. <u>Supplier may cancel, terminate and/or suspend any or all of the Services if Customer engages in any activities that may result in violation of the EULA.</u></p> <p>III. <u>Unless this Agreement is governed by English law, the laws of the People's Republic of China, Indian law, or the domestic laws of the State of New South Wales, Australia:</u></p> <p style="margin-left: 20px;">A. Customer shall have the uncapped liability in case of Customer's breach of</p> <ol style="list-style-type: none"> Supplier's or Cisco's proprietary rights EULA Fraud <p style="margin-left: 20px;">B. Except point A, Liability of both Parties shall be capped to the money paid by Customer to Supplier during past six(6) months preceding the event or circumstances giving rise to such liability.</p> <p style="margin-left: 20px;">C. Waiver of Consequential Damages: Except for liability arising out of or in connection with breach proprietary rights and software licensing or EULA, in no event shall either party or their respective Suppliers be liable for any special, incidental, indirect or consequential damages, or lost revenue, lost profits, or lost or damaged data, whether arising in contract, tort (including negligence), or otherwise, even if such party has been informed of the possibility thereof.</p> <p>IV. <u>If this Agreement is governed by English law, the laws of the People's Republic of China, or Indian law:</u></p> <p style="margin-left: 20px;">A. Customer shall have the uncapped liability in case of Customer's breach of</p> <ol style="list-style-type: none"> Bodily death and Injury caused by negligence,

	<p>2. Tort or deceit</p> <p>B. Customer shall have the Uncapped liability in case of Customer's breach of :</p> <ol style="list-style-type: none"> 1. Proprietary Rights 2. EULA 3. Payment obligation of which no bonafide dispute exists 4. Fraud <p>C: Waiver of Consequential Damages: Except for liability arising out of or in connection with breach of proprietary rights and software licensing or subsection end user license agreement, in no event shall either party or their respective Suppliers be liable for any of the following losses or damage (whether such losses were foreseen, foreseeable, known, or otherwise): loss of use, interruption of business, loss of actual or anticipated profits (including loss of profit on contracts), loss of revenue, loss of the use of money, loss of anticipated savings, loss of opportunity, loss of goodwill, loss of reputation, loss of, damage to or corruption of data, or special, incidental, indirect, or consequential damages, whether arising in contract, tort (including negligence), strict liability, or otherwise, even if such party has been informed of the possibility thereof.</p> <p>V. <u>If the Agreement is governed by the domestic laws of the State of New South Wales, Australia</u></p> <p>A. Parties shall have uncapped liability for:</p> <ol style="list-style-type: none"> 1. Bodily Injury and death caused by negligence, 2. Tort or deceit <p>B. <u>Waiver of Consequential Damages.</u> EXCEPT FOR LIABILITY ARISING OUT OF OR IN CONNECTION WITH BREACH OF PROPRIETARY RIGHTS AND SOFTWARE LICENSING)OR END USER LICENSE AGREEMENT)OF THIS AGREEMENT, IN NO EVENT SHALL SUPPLIER'S OR ITS THIRD PARTY SUPPLIERS BE LIABLE FOR ANY SPECIAL, INCIDENTAL, INDIRECT, OR CONSEQUENTIAL DAMAGES, OR LOST REVENUE, LOST PROFITS, OR LOST OR DAMAGED DATA, WHETHER ARISING IN CONTRACT, TORT (INCLUDING NEGLIGENCE), OR OTHERWISE, EVEN IF SUCH PARTY HAS BEEN INFORMED OF THE POSSIBILITY THEREOF.</p>
Entitlement	Customer acknowledges that Cisco has the right to verify an Customer's entitlement to receipt of Services and Services will be provided by Cisco subject to such verification.

Exhibit B

Hewlett Packard (“HPE”)

Following terms apply if the Customer avails Services from Supplier's Third-Party Service Provider- HPE. Customer agrees and undertakes to accept the following End User license terms and conditions while using the relevant Services from the said Third-Party Service Provider.

1.SUBLICENSING THE SOFTWARE	Some Software may require a sublicense agreement between Supplier and Customer. Customer agrees to identify the said sub-license agreement to Supplier's Third-Party Service Provider- “HPE”.
2.EULA	Customer agrees and undertakes that (1) the use of the Software is subject to the Customer's acceptance of end-user license terms ('EULA') delivered with the HPE product and services available at: https://www.hpe.com/psnow/doc/a50011616enw?jumpid=in_pdfviewer-psnow and (2) Support will be delivered subject to HPE's Support terms https://www.hpe.com/software/SWLicensing , as and when updated or amended by HPE. The EULA and the Support terms are available from HPE upon request or may be electronically posted by HPE as and when updated or amended by HPE.
3.MICROSOFT LICENSE GRANT LIMITATION	<p>1. In the event Supplier distributes HPE computer systems that are pre-installed, bundled, or otherwise distributed with a Microsoft (“MS”) operating system or with MS application Software (“HPE Computer Systems”) to the Customer:</p> <p>a. Supplier shall deliver to the Customer, as applicable, the Microsoft Certificate of Authenticity (“COA”) and Associated Product Materials (“APM”) together with each HPE Computer System, in HPE's packaging, and will not quote a separate price for the MS operating system, the MS application Software or both. “APM” means material associated with the MS operating system Software or application Software, or both, that accompany the HPE Computer System in HPE's packaging, including without limitation, the Customer user manual, recovery media, and external media.</p> <p>2. In the event Customer receives the HPE Computer systems including MS operating system or with MS application Software, Customer agrees to:</p> <p>a. Use the said services legitimately, in an authorized manner in accordance with the Customer user manual(s), terms of usage, instructions and/or within the prescribed specifications identified by Supplier or HPE to the Customer.</p> <p>b. Take all commercially reasonable steps to follow notices of any kind provided by Microsoft, or by HPE, regarding any Microsoft software(s) provided with HPE Computer Systems.</p> <p>c. Indemnify the Supplier from all costs, including reasonable attorneys' fees, relating to claims by Microsoft or HPE relating to the unauthorized usage of Microsoft products or services by the Customer.</p>
4.WARRANTY	<p>a. Warranty Terms. HPE's responsibilities including but not limited to any applicable product warranty terms, conditions, exceptions, exclusions and disclaimers provided to the Customer are set forth in the HPE end user license terms (“EULAs”), and in the HPE pass through terms contained within the packaging of HPE product and services, with HPE quotes, on indicated web pages or the HPE Partner portal or are available on written request received by HPE from Customer..</p> <p>b. Pass Through Processes. HPE warranty passes through to Customers as identified in EULAs and other documents identified above.</p> <p>c. Pass Through Warranty Periods. If the HPE provided Hardware and/or Software are shipped by HPE or its authorized distributor to the Customer, Customer warranties begin from the date of HPE provided Hardware and/or Software purchased by the Customer from Supplier and must be verified by proof of acquisition by Customer.</p>
5.INTELLECTUAL PROPERTY INDEMNIFICATION	<p>a. HPE shall defend or settle any claim against Customers and third parties, that HPE branded Products or Support (excluding custom Products and custom Support, but including any pre-written statements of work regarding Support), delivered under this Agreement, that alone, and not in combination with any other product, infringe any third party patent, copyright, trade secret, mask work or trademark in the country where Products are used, sold or receive Support, provided that Customer (either through Supplier):</p> <ol style="list-style-type: none"> promptly notify HPE in writing; have sold Products, or sold or performed Support in complete compliance with this Agreement; and cooperates with HPE in, and grant sole control of the defense or settlement. <p>b. HPE has no obligation for any claim of infringement arising from:</p> <ol style="list-style-type: none"> compliance with designs, specifications or instructions; provided by Customer or any other third party; use of technical information or technology; provided by Customer or any other third party; modification of the Products by Customer or any other third party; use of Products prohibited by HPE's published specifications or related application notes; or, use of Products with products that are not HPE branded Products. <p>d. To the extent permitted by law, these terms state HPE's entire liability for claims of intellectual property infringement.</p>
6.INDEMNIFICATION AND LIMITATION OF LIABILITY	a. Products and Support are not specifically designed, manufactured or intended as parts, components or assemblies for the planning, construction, maintenance, or direct operation of a nuclear facility and HPE and Supplier disclaims any and all liability for the use of HPE Products

	<p>in a nuclear facility. Customers agree to indemnify and hold HPE and Supplier harmless from all loss, damage, expense or liability in connection with such use.</p> <p>b. Except for claims under usage of Services in accordance with agreed specifications, intellectual property indemnification or damages for bodily injury or death, a party's payment obligations, misrepresentation about the other party's products and services or any kind of fraud or wilful misconduct, claims arising due to death or personal injury due to negligence, losses suffered due to sales outside the authorized territories, breach of global trade control and anti-bribery requirements under this Agreement, breach of intellectual property claims, breach of confidentiality obligations, breach of applicable laws on damages for bodily injury and death, global trade, fraud, wilful misconduct, and anti-bribery, and for any other claim which cannot be excluded by applicable law, each party's maximum liability under this Agreement is US\$1,000,000 per incident.</p> <p>c. To the extent allowed by applicable law, these limitations apply regardless of the basis of liability, including negligence, misrepresentation, breach of any kind or any other claims in contract, tort or otherwise.</p> <p>d. Customer is solely responsible for its acts, omissions, obligations, representations, or misrepresentations while using the Services of abiding by the General Terms. Customer agrees to defend, indemnify and hold Supplier and HPE harmless against all claims, lawsuits, liabilities, losses, damages, costs and expenses (including reasonable attorney and expert witness fees), as a result of any claims by Customers, arising out of or in connection with its acts, omissions, obligations, representations, or misrepresentations in connection with breach of the General Terms or its Service Schedule of COF.</p>
7. TERMINATION	<p>(1) In case of breach of the terms and conditions as are applicable to the Solution by Customer, Supplier may terminate the affected Service/COF with immediate effect in accordance with the notice periods agreed in the General Terms</p> <p>(2) Supplier also require the Customer to refund or forfeit any discounts paid and/ or accrued during the scope of the breach period;</p> <p>(3) Supplier shall require the Customer to reimburse for all reasonable outside counsel fees associated with enforcing these provisions. Additionally, each time Customer breaches the terms stated in this Solution Agreement, it will indemnify the Supplier against, and the Supplier may invoice the Customer, and the Customer agrees to pay, for all liabilities, losses, costs and damages associated with the breach.</p>
8. HARDWARE EXCLUSIVE REMEDIES	<p>1. Upon notice of a valid warranty claim raised by Customer in writing identifying the issue in the HPE Hardware, during the warranty period and if Customer provides reasonable access to the HPE branded Hardware, HPE will, at HPE's sole option, repair a defect in the HPE branded Hardware, or correct a material non-conformance to specifications, or replace such Hardware with hardware of equal or better functional performance.</p>
9. SOFTWARE LICENSE GRANT	<p>Under the Software license terms applicable to the HPE branded Software used by the Customer, HPE grants the Customer a non-exclusive, non-transferable license to "Use", in object code form, the Version or Release of the HPE branded Software. For purposes of this Exhibit, "Use" means to install, store, load, execute, and display one copy of the Software on one device at a time for internal use or for providing services to Customer's end users under a General Terms agreed between Supplier and Customer. Customer's Use of such Software is subject to the license terms and the Use restrictions and authorizations for the Software identified by HPE that accompany or are otherwise made available with the Software (the "Software License"). "Version" means a release of Software that contains new features, enhancements, and/or maintenance updates, or for certain Software, a collection of revisions packaged into a single entity and, as such, made available by HPE to Customers (also called a "Release").</p>
10. HARDWARE PRODUCT SUPPORT	<p>1. Minimum Configuration: Customer must purchase the same level of HPE Hardware Support and for the same coverage period for: all Products within a minimum supportable system unit (i.e. all components within a server, storage, or network device) to allow for proper execution of standalone and operating system diagnostics for the configuration.</p> <p>2. Eligibility. For initial and on-going Support eligibility Customer must maintain all Hardware products at the latest HPE-specified configuration and revision levels and in HPE's reasonable opinion, in good operating condition.</p> <p>3. Maximum Use Limitations. Certain HPE Hardware products have a maximum usage limit, which is set forth in the manufacturer's operating manual or the technical data sheet. Customer must operate such HPE products within the maximum usage limit.</p> <p>4. Compatible Cables and Connectors. Customer should connect HPE Hardware products covered under Support with cables or connectors (including fiber optics if applicable) that are compatible with the system, according to the manufacturer's operating manual. Customer shall be solely responsible and liable for all costs, expenses, claims losses or damages which the Supplier may incur in the event Customer uses other in-compatible cables or connectors with HPE Products or Services.</p> <p>5. Support for Accessories. HPE may provide Hardware Support for cables, connectors, interfaces, and other accessories if Customer purchases Support for such accessories at the same Hardware service level purchased for the products with which they are used.</p> <p>6. Consumables. Hardware Support does not include the delivery, return, replacement, or installation of supplies or other consumable items (including, but not limited to, operating supplies, magnetic media, print heads, ribbons, toner, and batteries).</p> <p>7. Replacement Parts. Parts provided under Hardware Support may be whole unit replacements or be new or functionally equivalent to new in performance and reliability and warranted as new. Replaced parts become the property of HPE, unless HPE agrees otherwise and Customer pays any applicable charges.</p>

11. SOFTWARE PRODUCT SUPPORT	<p>1. HPE will be under no obligation to provide Software Support due to any alterations or modifications to the Software not authorized by HPE or for Software for which Customer cannot provide a sufficient proof of a valid license. Unless otherwise agreed by HPE, HPE only provides Support for the current Version and the immediately preceding Version of HPE branded Software, and then only when HPE branded Software is used with hardware or software included in HPE-specified configurations at the specified Version level.</p>
12. CUSTOMER RESPONSIBILITIES	<p>Data Backup:</p> <ol style="list-style-type: none"> 1. Hazardous Environment. Customer will notify HPE if Customer uses Products in an environment that poses a potential health or safety hazard to HPE employees or subcontractors. HPE may require Customer to maintain such Products under HPE supervision and may postpone service until Customer remedies such hazards. 2. Authorized Representative. Customer will have a representative present when HPE provides Support at Customer's site.



Addendum 2

DEFINITIONS

This Addendum is part of the Managed Wi-Fi Service Schedule and describes defined terms used in that document. In the event of a conflict between any terms in this Addendum and definition in the MSA/General Terms and Conditions governing the Agreement, the definitions in this Addendum shall govern.

1. **"Base Rate"** refers to the recurring charges and one time charges agreed in the Order Form.
2. **"BOM"** refers to bill of material, which includes the list of Hardware and/or Software.
3. **"Breached Ticket"** refers to an instance when ticket resolution exceeds the committed timelines.
4. **"COF"** or **"Order Form(s)"** refers to Customer Order Form or Quote issued by Supplier (as defined in the GTs).
5. **"CPE"** refers to Customer premises equipment which is any equipment (including software embedded in or run on such equipment).
6. **"Customer"** is the entity availing the Managed Wi-Fi & LAN from Tata Communications or its affiliates.
7. **"Downgrade"** refers to a scenario where the Customer chooses to downscale number of sites or installed network hardware from any of the Customer sites during the initial term.
8. **"End User"** refers to any person or entity deriving or making use of the Services through Customer including but not limited to, Customer, an Affiliate of Customer or a Customer of Customer or user of Services through Customer.
9. **"Engineer"** refers to Supplier's support engineer.
10. **"FCR"** refers to First Contact Resolution which measures the number of queries resolved successfully in the first attempt.
11. **"Hardware"** refers to the devices provided by Supplier to Customer for usages of LAN & Wi-Fi services as also elaborated more in the Service Schedule.
12. **"Hands & Feet Support"** refers to on-site assistance provided by Supplier's third party Service Providers to perform tasks that require physical presence including but not limited to hardware installation, device reboots, and other physical interventions at a remote Site.
13. **"HLD"** refers to High Level Design Document which provides a broader overview of network architecture, service description, security considerations, etc. proposed to the Customer.
14. **"Installation Charges"** include pricing for the installation and deployment of LAN and/or Wi-Fi solutions at the Customer premise.
15. **"IP Address"** refers to a unique number on the internet of a network card or controller that identifies a device and is visible by all other devices on the internet.
16. **"IPDR"** refers to a comprehensive, granular record of Internet Protocol (IP) network usage and activity
17. **"ITSM"** refers to IT Service Management. It's a set of best practices for managing the services. ITSM frameworks, provide a structured approach to delivering services effectively and efficiently.
18. **"LAN"** refers to Local Area Network which is a computer network that interconnects devices within a limited area.
19. **"LLD"** refers to Low Level Design Document which delves into the specific details of network components and configurations.
20. **"Managed Wi-Fi & LAN"** refers to the Customer premises devices and services (installations, configuration, Operations and Maintenance including remote support on call support) provided by Tata Communications or its affiliates for enabling LAN and/or Wi-Fi services.
21. **"MRC"** refers to monthly recurring charges that the Customer is entitled to pay for the Managed Wi-Fi & LAN.
22. **"Media Access Control (MAC) Address"** refers to a unique identifier assigned to network interfaces (like a Wi-Fi card or an Ethernet port) for communications within a network segment.
23. **"NAC"** refers to Network Access control is a computer security method that limits unauthorized access to a network by using rules, protocols, and processes.
24. **"NMS"** refers to Network Management System. It's a software application used to monitor, control, and configure network devices, such as routers, switches, and servers.
25. **"OEM"** refers to original equipment manufacturer or third party service providers of the Supplier of the brand of Hardware and/or Software used by Supplier for deployment of Solution
26. **"OTC"** refers to One-time Charges.
27. **"P1", "P2", and "P3"** refer to Priority 1, Priority 2 and Priority 3 respectively as defined in Annex 2 - Managed Wi-Fi & LAN SERVICE LEVEL AGREEMENT of this Service Schedule.
28. **"Planned Maintenance"** is defined as any maintenance activity that is planned and scheduled including but not limited to Cloud platform upgrade, Security patch upgrade by OEMs on the WLC.
29. **"Priority Level"** is the degree of impact that an incident can have on the Customers' business.
30. **"Reporting Month"** is the month in which the SLA's for the measurement period will be reported.
31. **"Resolution Time"** refers to the time taken to resolve an incident or to provide an acceptable work around for the incident.
32. **"Response Time"** refers to the time taken by the Global Service Desk to log and acknowledge the incident. The medium for acknowledging the incident can be email.
33. **"RFC"** refers to Request For Change – dealing with configuration changes or application upgrades.
34. **"RMA"** refers to Return Material Authorization which is the process of replacing faulty or malfunctioning hardware.
35. **"Service Credits"** refer to the amount in terms of % (of the MRC of that Reporting Month) that Supplier would remedy for any non-compliance with a service level for incidents occurring in the Reporting Month.
36. **"Service Level"** refers to Supplier's target levels for support in terms of Response Time, Resolution Time and Service Delivery for Managed Wi-Fi & LAN.
37. **"Site"** refers to a location at which this Service Schedule is provided for the Customer. This Service Schedule is applicable only to sites owned or controlled by Customer or the end user where the service access point is located.
38. **"SLA"** refers to Service Level Agreement depicting the committed timelines/cooperation for issues.
39. **"Supplier"** is the entity providing the Managed Wi-Fi & LAN: In this case, it's Tata Communications Limited or its Affiliates(as defined in the General Terms).
40. **"SDD"** refers to Solution Design Document which is a detailed blueprint that outlines the design of a network solution.
41. **"SDD"** refers to the Solution Design Document in which the mutually agreed solution of the site is mentioned.
42. **The Domain Name System (DNS)** is a hierarchical and distributed naming system that translates human-readable domain names into numerical IP addresses , which are required for locating and identifying computer services and devices within Internet Protocol (IP) networks.
43. **"Total Downtime"** refers to the aggregate number of hours (out of the scheduled hours) in the reporting period (after the ticket has been raised to TCL) during which the supported infrastructure elements & applications were unavailable for use by the designated users.

- 44. "UAT" refers to User Acceptance Testing. It's a phase after network deployment where actual users test the network to ensure it meets their requirements and expectations."
- 45. "WLC" refers to Wireless LAN Controller which is a central application for carrying out network activities
- 46. "Wi-Fi RF planner" is a professional responsible for the design, optimization, and deployment of wireless local area networks (WLANs), specifically focusing on the Radio Frequency (RF) aspects.
- 47. "Wi-Fi" is a technology that allows devices to connect to the internet or other networks wirelessly.



Addendum 3

Description of CR Types, Execution Process, and SLA

1. Type A and B:

CR Type	CR Description	SLA Target	Process
Type A Solution Change	1. Hardware addition/deletion 2. Upgrade/Downgrade of Hardware model or license 3. Site shifting or relocation 4. Network topology changes 5. QoS configuration/modification 6. Configuration modifications leading to solution updates and assessment 7. Change in Guest Wi-Fi Authentication Method 8. New license for new Guest Wi-Fi features 9. New Guest Wi-Fi feature development 10. HPE Aruba CPPM Policy Changes 11. Cisco ISE Policy Changes 12. Additional service/policy node to the cluster 13. Integration of AD/MDM services	On a case-by-case	To be implemented with a new Order Form and applicable charges.
Type B Design and/or Complex change	1. Integration with third-party platforms and services 2. Relocation of hardware in the same site 3. Manual Firmware Upgrade 4. SMTP Server Changes 5. Bespoke Report requests 6. Post deployment site-survey/Network Audit 7. Changes related to access controls(MAC filtering, Additional security features(IPS,IDS) etc. 8. Customized compliance & security audit 9. Splash Page Design changes 10. RADIUS/AD Certificate Renewal 11. Adding / Deleting Network Access Device(NAD) 12. Whitelisting end point MAC address 13. Add/Modify the AAA policy 14. Add/Modify the Posturing policy		

2. Type C and D:

CR Type	CR Description	SLA Target	Process
Type C Normal Change	1. DHCP , DNS Configuration changes 2. VLAN Tagging 3. AP Tx Power 4. QoS changes through OEM dashboard 5. BLE features Changes 6. MAC ID Whitelisting 7. Route advertisement (Static,Dynamic) 8. Add/Change The Interface On The Managed CE 9. Access List Changes 10. User access creation for OEM dashboard/user addition 11. SSID Name Changes 12. SSID Policy Changes 13. Application-specific traffic steering 14. VLAN assignment on LAN interface 15. Maintenance/Informatory changes	72 Hrs	To be executed via a service request Ticket without requiring a new COF.

	16. Routing/LAN Pool Changes 17. Add/Modify existing FW/URL/Zone filter 18. Bandwidth Limiting		
Type D Standard Change	1. Authentication Failure Report 2. Authorization Failure Report 3. Endpoint Classification Report (Android, iOS, Windows) 4. Endpoint Compliance Report 5. IPDR and NAT/SYS Log request.	48 Hrs	To be executed via a service request Ticket without requiring a new COF.

[End of Addendum]

