



SKU Service Offerings

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This document contains the service descriptions applicable to available SKU Services (as defined in the **Pellera Terms and Conditions of Sale**) provided by Pellera Technologies ("Pellera") to Client. Pellera shall provide a Proposal to Client listing the requested SKU Services, which shall be performed in accordance with the applicable service description below. The service description below, together with the Proposal and the **Pellera Terms and Conditions of Sale**, exclusively govern Pellera's performance of SKU Services.

Pellera may update this document from time to time; however, the version of these terms effective as of the date of the applicable Pellera Proposal shall govern any SKU Services quoted within such Proposal. Updates shall not apply retroactively. Pellera shall maintain an immutable copy of the applicable version and provide it upon Client's request. In the event of any conflict between the Proposal and these terms, the Proposal shall control.

Please note: Unless otherwise noted in the description or the Proposal, travel and living expenses are not included and will be invoiced separately at actual costs.

See Additional Terms and Dependencies after each of the tables below.

PROFESSIONAL SERVICES	
SKU	DESCRIPTION
MPSWOFLEXASSIST	Flex Assist® – Hourly Pellera's Flex Assist® service provides a simple, flexible approach for a Client to leverage different Pellera skills and knowledge on an as needed basis over the term of the service. The Flex Assist service allows customers to engage Pellera's expert consultants on a short-term basis to assist with selection, implementation, and use of hardware and software across a vast array of IT platforms. Flex Assist services can be used to assist with the entire hardware and software implementation process, from planning and design to installation and upgrades. Any onsite visit approved by Client will be charged a minimum of 24 hours and Client agrees to pay for any incurred travel and living expenses.
MPSWOSMOOTHSRVSM MPSWOSMOOTHSRVMD MPSWOSMOOTHSRVLG	Smoothstart Server Services – Up to 5 Servers Smoothstart Server Services – Up to 15 Servers Smoothstart Server Services – Up to 30 Servers Designed to implement and configure servers at a single site. These services are delivered onsite on a best effort basis and delivered over consecutive business days.
MPSWOSSADDON	Smoothstart Plus Designed to extend Pellera support beyond the initial implementation of technology (as provided in a SmoothStart) for 3 months to provide Client staff with assistance, guidance, knowledge transfer, and troubleshooting as the Client transitions the technology into production. Each Smoothstart Plus service covers the technology implemented by a Smoothstart at one physical site.



MPSWOSMOOTHSTGSM MPSWOSMOOTHSTGMD MPSWOSMOOTHSTGLG	Smoothstart Storage Services – Up to 5 Hosts Smoothstart Storage Services – Up to 15 Hosts Smoothstart Storage Services – Up to 30 Hosts Designed to implement and configure hosts in one enclosure. These services are delivered onsite on a best effort basis and delivered over consecutive business days to a single site.
MPSWOSMOOTHCONV	Converged Smoothstart Services These services are designed to implement a Server and single enclosure Storage environment of no more than 15 Servers and 15 Hosts. These services will be scheduled on a best effort basis and delivered over two business weeks to a single site.
MPSWOHC	Healthcheck Services A Healthcheck is designed to review the operations and configurations of the Client's environment. The Healthcheck service includes a written summary of prioritized recommendations. Services are delivered remotely and onsite. These services will be scheduled on a best effort basis and delivered over a single business week to a single site.
MPSWOUUPGRSM MPSWOUUPGRMD MPSWOUUPGRLG	Upgrade Service – Up to 5 Servers/Hosts Upgrade Service – Up to 15 Servers/Hosts Upgrade Service – Up to 30 Servers/Hosts Services designed to upgrade or rebuild Client's hardware and/or software on selected servers or hosts. Services are delivered through a combination of onsite or remote assistance. These services will be scheduled during Client scheduled downtime or over a single business week to a single site.
MPSWOZPUSHPULL MPSWOZPUSHPULLCBU	Upgrade single processor CBU Add-on Pellera's z Push/Pull service provides services to replace an existing processor on a supported release with a newer one via a "push/pull". Pricing is fixed per processor. Concurrent implementation of a CBU processor can be performed at a discount. Excludes Client's running Parallel Sysplex.
PS-FLASHARRAY-INSTALL	Pure FlashArray Installation This fixed fee SKU Service. The Pellera Services Team can quickly deploy Client's new FlashArray system. This installation service will start with pre-implementation planning where Pellera holds a discovery session to review Client's environment, confirm details, and schedule the install. The Pellera team will then come on site to complete Client's hardware installation, including unpacking, racking, cabling, and powering up Client's array. Pellera will then initialize Flasharray system by setting up the Purity operating system and configuring the FlashArray as per Client's needs. Pellera will then connect Client's FlashArray to Client's SAN infrastructure and validating connectivity. Lastly, Pellera will conduct a knowledge transfer to provide an operational overview of the FlashArray GUI and answers to any queries regarding the installation.
PS-FLASHARRAY-REMOTE-INSTALL	Pure FlashArray Remote Installation This fixed fee SKU Service. The Pellera Services Team can quickly assist with the deployment Client's new FlashArray system. This installation service will start with pre-implementation planning where Pellera holds a discovery session to review Client's environment, confirm details, and schedule the install. Client is responsible for the hardware installation, including unpacking, racking, cabling, and powering up Client's array. Pellera will then initialize Flasharray system by setting up the Purity operating system and configuring the FlashArray as per Client needs. Pellera will then



verify connectivity of Client's FlashArray to Client's SAN infrastructure. Lastly, Pellera will conduct a knowledge transfer to provide an operational overview of the FlashArray GUI and answers to any queries regarding the installation.	
PS-FLASHARRAY-NON-DISRUPTIVE-UPGRADE	<p>Pure FlashArray Non-Disruptive</p> <p>This fixed fee SKU Service. The Pellera Services Team can quickly assist with the non-disruptive upgrade of Client's existing Pure FlashArray system. The upgrade service will start with pre-upgrade planning to validate account information, current configuration, hardware, power, and validation of the upgradeability of the array. The Pellera team will then come on site to complete Client's hardware upgrade, including unpacking and inspecting the datacenter environment (rack, configuration, power, rear spacing, etc). The upgrade engineer will then work to stop I/O on controller 1, upgrade the controller, and bring it back online. Engineer will then make controller 1 primary, stop I/O on controller 0, upgrade the controller, and bring it back online. With both controllers upgraded, Pellera will confirm both controllers are up and I/O is flowing between them. Lastly, Pellera will conduct a knowledge transfer to provide an operational overview of the upgraded FlashArray GUI and answers to any queries regarding the installation.</p>

Professional Services Additional Terms and Dependencies:

Unless otherwise noted in the Proposal, the following terms will apply to all of the foregoing Professional Services SKU offerings:

- **Term:** maximum of one hundred and eighty (180) days following Client's acceptance of Pellera Proposal (the "Term").
 - Upon expiration of the Term, SKU Services are considered complete. All SKU Services ordered by Client must be utilized prior to expiration of the Term.
 - For hourly SKU Services, unused hours expire at the end of the Term. No credit, refund, roll-over, or reassignment of unused hours is available.
- **Invoicing:** Unless otherwise included as part of a Pellera solution, Client will be invoiced as follows:
 - Fixed Price:
 - Upon completion of the Services or expiration of the Term, whichever occurs first.
 - Hourly: Hourly SKU Services are invoiced monthly for actual hours performed, up to the maximum hours ordered, through the Term.
- Services will be delivered on a best-efforts basis and scheduled over consecutive calendar days with a minimum of two (2) weeks' notice.
- No credit is given for 'unused' time.
- Pellera will provide a Single-Point-of-Contact (SPOC) to Client for the duration of the project.
- Pellera may subcontract any part of this service to subcontractors including subsidiaries, affiliates, and third parties.
- Client responsibilities:
 - All relevant hardware and software must be onsite, in working order, and properly licensed at the time of the project start.
 - All necessary building and system access items, such as user ids, passwords, and access badges will be provided by the Client in a timely manner.
 - Current hardware maintenance is in place.



- Exclusions:
 - Pellera will not be responsible for lost time due to older existing Client hardware issues. If such hardware issues result in schedule delays or Pellera consultant efforts, a new Proposal or a change order to the existing Proposal may be required.

INTEGRATION & LIFECYCLE SERVICES (“ILCS”). These ILCS general services are performed in U.S.-based, Pellera-owned configuration center for device quantities >100.

SKU	DESCRIPTION
10829627 / CPC-829627	Basic Power-Up Inspection <ul style="list-style-type: none"> • Powering on the device and verifying basic functionality • DMI data collection (when applicable) linked to device serial number • Update BIOS to most current version (when applicable) • Custom BIOS setting when applicable (requires Image Data Sheet)
10829628 / CPC-829628	Imaging Services <ul style="list-style-type: none"> • Powering on the device and verifying basic functionality • DMI data collection (when applicable) linked to device serial number • Update BIOS to most current version (when applicable) • Custom BIOS setting when applicable (requires Image Data Sheet) • Initial image gathering and qualification • Image storage (includes off-site storage) • Deployment of image to device • Customized image deployment verification process • Client changes within the operating system post image that are consistent across hardware sets and/or model types (network settings, driver loading, etc.) Configuration steps will be the same for a large number of devices
10829629 / CPC-829629	Remote Site Staging Level 1 <ul style="list-style-type: none"> • Powering on the device and verifying basic functionality • DMI data collection (when applicable) linked to device serial number • Update BIOS to most current version (when applicable) • Custom BIOS setting when applicable (requires Image Data Sheet) • Scenario 1: Systems are connected to Client network and a dynamic task sequence is deployed from a Client management system to devices • Scenario 2: Traditional static image is deployed to devices and devices are then connected and joined to the Client’s network • Image verified per Client requirements
10829630 / CPC-829630	Remote Site Staging Level 2 <ul style="list-style-type: none"> • Powering on the device and verifying basic functionality • DMI data collection (when applicable) linked to device serial number • Update BIOS to most current version (when applicable) • Custom BIOS setting when applicable (requires Image Data Sheet) • Systems are connected to Client network and a dynamic task sequence is deployed from a Client management system to devices • The majority of the Client’s imaging process and post configuration steps are automated • There may be minimal manual standard configuration steps required at the end of the process



10829632 / CPC-829632	Remote Site Staging Level 3 <ul style="list-style-type: none"> • Powering on the device and verifying basic functionality • DMI data collection (when applicable) linked to device serial number • Update BIOS to most current version (when applicable) • Custom BIOS setting when applicable (requires Image Data Sheet) • Systems are connected to Client network and a dynamic task sequence is deployed to devices • The Client's imaging process and post configuration steps are not fully automated and may require end user specific configuration (such as utilizing a Client specific survey form or build sheet, manual installation of applications, printer installations, end user specific settings, etc.)
108296633 / CPC-829633	Server Configuration Services <ul style="list-style-type: none"> • Product handling within an ESD ("Electrostatic Discharge") safe/aware environment • Un-boxing equipment and inspecting for damage and correct specifications • BIOS & Firmware Updates as needed • Basic RAID configuration • Manufacturer diagnostics run (as applicable) to detect hardware problems; failed components are replaced as needed • Configuration checklists and diagnostic logs are maintained for quality control
CPC-203771	Device Provisioning (Ad Hoc) <ul style="list-style-type: none"> • Powering on the device and verifying basic functionality • DMI data collection (when applicable) • Update firmware to most current version (unless specified by Client) • Basic configuration performed on devices per Client requirements
10829635 / CPC-829635	Device Provisioning (Chromebooks) <ul style="list-style-type: none"> • Powering on the device and verifying basic functionality • DMI data collection (when applicable) • Update firmware to most current version (when applicable) • Basic configuration performed on devices per Client requirements (device enrollment in a management system, etc.) • Update to latest Chrome O/S available from Google • Enrollment into Client's Google Management
10829635 / CPC-829635	Device Provisioning (Camera, Switch Provisioning) <ul style="list-style-type: none"> • Powering on the device and verifying basic functionality • DMI data collection (when applicable) • Update firmware to most current version (when applicable) • Basic configuration performed on devices per Client requirements (configuring IP settings, device settings, etc.)
10829636 / CPC-829636	In Tune/AutoPilot Enrollments <ul style="list-style-type: none"> • Enroll the devices in Azure AD via Microsoft Partner Center ("MPC") • Go through Autopilot provision setups on the device • Reseal back to OOBE



10829637 / CPC-829637	Chromebook Re-Introduction Includes: Powerwash/Re-Enrollment/Sanitize/Label <ul style="list-style-type: none"> • Wipe the Chromebook to clear local data • Update to Latest Stable OS • Re-enroll into Client's Google Console • Verify SSID and Wireless Profile • Sanitize and clean device • Re-tag if needed
10829638 / CPC-829638	MDM Enrollments (Apple/JAMPF) **Assumes Client is using DEP, Apple School Manager or Apple Business Manager** <ul style="list-style-type: none"> • Power on the device • Connect to Wireless • Walk through OOB • Verify MDM enrollment and provision package push • Verify application set
10829643 / CPC-829643	Server BTO Build Server component installation, firmware update, verification testing, storage of surplus components per device
10829644 / CPC-829644	Standard Rack 42U, 38 servers, 4 switches, 4 PDUs, patch panel, cable, label all cables, cords, devices per rack

INTEGRATION & LIFECYCLE SERVICES – Physical Configuration Services	
SKU	DESCRIPTION
10829645 / CPC-829645	Asset Label/Asset Reporting <ul style="list-style-type: none"> • Unique part number is created for all Client-provided labels (including serialized tags) to ensure application of correct label and inventory control • Placement of tag on device according to Client direction. • Digital photographs are used as visual instructions to ensure proper placement of tag on devices where appropriate • All serialized tag information is recorded and linked to a device for asset management reporting purposes
10829648 / CPC-829648	Basic Assembly <ul style="list-style-type: none"> • Attaching components (cables, speaker bars, stands, paper tray, etc.) to other peripherals (displays, printers, etc.) • Physical device inspection



10829649 / CPC-829649	Electronic Component Install/Removal <ul style="list-style-type: none"> • Installation of one component into any device that requires the case of the device to be opened • Product handling within an ESD ("Electrostatic Discharge") safe/aware environment • Verification of installation during power up inspection step in the electronic configuration process
10829650 / CPC-829650	Rack n Roll Services <ul style="list-style-type: none"> • Unboxing and repacking of all devices (including desktops, laptops, printers, monitors and any other device that will fit securely on the rack) on Pellera Rack N' Roll SM deployment carts • Removal and disposal of all OEM packaging materials • Removal and disposal of all documentation included with the device. (If documentation is required for shipment, please note in the CCS) • Peripherals placed with each individual device on the rack, unless • repacking of keyboards, mice, and other peripherals are requested • Standard Pellera rack label (customization can be discussed) <p>**Available in Midweset Config Centers Only**</p>
10829646 / CPC-829646	Receiving <p>Receiving and inventory per serialized device or box non-serialized components.</p>
10829647 / CPC-829647	Picking <p>Picking per serialized device or box of non-serialized components.</p>

INTEGRATION & LIFECYCLE SERVICES – Shipping Configuration Services	
SKU	DESCRIPTION
10829651 / CPC-829651	Repackaging Services <ul style="list-style-type: none"> • Repackaging of all devices into original OEM packaging materials after configuration • Standard Pellera shipping label
10829652 / CPC-829652	Multi-Pack Service <ul style="list-style-type: none"> • Unboxing and repackaging of notebooks and tablets into multi-pack packaging. (Quantity varies based on form factor) • Removal and disposal of all OEM packaging materials • Removal and disposal of all documentation included with the device. • Standardized Pellera shipping label
10829653 / CPC-829653	Kitting & Packaging Services <ul style="list-style-type: none"> • Combining individual devices and components typically in the original OEM packaging into consolidated packaging for shipment.
10829654 / CPC-829654	Component Repackaging (per item) <ul style="list-style-type: none"> • Unboxing and repackaging of components into consolidated packaging • Removal and disposal of all appropriate OEM packaging materials • Removal and disposal of all documentation included with the component • Standard Pellera shipping label



10829655 / CPC-829655	Save Boxes <ul style="list-style-type: none"> • Unboxing of all devices and storage of all OEM packaging materials • Repackaging of all devices into original OEM packaging materials • Customized labeling of OEM packaging (where applicable) to facilitate product receipt, storage, delivery, and deployment
10692972 / CPC-692972	Onboarding – One-Time Charge New Client / Advance Exchange / Project Onboarding
10829662 / CPC-829662	Etching Service Service that etches client specific asset information into a device.
10903950 / CPC-203950	Return to Lease <ul style="list-style-type: none"> • Receipt of all equipment into Pellera ERP to enable tracking • Sorting of equipment per client criteria • Secure storage of client product • Regular status reports on the disposition of the client equipment
10829659 / CPC-829659	Warehousing Monthly Fee Monthly fee assessed for storage of customer owned equipment.
10829657 / CPC-829657	Warehousing (Per Device) Fee assessed per device/per month beyond 90-days (up to 6 months).
10829661 / CPC-829661	.25 Hour Uplift Used as an additive SKU to other service SKU's when customization is involved.
10829661 / CPC-829661	Project Management Hourly labor fee for providing project management / service coordination.
10829660 / CPC-829660	Medical Cart Assembly Configuration of medical carts that include power supplies, labeling, and all incidental cable management Includes: <ul style="list-style-type: none"> • Removal and disposal of all packaging material. • Installation and cable management of primary power cords. • Installation of cable guides per the specific power requirements of the selected mobile device. • Installation and cable management of device power cords and power bricks. • Packaging of devices for transport
10203830 / CPC-203830	Notebook Storage Cart Configuration Configuration of Notebook storage carts that include power supplies, labeling, and all incidental cable management for approximately 15 to 30 notebooks, tablets, or Chromebook. Includes: <ul style="list-style-type: none"> • Removal and disposal of all packaging material • Installation and cable management of primary power cords • Installation of cable guides per the specific power requirements of the selected mobile device • Installation and cable management of device power cords and power bricks



INTEGRATION & LIFECYCLE SERVICES – Cloud	
SKU	DESCRIPTION
Cloud SKU Bundle: 26 – 1000 Devices	
10234505	ILCS Cloud Provision, Asset Tag, Repackage - (26-1000)
10234507	ILCS Cloud Provision, Asset Tag, Repackage Bundle of 10 - (26-100)
10234508	ILCS Cloud Provision, Asset Tag, Kit - (26-1000)
Cloud SKU Bundle: 101 – 5000 Devices	
10234509	ILCS Cloud Provision, Asset Tag, Repackage - (1001-5000)
10234510	ILCS Cloud Provision, Asset Tag, Repackage Bundle of 10 - (1001-5000)
10234511	ILCS Cloud Provision, Asset Tag, Kit - (1001-5000)
Cloud SKU Bundle: 5000 Devices and above	
10234513	ILCS Cloud Provision, Asset Tag, Repackage - (> 5000)
10234514	ILCS Cloud Provision, Asset Tag, Repackage Bundle of 10 - (> 5000)
10234516	ILCS Cloud Provision, Asset Tag, Kit - (> 5000)

Integration & Lifecycle Services Additional Terms and Dependencies:

Unless otherwise noted in the Proposal, the following terms will apply to all Integration & Lifecycle Service SKU Service offerings:

- **Term:** maximum of one hundred and eighty (180) days following Client's acceptance of Pellera Proposal (the "Term").
 - Upon expiration of the Term, SKU Services are considered complete. All SKU Services ordered by Client must be utilized prior to expiration of the Term.
 - For hourly SKU Services, unused hours expire at the end of the Term. No credit, refund, roll-over, or reassignment of unused hours is available.
- **Invoicing:** Unless otherwise included as part of a Pellera solution, Client will be invoiced for ILCS SKU Services as follows:
 - Warehousing fees are assessed and invoiced monthly.
 - Hourly SKU Services are invoiced monthly for actual hours performed, up to the maximum hours ordered, through the Term.
 - Onboarding – One-Time Charge shall be invoiced prior to any shipments.
 - All other ILCS SKU Services are invoiced per UOM at time of shipment unless otherwise a) specified in the Proposal, or b) agreed to by Pellera and Client in writing.
- Services will be delivered on a best-efforts basis and scheduled over consecutive calendar days with a minimum of two (2) weeks' notice.
- No credit is given for 'unused' time.
- Pellera will provide a Single-Point-of-Contact (SPOC) to Client for the duration of the project.
- Pellera may subcontract any part of this service to subcontractors, including subsidiaries, affiliates, and third parties.
- Client responsibilities:



- All relevant hardware and software must be onsite, in working order, and properly licensed at the time of the project start.
 - All necessary system access such as user ids and passwords required to complete configuration services will be provided by the Client in a timely manner.
 - Current hardware maintenance is in place.
- Exclusions:
 - Pellera will not be responsible for lost time due to older existing Client hardware issues. If such hardware issues result in schedule delays or Pellera consultant efforts, a new Proposal or a change order to the existing Proposal may be required.