Verkada

SERVICE DESCRIPTION

Verkada Global Services
Advanced Vendor Training

1. Introduction

This service description document (this "**Service Description**") describes Verkada's Advanced Vendor Training service (the "**Training Service**"). Any terms used but not defined in this Service Description have the meanings ascribed to them in the End User Agreement ("**Agreement**") between Verkada and the Customer purchasing the Training Service. The Training Service is provided subject to the terms of the Agreement, including the then-current Professional Services Terms available at https://legal.verkada.com/#product-specific-terms. By submitting a Purchase Order for the Training Service, Customer agrees to be bound by the terms of this Service Description.

Verkada will provide the Training Service to help the Customer successfully adopt its new and existing Verkada Products.

2. Scope of Service

Verkada will provide the Training Service by assigning a Verkada Global Services Trainer (the "**VGS Trainer**") onto the engagement. The start date, duration, and applicable Training Service are set forth herein. Unless otherwise set forth in this Service Description, Verkada may, in its discretion, assign more than one VGS Trainer to provide the Training Service.

2.1. Service Location

The Training Service will be provided remotely.

2.2. Training Service Scope of Work

The VGS Trainer will perform the Training Service as detailed below until the earlier of 1) 12 months from the date a non-cancellable Purchase Order is received for the Training Service, and 2) the delivery of all hours purchased. The number of hours purchased is based on the quantity of the Training Service SKU purchased on the applicable Purchase Order, in accordance with Table 1 below. Any hours not consumed by the end of the 12-month period expire, and Verkada will have no further obligation to provide the Training Service.

Table 1

SKU Quantity	Training Service Hours
1	10
2	20
3	30
4	40

(a) Engagement Kickoff

The VGS Trainer will:

- Send the Customer's main point of contact a kickoff email, setting out the hours available, the VGS Trainer's contact details, the scope of the Training Service, and how sessions are to be requested and scheduled

(b) Training Delivery

Training Service hours can be used to:

- Deliver live training sessions to the Customer's team at dates and times mutually agreed upon with the Customer
- Develop custom documentation, training materials, and system guides specific to the Customer's deployment, which remain available to the Customer after the engagement ends

Live training sessions are subject to the following:

- Each session lasts at least one (1) hour and can be extended in thirty (30) minute increments, within the VGS Trainer's normal working hours.
- Hours are considered consumed only while at least one Customer attendee is present
- If no Customer attendee is present, the session may be rescheduled, and the scheduled hours will not be consumed or deducted from the Customer's balance.

Development of custom training materials and documentation is subject to the following:

- Time spent by the VGS Trainer scoping, developing, and finalizing custom materials will be tracked and deducted from the Customer's purchased hour balance.
- All custom documentation and materials created during the engagement will be delivered to the Customer and remain fully accessible for their ongoing use after the Service Description term expires.

(c) Training Topics

Across the Verkada Products purchased by the Customer, and based on the objectives agreed at kickoff, the training may cover the topics below:

- **Command Platform**
  - Navigation and structure: Command (web and mobile app), the site, building, and floor hierarchy, Feature Manager, and license and device claiming
  - Identity and permissions: the permissioning model, default and custom roles, and SSO and SCIM integration with the Customer's identity provider (e.g. Microsoft Entra ID, Google Workspace, or Okta)
  - Scoped administration: directories and sub-sites to restrict users, administrators, and devices by location or business unit, and the limits of what they can scope
  - Security and governance: two-factor authentication, passkeys, passwordless login, session management, and audit logs
  - Operations and support: alerts, device health monitoring, the RMA process, support cases, and temporary support access
- **Cameras**
  - Live monitoring and playback: live grids, fisheye layouts, camera shortcuts, floor plans, the History timeline, and synchronized multi-camera playback
  - Search and alerts: motion, line crossing, people, face, vehicle, and freeform AI search across all cameras, and Persons of Interest alerts
  - Evidence management: footage archives, incidents, and sharing of live or archived footage with external parties
  - Advanced capabilities: analytics tuning (including bulk changes), occupancy dashboards, PTZ operation, and License Plate Recognition (zones, plates-of-interest alerts, and search audit)
  - Storage: retention settings, storage alerts, Cloud Backup, and bandwidth optimization
- **Command Connector**
  - Camera onboarding: compatible third-party and legacy cameras
  - Feed settings and analytics: the settings and analytics supported on onboarded feeds, and the differences from native Verkada cameras
- **Access Control**
  - Access design best practice: the structure of Access Users, Groups, Levels, and Door Schedules, with access granted through groups and levels rather than to individuals
  - User and credential lifecycle: bulk CSV or SCIM provisioning, access start and end dates, mobile credentials, cards, fobs, and PINs, and keycard management
  - Audits and investigations: effective access checks, door event review with paired camera footage, scheduled reports, and attendance analytics
  - Door operations: remote unlock, schedule overrides, door settings, floor plan placement, and emergency Scenarios with roll call
  - Advanced features: tailgate detection, anti-passback and Access Control Areas, and elevator control

- **Alarms**
  - Alarm setup: alarm sites and partitions, and the devices and camera-based events used as triggers
  - Arming controls: arm and disarm schedules, methods, and keycodes
  - Responses and notifications: alarm responses, notification recipients, and horn and speaker behaviour
  - Event review: alarm event verification, and the monitoring workflow where professional monitoring is purchased
  - False alarm reduction: the settings and practices that reduce false alarms
- **Environmental Sensors**
  - Readings and alerts: sensor readings, thresholds, and the triggers that raise an alert
  - Camera pairing: context cameras for sensors, and sensor readings alongside footage
  - Zones and dashboards: sensor zones and the sensor dashboard
- **Intercoms**
  - Call routing: receivers, call groups, sequential calling and rollover, the multi-tenant keypad directory, and No One Home handling
  - Linked door and device settings: access levels, schedules, context cameras, and audio, video, and cloud backup settings
  - Day-to-day operation: live view, remote unlock, talk-down, the Verkada Pass app and Desk Station, and Visit Keys
  - Events and reporting: the global events view, AI transcript search, the intercom dashboard, and report exports
- **Workplace**
  - Visitor experience: iPad sign-in and branding, guest types and flows, additional languages, and documents such as NDAs
  - Visitor security: ID scanning, security screenings, approved and deny lists, and the related notifications
  - Visitor operations: events and pre-registered guests, guest sign-in and sign-out (including from Command), and badge printing and troubleshooting
  - Reporting: the Guest dashboard, filters, and visit log exports
  - Mailroom and emergency features: mailroom delivery logging, and the emergency and reunification features
- **Connectivity**
  - Data and SIM settings: the data plan, SIM and APN settings, dual-SIM, and WAN failover
  - Alerts and location: connectivity, data-usage, tamper, and geofence alerts, and GPS location for outdoor gateways
- **Transportation**
  - Transportation homepage: the live vehicle map, active trips, and vehicle details, including health metrics, trip history, and driving events

    - Investigations: footage search by incident location, address, or driving event (sharp turns, harsh braking, and speeding), and links between camera footage and trip history
    - Incident reports: reports that combine footage, location, and vehicle telemetry
    - Gateway connectivity: 5G and Wi-Fi switching, third-party uplinks, and remote gateway wake-up for footage access from parked vehicles
- **Sound Systems**
    - Spaces and zones: groups of network speakers and network audio players that target specific rooms and locations
    - Ambient music: licensed playlists through the Soundtrack integration, and changes applied at the organization, site, subsite, space, or zone level
    - Announcements: text-to-speech or live microphone announcements to selected locations, including automatic translation into multiple languages
    - Platform integrations: AI-powered deterrence messages with Alarms, and music, announcement, and volume controls from Desk Station
    - Device health and access: online and offline status for every audio device, and permissions so each team member sees only what they need

3. Travel Expenses for On-Site Work

The Training Service will be performed in a remote capacity. In extenuating circumstances where the VGS Trainer is required to go on site, travel and expenses will be billed separately. Any travel by VGS Trainers will be mutually agreed upon before the travel occurs and scheduled a minimum of four (4) weeks in advance.

4. Scheduling

Verkada will assign a VGS Trainer with the appropriate skills to perform the Training Service. Staffing of the VGS Trainer may take up to thirty (30) days. The Training Service will be provided only during Customer's normal business hours, and will not be provided on weekends or holidays without mutual written agreement of the parties, including the applicable rates.

Customer understands and acknowledges that from time to time the VGS Trainer will be required to attend mandatory employee meetings and/or training for Verkada employees. The VGS Trainer's attendance at any such events will be coordinated in advance with the Customer.

During the Training Service term, all planned time off requested by the VGS Trainer shall be in accordance with the Verkada human resources policies. Routine time off will be scheduled and communicated by the VGS Trainer to the Customer with 15 days notice. In addition, the VGS Trainer will adhere to the local Verkada office holiday schedule. The VGS Trainer will immediately communicate any unavoidable unscheduled time off, sickness, or severe travel delays to the Customer contact.

5. Overall Customer Obligations and Exclusions

Verkada's obligations, and delivery of the Training Service, require Customer to comply with its obligations and are subject to the exclusions below. To enable Verkada to deliver the Training Service successfully, the Customer must meet its obligations under this Service Description in a professional, timely, and competent manner, and Verkada is not responsible for any delay or failure to perform the Training Service as a result of Customer's failure to meet its obligations. Additionally, because the Training Service is instructional and advisory, Verkada will not be liable for any configuration, administrative, or operational decision the Customer makes in reliance on the training delivered.

(a) Customer Obligations

Before delivery of the Training Service, Customer will do the following:

- Provide a single point of contact responsible for:
    - Requesting and scheduling training sessions.
    - Identifying the attendees for each session and confirming they hold the Command permissions needed to follow along.
    - Serving as the central contact for Verkada, and notifying Verkada promptly if the point of contact changes.

As Verkada delivers the Training Service, Customer will do the following:

- Either request live training sessions or request the development of custom documentation to consume the purchased hours within the term.
- Ensure attendees join at the scheduled time and have the equipment, Command access, network access, and conferencing software needed to take part.
- Where devices are required for a topic, ensure the relevant Products are installed, online, and available before the session.
- Where training is delivered on a train-the-trainer basis, distribute the recording and any materials internally and deliver all onward training.
- Obtain any consent required under its own policies or applicable law before a session is recorded.

(b) Exclusions

The VGS Trainer will not:

- Start the Training Service until it receives a non-cancellable Purchase Order for the Training Service.
- Be responsible for performing any tasks outside this Service Description. Any changes to the Service Description or Customer requests outside of the Service Description require mutual written agreement of the parties on scope and additional cost.
- Be responsible for any Customer contractors or third parties Customer engages.

- Be responsible for any delays caused by Customer or any third party, including hours that expire because the Customer did not schedule them.
- Deliver training on non-Verkada hardware or software, or on the Customer's own third-party systems, networks, or identity providers beyond explaining how the Verkada Products connect to them.
- Develop custom software, or build custom or third-party API integrations.
- Migrate data, users, or systems into, out of, or between Verkada Command organizations.
- Configure, or make any change to, the Customer's Command organization, devices, or Products on the Customer's behalf.
- Perform ongoing operational tasks, including retention, saving, review, or export of camera footage, or ongoing system administration or monitoring.
- Perform physical installation, mounting, cabling, or power.
- Provide legal, regulatory, or compliance advice, including on data retention, privacy, or the Customer's lawful use of the Verkada Products.
- Certify, accredit, or otherwise formally qualify the Customer's personnel.
- Attend weekly project, coordination, or deployment calls, or act as a project management or escalation contact for the Customer's deployment
- Deliver any hours beyond those purchased, or extend the term of this Service Description to make up for hours not consumed within it

The Training Service is non-transferrable.