

# CUSTOM SOFTWARE SUPPORT SERVICE

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## Introduction

This Service Description Document (“SDD”) describes the Juniper Custom Software Support Service (“Services”) that Juniper makes available for purchase by end users of Juniper products (“End User”) directly or through its authorized resellers and distributors. The Services provide annual support for “Custom Software,” which is defined as a software-based solution that has been designed, developed, and tested by Juniper Networks® Professional Services and delivered as a specific project deliverable that is part of a Statement of Work (SOW).

The Services are subject to the terms of this SDD and of the Juniper Networks End User Support Agreement (a copy of which is posted at [www.juniper.net/support/guidelines.html](http://www.juniper.net/support/guidelines.html)), or another written master services agreement signed by Juniper Networks and the End User and covering, within its scope, the terms and conditions under which Juniper will render support and maintenance services (herein, the “End User Services Agreement” or “EUSA”).

All license terms for the Custom Software provided by Juniper as part of the Services are subject to the Juniper Networks Script Software License Agreement, a copy of which is posted at <https://www.juniper.net/support/legal/scriptlicense/> (or another written master license agreement signed by Juniper and the End User and covering, within its scope, the terms and conditions under which Juniper will provide software and software updates and releases).

In the event of any conflict between the terms of this SDD and those of the EUSA or Juniper Networks Script Software License Agreement, the terms of the EUSA and Juniper Networks Script Software License Agreement shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD will be as defined in the EUSA.

## Eligibility, Purchasing, and Prerequisites

The Services are available for purchase only (i) by certain qualified End Users solely for their own internal use and (ii) by Juniper authorized resellers or by Juniper authorized distributors solely for resale to the End User identified by name and address in such authorized reseller’s purchase order. The Services must be purchased for a fixed term lasting at least twelve (12) months unless otherwise agreed to by Juniper for the purposes of co-termining an End User’s multiple Service Contracts. Any such purchased commitment by Juniper to provide Services is referred to herein as a “Juniper Service Contract.” Prerequisites are a Design Document and a Test Plan. Juniper and the End User must agree to the content for both. If neither document exists, or if the current documents require updating, they must be created or updated at additional expense.

## Services Features and Deliverable Description

Juniper will use commercially reasonable efforts to provide the End User with the Services. The Services comprise access to Juniper Technical Support engineers who will diagnose a Custom Software issue or outage and restore the application back to working order.

The Services as described in this document are an annual maintenance contract that can be renewed each year, and are only applicable to custom software developed by Juniper Professional Services. The Services include break-fix work only and software patches and updates.

### JTAC Access

With Juniper Technical Assistance Center (JTAC) support, the End User will have unlimited access to JTAC engineers by phone and online 24/7/365. JTAC Technical Support engineers will diagnose a custom software issue or outage and restore the application back to working order, generate workaround solutions using reasonable commercial efforts, or provide a fix to a discovered defect. Automatic escalation alerts to senior management are triggered on all priority issues. Customers will be notified of the availability of a patch or update by JTAC.

For details on JTAC support center structure, how to access JTAC support, JTAC response time guidelines, problem reporting and escalation procedure, case workflow, and customer communication guidelines, please refer to the [JTAC User Guide](#).

### Online Support

During the term of the Juniper Service Contract, Juniper provides End User with self-service access to the Juniper Customer Service Center (CSC) online portal, which provides information, answers, tools, and service options for the End User's use in supporting supported Juniper product. Offerings include, but are not limited to:

- Online case management: Create new cases, check the status of existing cases, update cases with new information, search by case numbers, and search by End User's own internal case reference numbers.

### Software Patches and Software Updates

During the term of the Juniper Service Contract, software patches and software updates for the End User Software are included, if necessary, to restore system functionality and are tied to the specific code release that the End User accepted. End Users will be notified of the availability of a patch or update by JTAC.

Software Patch means minor modifications to the Custom Software to address a specific problem and help restore the system.

Software Update means a release to the Custom Software or its underlying component parts (such as a software library) comprising primarily error corrections (a collection of software patches) to the Custom Software, sometimes also referred to as "maintenance releases." Software Updates do not typically include any new or additional features beyond what was provided in the latest available Software Upgrade.

Please note that a custom software upgrade or enhancement is not included, but can be purchased separately from Juniper Professional Services. A Software Upgrade means a release of the supported software that may contain new features or enhanced functionality.

Please note that a Juniper Networks Junos® operating system upgrade or enhancement is not included, but can be purchased separately from Juniper Professional Services.

### Version Control

The Services are tied to a specific release of code. If the End User changes the version that was agreed upon, then Juniper is not obligated to provide the Services.

## End User Responsibilities

- The End User will provide Juniper or its authorized service representative with access to the affected network environment, and will assign a technical contact for Juniper.
- Furthermore, if Juniper determines that its technical personnel need access to the End User's network in order to remotely diagnose a problem, End User will ensure that Juniper personnel have the necessary level of authorized access to such network. The End User has the right to observe such access.
- The End User will implement any Software Patches and/or Software Updates as directed by JTAC staff and/or Juniper Professional Services staff.
- The End User will properly train support engineers in the use and application of the Custom Software.
- The End User's support engineers must be proficient in the operation of the Custom Software and be able to perform basic hardware and software configuration and troubleshooting. All communication to Juniper engineers of customer issues and responses will be conducted in English. End User shall pay for support rendered by Juniper due to modifications not authorized by Juniper at Juniper's then prevailing rates for time and materials.
- The End User shall inform Juniper about any role changes or the resignation of its support engineers so that their individual CSC accounts can be modified/deactivated as needed.

- Without prior notification, Juniper is not responsible for modifying or terminating the CSC-Portal accounts which belong to End User's employees who change roles or resign from their positions.
- The End User will protect and back up the data and information stored on the computers/servers on which the Custom Software is used, and confirm that such data and information is protected and backed up before contacting JTAC for support. Juniper is not responsible for lost data or information in the event of errors or other malfunction of the software or computers/servers on which the Custom Software is used.
- The End User will provide information on the current configurations and current software releases running in the network as and when requested by Juniper in order to provide the service deliverables mentioned in this offering.
- The End User will provide access to servers, equipment, information, logs, infrastructure, and resources needed for the delivery of the Services.
- The End User will ensure that the requirements identified to enable the proper working of the Juniper solution are in place. These requirements may be documented in the product documentation or user guides, or additional recommendations communicated by the Juniper team from time to time for proper delivery of Services.
- The End User will provide Juniper with any information Juniper may reasonably request about the execution of the Services throughout the delivery process. If third-party participation and cooperation is required in order for the End User to perform their responsibilities, the End User shall be responsible for getting such participation and cooperation. End User shall provide written notice to Juniper as soon as it becomes clear or there is reason to believe that the End User will not meet any of their responsibilities.

## Availability

These Services are available worldwide (excluding countries listed in Group E under the U.S. Export Administration Regulations [currently, Cuba, Iran, North Korea, Sudan, and Syria] and any other countries as to which the furnishing of such Services may be prohibited), provided, however, that certain advance replacement and onsite services are not available in certain countries. Services are available for a minimum fixed duration of twelve (12) months.

## Scope

- Services will be delivered remotely from an authorized Juniper location unless otherwise specified.
- All service deliverables in this offering are available in English only unless otherwise specified by Juniper.
- Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from the End User such cooperation, network access, consents, information, and materials that Juniper may reasonably request to enable Juniper's proper and efficient performance of such Services and to enable Juniper to do so in compliance with all applicable laws and regulations.

## Exclusions

Juniper is not obligated to provide support for any of the following:

- A warranty, implied or expressed
- Third-party open source components that are used by the Custom Software
- Operation of the Custom Software other than in accordance with technical documentation and specifications furnished by JTAC or Juniper Professional Services
- Actual or attempted modification, alteration, or addition to the Custom Software undertaken by the End User or any third party
- Any customized deliverables created by Juniper specifically for End User as part of a consulting service

## Customer Services Policies

The [Customer Care User Guide](#) and [JTAC User Guide](#) are provided for information purposes only to assist the End User efficiently and effectively accessing and understanding Service Contract benefits.

## About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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