

# ENTERPRISE NETWORK TRANSITION SERVICE

## Service Description Document – APAC Theater

### Contents

1. Introduction .....	1
2. Eligibility and Purchasing.....	1
3. Service Features and Deliverable Description .....	2
4. End User Responsibilities .....	4
5. Availability .....	5
6. Scope .....	5
7. Glossary .....	5

## 1. Introduction

Juniper Networks' Enterprise Network Transition Services ("NTS Services") deliver comprehensive implementation support for an End User's new or developing network using Juniper products. NTS is a bundle of services that includes service management, transition assessment, a design change review, education services assessment, and remote technical assistance. NTS' goal is to reduce End User risk during implementation of Juniper products, while facilitating a smooth and efficient transition from the End User's existing network to the End User's new Juniper network.

Enterprise Network Transition Services are described in this Services Description Document ("**SDD**"). The Services are rendered by Juniper directly to the End User of Juniper Networks products (the "**End User**"), which End User is identified by name and address in the order for the Services (whether placed by an authorized Juniper Reseller or otherwise). NTS Services only cover Juniper Networks products, which are purchased from Juniper Networks or an authorized Juniper Networks reseller, and are: i) specified in the Purchase Order for the NTS Services placed by End User or an Authorized Juniper Networks reseller; and, ii) for each such product, only during the term of the Juniper Care Support Services contract. Such Juniper Networks products of End User are herein referred to as the "**Supported Juniper Products**."

NTS Services are subject to the terms 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 other written master services agreement signed by Juniper Networks and End User and covering, within its scope, the terms and conditions under which Juniper Networks will render support and maintenance services for End User's Supported Juniper Products) (herein, the "**End User Services Agreement**" or "**EUSA**").

In the event of any conflict between the terms of this SDD and those of the EUSA or EULA (End User License Agreement), the terms of the EUSA and EULA shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the EUSA.

## 2. Eligibility and Purchasing

NTS Services are available only to the prequalified End User who is new to Juniper, has a small Juniper footprint, or has minimal or no operational experience with Juniper products and the Juniper Networks® Junos® operating system. The eligible End User will have to execute and maintain a Juniper Care maintenance contract. NTS Services are available to the End User purchasing systems and services directly from Juniper or via a Juniper Networks authorized Reseller. NTS Services terms are valid for 12 months from the date of purchase.

### 3. Service Features and Deliverable Description

NTS Services deliver service management, transition assessment which includes a design change review, education services assessment, and technical assistance as described herein. These services are delivered remotely. Any services, deliverables, or the like that are not described below are excluded from the scope of the NTS Services and need not be provided.

#### 3.1. Service Management

Service management describes the provision of a designated service manager at the End User's site during covered periods to help facilitate and oversee the implementation of Juniper Networks products to facilitate End User's ability to use them. The service manager's responsibilities include:

Onboarding Service:

- Case manager system access and configuration
- Case creation and escalation process instruction
- Customer inventory and entitlement review
- Juniper Networks Technical Assistance Center (JTAC) policies and instructions engagement review
- Completion of a logistics overview
- Evaluation of partner readiness

Issue Management:

- Implementation of case management and account escalations procedures
- Implementation of case review and progress reporting practices

#### 3.2. Transition Assessment

Using Juniper Networks' operational best practices, Juniper engineers will perform a Transition Assessment, and provide a written recommendation describing their findings. Transition Assessment deliverables include one Design Change Review, and either one Software Upgrade Review and Recommendation or one Product Issue Impact Review.

##### 3.2.1 [Design Change Review](#) (DCR):

- Review the End User's network design, discuss the high-level design goals and detailed level design plan, identify potential issues relative to the identified solution requirements, and provide advice regarding potential areas for improvement.
- Review the End User's design requirements and goals, which will include a review of the End User's high-level design document. These typically include documents provided by the End User that relate to the End User's business requirements for the network, such as:
  - › The network's resiliency
  - › Connectivity
  - › Network management requirements
  - › Network topology description
  - › Service description
  - › Peering
  - › Scale constraints/capacity
  - › Network reliability expectations
  - › High availability requirements

3.2.2 Juniper Networks engineers will then perform one of the following reviews (either set a or b) as selected by customer.

##### a) Software Upgrade Review and Recommendation (SURR):

- Review and assess the current software being used in the End User's network. Note: Hardware and feature requirements must be provided by the End User to determine the targeted software release.
- Provide a Target Software Release Analysis, which analyses targeted software release to determine the potential impact on the End User's network.

- Provide a Software Upgrade Recommendation, which is based on the Target Software Release Analysis with a consolidated report on software upgrade assessment and target software analysis, with any identified recommended changes and improvements.
- Provide a general software risk assessment and a comprehensive migration review.

Or:

b) Product Issue Impact Review (PIIR):

- Juniper engineers will analyse identified defects that match the End User's deployed network profile and provide an assessment and recommendation on the potential network impact caused by them. These risks will be evaluated based on the Product Issue Report that is generated and information provided by the End User. It will further be based on the End User's specific business and networking requirements.

All deliverables in Transition Assessment will be provided remotely and in English if local language support is not available.

### 3.3. Education Services Assessment

This assessment provides a review of current Juniper skills and the new skills required to implement and manage the new network. Recommendations may include online (e-learning) or instructor-led training and specific Juniper accreditations.

All deliverables in Education Services Assessment will be provided remotely and in English if local language support is not available.

### 3.4. Technical Assistance

Technical Assistance can be delivered by a remote technical engineer. Such assistance may include the following elements:

#### 3.4.1 Real-time Q&A

A designated Juniper Networks engineer can provide technical advice and recommendations via direct phone call or e-mail during regular business hours (at the location where the calls are received) in real time. The question subject matter should be made by technically competent personnel and focus on the following categories:

- Network optimization
- Network operational best practices
- Maximizing network uptime
- Network upgrades and scalability
- Risk aversion, analysis, and mitigation

All technical issues, network problems, and troubleshooting activities should be directed to the JTAC. All other nontechnical questions should be directed to Juniper Customer Care.

#### 3.4.2 Implementation and/or Migration Window Support

Juniper Networks engineers are available during anticipated network changes to remotely assist the End User in executing plans for implementation and/or migration of Juniper Networks infrastructure and services into the End User's existing network. During agreed-upon windows, the assigned engineer can be on call or be immediately available to provide assistance in diagnosing and troubleshooting any unforeseen issues that may occur, and will collect information to identify the root problem in conjunction with JTAC. In addition, the assigned engineer can recommend solutions for any identified issues and provide support for any proposed solution implementation.

After the window, the assigned engineer will transfer any outstanding issues to the designated service manager for follow-up and escalation.

At least 10 Juniper business days' notice is required for each window. A maximum of two implementation/migration windows, which are outside of normal business hours, can be supported per month.

#### 3.4.3 Delivery of Reviews

For Design Change Review, Software Upgrade Review and Recommendation, or Product Issue Impact Review, the designated Juniper Networks engineer will set up a remote conference to explain the technical details discovered in the process. If there are any design modifications or changes in the configuration templates, the Juniper Networks engineer will provide advice and recommendations, and answer any relevant questions.

All deliverables in Technical Assistance will be provided remotely and in English if local language support is not available.

## 4. End User Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon End User meeting the following obligations:

- Device information. Sharing of Juniper device information, network designs, configurations, and existing constraints or dependencies in the network.
- End User contacts. Designating a lead contact, and at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the Juniper remote engineers. The End User will designate contacts that are senior engineers with the authority to make any necessary changes to the designated network configuration. It is strongly recommended that the designated senior engineers hold at least the Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.
- Electronic access to designated network. Providing reasonable electronic access to the designated network to assist the Juniper remote engineers and service team in providing the support without charge and in a timely manner.
- Desired designated network features. End User must specify the products and features or technologies desired for the designated network equipment prior to Juniper Networks' review of network equipment software versions.
- Comprehensive review of the existing Juniper Networks products in End User's network. Juniper may provide equipment to be located at the designated network location for data and statistics gathering. Title in such equipment will at all times remain solely in the name of Juniper Networks. Risk of loss in such equipment will be the End User's while the equipment is in End User's premises. Towards this end, the End User shall ensure that such equipment is located in a secure area with access restricted to those employee(s) or contractor(s) who have a need to access the equipment. The End User must (and agrees to) defend and hold Juniper Networks harmless for any expenses, costs, or claims due to damage to or loss or theft of such equipment while in the End User's custody. The End User must immediately return such equipment to Juniper Networks, as instructed by Juniper Networks, upon the earlier of: (i) expiration or termination of the Services; or (ii) Juniper Networks' request to End User that the same be returned to Juniper Networks.
- Customer shall manage and provide the timely participation of all third parties including the End User, other vendors, and systems integrators required for successful completion of Customer and Juniper Networks' Services without charge. Unless otherwise agreed upon in writing, Juniper Networks shall have no responsibility for any third party engaged or related costs incurred to facilitate the delivery of the Services.
- As requested and on a timely basis, Customer shall provide access to all required and requested data, documents, subject matter and technical experts, etc. without charge. All documentation and information provided must be up to date, in English, and provided in accordance with the relevant project schedule.
- Customer shall coordinate Customer and any third-party resources engaged in the project. Any Customer or third-party resources involved in technical Juniper Networks product work should be certified on Juniper Networks products and must demonstrate appropriate skill levels. Skill levels will be assessed by the Juniper project manager or lead consultant.
- Customer shall identify a point of contact to sign all completed work promptly.
- All products involved in testing must be working properly and up to date.
- Customer shall advise Juniper Networks of any:
  - Security, health, and safety matters applicable to the location where Services are to be provided
  - Requirements imposed by law or by any professional body which must be satisfied related to the Services
  - Information Juniper Networks may reasonably request about the Services or the facilities in which they will be performed or used.
- Customer shall ensure that nothing is done to cause Juniper Networks to be in breach of any legislation, license, restriction, or code of practice.
- Customer shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that: (i) it will not meet any of the Customer responsibilities; and/or (ii) any assumptions or predicates will not occur, will not occur in a timely manner, are misleading, or are inaccurate.
- Customer shall respond to documents, provide letters of confirmation, and sign requested documents in a timely manner and, in any event, within five (5) working days.
- Customer acknowledges the importance of Juniper's participation in Customer's overall project and shall ensure that Juniper Networks is invited to all Customer project management meetings.
- Customer shall be responsible for managing all other vendors, including, if applicable, its systems integrator.
- Customer shall agree to the detailed software and hardware specifications for the Juniper Networks products prior to the execution of a statement of work (SOW).
- The Customer shall perform its responsibilities in a professional and timely manner to facilitate timely completion of the Services. In the event of failure by Customer to meet any responsibilities, Juniper Networks reserves the right to delay the project schedule and/or levy additional charges, including onsite charges.

## 5. Availability

- The Services are available to End Users who currently have in place a Juniper Care maintenance contract.
- These Services are available in the Juniper Asia Pacific (APAC) theater (excluding countries listed in Group E under the U.S. Export Administration Regulations, which are currently Cuba, Iran, North Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited.
- The Services are available 9 a.m. to 5 p.m. Monday through Friday (GMT+8), excluding Juniper observed holidays in respect to the customer's primary workplace. Alternative time zone support is available at additional cost.
- The Services are available in one or multiple 3-month periods and must start within 12 months of purchase. The contract will commence on the first day of service, providing continuous business day services until the last day of service identified by the service period stated in the Task Order as agreed between Juniper and the customer.
- Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract a portion of the Services to any third party of Juniper Networks' partner.
- Services and deliverables will be provided in English if local language support is not available.

## 6. Scope

- The scope of Services is limited to the Juniper Networks products and services purchased and in use by the End User.
- Services shall be delivered remotely from an authorized Juniper location unless stated otherwise.
- This service can be customized or combined with other Advanced Service offerings to accommodate customer requirements. Both Juniper Networks and the customer must agree upon all customized service features and deliverables prior to commencement of the service.

## 7. Glossary

- JTAC: Juniper Technical Assistance Center
- PIIR: Product Issue Impact Review
- DCR: Design Change Review
- SURR: Software Upgrade Review and Recommendation
- JNCIS: Juniper Networks Certified Internet Specialist
- JTAC: Juniper Networks Technical Assistance Center
- SOW: Statement of Work

## About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at [www.juniper.net](http://www.juniper.net).

---

### Corporate and Sales Headquarters

Juniper Networks, Inc.  
1194 North Mathilda Avenue  
Sunnyvale, CA 94089 USA  
Phone: 888.JUNIPER (888.586.4737)  
or +1.408.745.2000  
Fax: +1.408.745.2100  
[www.juniper.net](http://www.juniper.net)

### APAC and EMEA Headquarters

Juniper Networks International B.V.  
Boeing Avenue 240  
1119 PZ Schiphol-Rijk  
Amsterdam, The Netherlands  
Phone: +31.0.207.125.700  
Fax: +31.0.207.125.701

To purchase Juniper Networks solutions, please contact your Juniper Networks representative at +1-866-298-6428 or authorized reseller.

Copyright 2014 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Junos and QFabric are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.

9060102-001-EN Mar 2014