Maintenance Services Plus

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1.   Introduction

Juniper Networks' Maintenance Services Plus Service ("MS Plus Service") provides entry level access to Juniper Networks' comprehensive series of Advanced Services offerings, allowing Juniper Care customers ("End Users") to fund each service described in this Services Description Document ("SDD"), on demand, without the need for long-term commitments and higher initial costs. MS Plus Service provides an incremental, on-demand funding option for smaller networks where Juniper Networks' products within the End User's network are not already supported by Juniper's traditional Advanced Services bundled offerings.

The individual services described in this SDD become active on the date when the End User redeems service credits for the nominated services.

MS Plus Service offerings, as described in this SDD, will be provided by Juniper Networks to a Juniper Care customer ("End User") or Juniper Operate Specialist ("Operate Specialist"). End User is identified by name and address in the order for the MS Plus Service (whether placed by an authorized Juniper Reseller or otherwise). MS Plus Service only covers Juniper Networks' products purchased from an authorized Juniper Networks' reseller in the End User's geographic territory that are: i) specified in the Purchase Order for the Juniper Care services placed by End User or an Authorized Juniper Networks reseller; ii) and, for each such product, only during the term of the Juniper Care Support Services contract in the appropriate territory. Such Juniper Networks products of End User are herein referred to as the "Supported Juniper Products."

MS Plus Service offerings 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 (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

MS Plus Service is available only to the "Prequalified" End User who has a small Juniper footprint. Eligible End Users must maintain a current Juniper Care maintenance contract for all Juniper equipment for the duration of any MS Plus Service engagement.

MS Plus Service is available to the End User who purchases systems and services directly from a Juniper Networks authorized reseller in the relevant territory. MS Plus Service offerings are purchased using Advanced Services credits, which can be redeemed for services detailed in this SDD. MS Plus Service credits are valid for 12 months from the date of purchase.

3. Service Features and Deliverable Description

MS Plus Service provides End Users with service management and technical assistance services as described herein. These services are delivered by non-designated engineers or service managers. Any service or deliverable that is not described below is excluded from the scope of the MS Plus Service offerings.

3.1 MS Plus Service Offerings

3.1.1 Service Management Onboarding (SMO)

Service Management Onboarding describes the provision of a non-designated Service Manager to remotely assist the End User to manage and oversee the support of Juniper Networks' products. The Service Manager's responsibilities include:

Onboarding Service:

- Service Request Management system access and configuration
- Service Request creation and escalation process instruction
- Customer inventory and entitlement review
- Juniper Networks® Technical Assistance Center (JTAC) policies and instructions review
- Logistics overview
- Partner readiness evaluation

Issue Management:

- Guidance on Service Request management and escalation procedures
- Weekly Service Request status reporting

3.1.2 Technical Guidance (TG)

A Juniper Networks engineer will 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 specific areas of technical expertise covered are:

- Network operational best practices
- Network uptime optimization
- Network upgrades and scalability
- Risk Aversion, Analysis, and Mitigation

All technical issues, network problems, and troubleshooting activities should be directed to the Juniper Technical Assistance Center (JTAC). All other nontechnical questions should be directed to Juniper Customer Care. If there are design modifications or changes in the configuration templates, the Juniper Networks engineer will provide advice and recommendations, and answer relevant questions.

3.1.3 Implementation and/or Migration Window Support (IMWS)

A Juniper Networks engineer is available via telephone or e-mail during anticipated network changes to 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 a problem's root cause 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 IMWS window, the engineer will transfer any outstanding issues to a Service Manager for follow up and escalation, if assigned.

3.1.4 Service Request Resolution Assistance (SRRA)

Designated Juniper Networks specialists will take ownership of specific technical Service Requests requested by End User and work closely with JTAC to drive the Service Request through to resolution. SRRA responsibilities include:

- Resolving technical Service Request
- Managing technical Service Request escalations
- Delivering root cause analysis for specific Service Requests
- Resolving nontechnical Service Requests raised via Customer Care

Service Request management, including priority definitions, will be provided in accordance with the JTAC User Guide.

3.1.5 Product Bug Notification Impact Review (PBNIR)

Juniper Networks Advanced Services monitor software defects with major service impact and publish periodic Product Bug Notifications (PBNs). In this service, Juniper Networks engineers analyze the published PBN defects that match the End User's deployed network profile and provide an assessment and recommendation on the potential network impact. A designated Juniper Networks engineer will then hold a conference call to explain the technical details discovered in the PBNIR process.

3.1.6 Product Issue Impact Review (PIIR)

Juniper Networks PIIR provides an in-depth analysis of hardware and software defects (bugs) found in the field that match the End User network profile. This deliverable assists in determining the potential impact and risk for the customer's network:

- Provides a complete and tailored list of issues specific to your hardware, software, and features deployed

- Provides a detailed impact analysis that further reduces risk of encountering issues

- Anticipates downtime on specific nodes due to hardware or software issues

- Ensures awareness of all current potential issues that might affect or interrupt the business

- Offers recommended solutions and workarounds that allow intelligent proactive management of potential problems in a live network to maintain high uptime

3.1.7   Configuration Analysis and Change Review (CACR)

Juniper Networks Configuration Analysis and Change Review provides consultative review and analysis by optimizing the network configuration in conjunction with a Juniper engineer's detailed understanding of the customer's network and expertise regarding Juniper products. Juniper engineers will discuss requirements in detail and apply best practices and Juniper methodology to analyze the configuration and features with a focus on scalability, resilience, and efficiency.

3.1.8   Product Health Check (PHC)

Juniper Networks Product Health Check uses sampling data from targeted Juniper devices to check key indicators of device health and utilization to determine if the product is meeting performance expectations based on Juniper recommended best practices. Juniper engineers will analyze the data and provide recommended actions or workarounds to help you minimize risk and improve network performance.

4. MS Plus Service—Service Credit Table

MS Plus Service	Service Period	Required Credits
Service Management Onboarding (SMO)	1 Month	4 Credits
Technical Guidance	Per Day	1 Credits
Implementation/Migration Window Support (IMWS)	Per Day	1 Credits
Service Request Resolution Assistance (SRRA)	Per Request (per TAC case)	3 Credits
Product Bug Notification Impact Review (PBNIR)	Per Request	2 Credits
Product Issue Impact Review (PIIR)	Per Request	4 Credits
Configuration Analysis and Change Review (CACR)	Per Request	5 Credits
Product Health Check (PHC)	Per Request	5 Credits

5. End-User Responsibilities

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

- Information sharing—Prompt and accurate sharing of Juniper device information, network designs, configurations, and existing constraints or dependencies in the network.

- End-user contacts—Designate 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 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—Provide reasonable electronic access to the designated network to assist the Juniper 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 Networks may provide equipment to be located at the designated network location for data and statistics gathering. The title for such equipment will at all times remain solely in Juniper Networks name. Risk of loss in such equipment will be the End User's responsibility 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 MS Plus Service; 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 End User and Juniper Networks' MS Plus Service. Unless agreed otherwise in writing, Juniper Networks shall have no responsibility for any third-party engaged or related costs incurred to facilitate the delivery of the MS Plus Service.

- Access—As requested and in a timely basis, End User shall provide access to all required and requested data, documents, subject matter, and technical experts without charge. All documentation and information provided must be up-to-date, in English, and provided in accordance with the relevant project schedule.

- Coordination and certification—End User shall coordinate its own and any third-party resources engaged in the project. Any End User or third-party resources involved in technical Juniper Networks product work should be certified on Juniper Networks' products and must demonstrate appropriate skill levels, as assessed by the JPM or lead consultant.

- Single point of contact—End User shall identify a point of contact to sign all completed work promptly.

- Testing—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 MS Plus Service is to be provided

  - Requirements imposed by law or by any professional body which must be satisfied related to service delivery

  - Information Juniper Networks may reasonably request about the MS Plus Service offerings or the facilities in which they will be performed or used

- Compliance—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 is solely responsible for any and all third-party products related to its network and the operation/maintenance of same.

- Failure to meet expectations—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 of the Assumptions or Predicates will not occur, will not occur in a timely manner, are misleading, or are inaccurate.

- Document sign-offs—Customer shall respond to documents, provide letters of confirmation, and sign Acceptance Criteria, Completion Certificates, or other requested documents in a timely manner and, in any event, within five (5) working days.

- Project meetings—Customer acknowledges the importance of Juniper Networks' participation in Customer's overall project and shall ensure that Juniper Networks is invited to all Customer project management meetings.

- Vendor management—Customer shall be responsible for managing all other vendors, including, if applicable, its systems integrator.

- Specifications—Customer shall agree to the detailed software and hardware specifications for 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 MS Plus Service. In the event that the Customer to meet any responsibilities, Juniper Networks reserves the right to delay the project schedule and/or levy additional charges, including onsite charges.

6. Availability

- The MS Plus Service is only available to End Users who currently have in place a Juniper Care maintenance contract and who maintain such contract throughout the term of the MS Plus Service.

- The MS Plus Service is 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 MS Plus Service is available 9 a.m. to 5 p.m. Monday through Friday excluding Juniper observed holidays in respect to the customer's primary workplace unless otherwise agreed to by Juniper Networks.

- The MS Plus Service 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 upon between Juniper and the End User.

- Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract all or a portion of the MS Plus Service to any third party.

- MS Plus Service and deliverables will be provided in English if local language support is not available.

- The standard offering provides for non-designated engineers and/or service managers delivering all services. Designated and/or local engineers and/or service managers can be provided as an additional option.

7. Scope

- The scope of MS Plus Service offerings is limited to the Juniper Networks' products and services purchased and in use by the End User.

- This service can be customized or combined with other Advanced Services 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. Any and all changes or customizations must be agreed to in writing, signed by both parties, and attached as an addendum to this SDD.

8. Glossary

- CACR: Configuration Analysis and Change Review
- IMWS: Implementation/Migration Window Support
- JNCIS: Juniper Networks Certified Internet Specialist
- JTAC: Juniper Networks Technical Assistance Center
- MS Plus: Maintenance Services Plus
- PBNIR: Product Bug Notification Impact Review
- PHC: Product Health Check
- PIIR: Product Issue Impact Review
- SMO: Service Management Onboarding
- SRRA: Service Request Resolution Assistance

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.

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