

Product Issue Impact Review

Service Description Document

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1. Introduction

Product Issue Impact Review Services (“Services”) are described in this Services Description for Services delivered by Juniper Networks to Juniper Care Plus customer or Juniper Operate Specialist (“Customer”).

Juniper Networks’ Product Issue Impact Review services provide in-depth analysis on hardware and software defects (bugs) found in the field that match Customer’s network profile to help determine the potential impact and risk for your network.

2. Eligibility and Purchasing

Services are available only to End User who holds a valid Juniper Care Plus contract or Juniper Operate Specialist who holds a valid Advanced Partner Support contract or Advanced Customer Support contract. Services may be purchased using consulting credits.

3. Service Features and Deliverable Description

As part of the Services, Juniper Networks will use commercially reasonable efforts to provide Customer with the following:

3.1. In-Depth Product Issue Impact Review and Recommendations

Juniper Networks engineers analyze the defects that match the Customer’s deployed network profile and provide an assessment and recommendation on the potential network impact. The risk is evaluated based on the Product Issue Report that’s generated based Customer’s specific business and networking requirements.

3.1.1. Analyze the defects identified in the Product Issue Report that match the Customer’s deployed network profile and determine the potential level of exposure on the network (critical, major, minor, none) based on Customer’s specific business and networking requirements.

3.1.1.1. Critical: problems that severely affect service, capacity/traffic, billing and maintenance capabilities and require immediate corrective action such as:

- A loss of service that is comparable to the total loss of effective functional capability of an entire system
- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
- Any loss of safety or emergency capability (e.g., 911 calls).

3.1.1.2. Major: problems that seriously affect system operation, maintenance and administration, etc., and require immediate attention. The urgency is less than in critical service impact situations because of a lesser immediate or impending effect on system performance, Customers and the Customer’s operation and revenue such as:

- Reduction in any capacity/traffic measurement function
- Any loss of functional visibility and/or diagnostic capability
- Short outages equivalent to system or subsystem outages

3.1.1.3. Minor: problems that are not traffic affecting and do not significantly impair the functioning of the system or do not significantly affect service to Customers non-traffic impacting.

- 3.1.1.4.** None: problems that are related to configuration assistance, misuse of product or feature requests.
- 3.1.2.** Assessment on the probability (high, low, Indeterminate) that the Customer will encounter the reported defects on their network.
- High - Probability for issue to happen in live network is high.
 - Low - Probability for issue to happen in live network is low.
 - Indeterminate - Seen under very unusual circumstances or irreproducible problems.
- 3.1.3.** Recommendation on what course of action Customer should take on the reported defects to avoid potential problems based on Customer specific business and networking requirements.
- 3.1.4.** Consolidated reports on product issues and impact analysis.

4. Customer Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon Customer meeting the following obligations. The provision of the Services assumes that Customer will:

- 4.1.** Provide information on the current software releases running in their network infrastructure and current configurations as and when requested by Juniper Networks to enable delivery of the service deliverables mentioned in this offering.
- 4.2.** Provide hardware and software inventory along with configuration data as and when requested by Juniper Networks to enable delivery of the service deliverables in this offering.
- 4.3.** Provide a primary and backup technical contact that will be responsible for providing the network information required for the services deliverables in this offering.
- 4.4.** Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the service deliverables in this offering.

5. Availability

- 5.1.** Services shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Juniper Networks observed holidays.
- 5.2.** Services shall be delivered remotely from an authorized Juniper Networks location unless specified otherwise. Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of part of the Service.
- 5.3.** Product Issue Impact Review service reports are available in English only.

6. Scope

- 6.1.** The Services require four (4) consulting credits if redeemed using the Consulting Credits purchased by the Customer
- 6.2.** Unit price for this service is limited to one Product Issue Impact Review Report. Number of report is determined by technology grouping. The grouping of the products for the purpose of creating one (1) report is defined as the following:
 - 1) J Series, M Series, MX Series, T Series; SRX Series
 - 2) SSG Series, ISG Series, NetScreen Series;
 - 3) SA Series;

- 4) IDP
- 5) WX Series, WXC Series;
- 8) NSM, JUNOS Space;
- 9) E Series;
- 10) EX Series

- 6.3.** Product Issue Impact Review service deliverables are based on the network profile information provided by the Customer or collected through Service Now and Service Insight. The scope of this offering may vary and be restricted if the required information and documentation are not provided completely
- 6.4.** The Product Issue Impact Review report includes the bugs considered relevant which had been discovered prior to the preparation of the report. Although every attempt is made to ensure the Product Issue Impact Review report is as comprehensive as possible; due to complex nature of bugs Juniper Networks can't guarantee that the review includes a complete list of bugs customer may encounter..

7. Glossary

- **Service Now:** it is a Juniper Networks technology supported by JUNOS Space to deliver automated incident management and inventory management assistance features
- **Service Insight:** it is an intelligent application supported by JUNOS Space to deliver proactive reports on JUNOS devices generated by Juniper experts automatically to the customer.
- **Network profile:** configuration, feature and platform information for a given Juniper Networks device.

About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.

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