

# UAC Quick Start Services

Service Description Document - August 2009

---

## Table of Contents

1. Introduction.....	2
2. Eligibility and Prerequisites .....	2
3. Service Features and Deliverables .....	2
4. Customer Responsibilities.....	3
5. Service Prerequisite .....	4
6. Scope .....	4
7. Service Exclusions .....	5
8. Assumptions.....	5
9. General Terms and Conditions .....	6

## 1. Introduction

This Service Description Document (“**SDD**”) sets forth the terms of the UAC Quick Start Services (“**Service**”). The Service provides consultative design, configuration and deployment services for implementing a finite UAC pilot solution incorporating the Juniper Networks products (the “**Juniper Network Elements**”).identified in the High Level Design Document furnished by Customer to Juniper prior to issuance of the Task Order. By leveraging Juniper’s experience and information regarding the Juniper Network products, this Service helps Customer implement an initial pilot deployment on the End User network environment identified in the High Level Design Document (the “**End User Network Environment**”).

As used in this SDD, “**Juniper**” means the Juniper Networks affiliate identified as the “Contracting Juniper Entity” in a Juniper-issued form Task Order referenced by the purchase order placed for the Service. “**Customer**” means the party placing the order for Services on Juniper, and “**End User**” means the owner of the Juniper Network Elements or the party for whose benefit they will be operated.

## 2. Eligibility and Prerequisites

This Service is available for purchase only by (i) Juniper-authorized channels to support their service offerings to their end user customers and (ii) End Users who have purchased Juniper Networks Elements through Juniper-authorized channels. This Service is available only if the Customer has met the prerequisites set forth in Section 5, below.

Juniper’s commitment to perform the Services is also conditioned upon fulfillment of the other assumptions (including those set forth in Section 8) and Customer responsibilities (including those set forth in Section 4).

## 3. Service Features and Deliverables

The key deliverable to be furnished by Juniper under this SDD is:

- A **Low-Level Design Document** as further described in Section 3.1 below.
- A Test Results Report detailing results of pilot testing as further described in Section 3.2, below.
- Pilot deployment support for scope defined in Section 6. below.

### 3.1 Low-Level Design

Juniper shall generate a low level design on how to integrate Juniper Network Elements into the End User Network Environment based on the High Level Design Document provided by the Customer.

This low level design effort typically includes:

1. Developing device configurations or configuration templates (see scope limitation in section 6.1)
2. Providing documentation including:
  - Functional description of element configuration
  - Juniper pre-defined test plan to verify functionality
3. Providing detailed diagram including:
  - IP addressing
  - Physical/logical connectivity

### 3.2 Limited Testing

Juniper will provide support to execute the pre-defined Test Plan set forth in the Low Level Design Document. The intent is to test out UAC specific functionality of the Juniper Network Elements in the End User Network Environment. Juniper shall:

- 3.2.1 Provide on-site or remote assistance to execute the test plan
- 3.2.2 Document the results of the testing, including:
  - Reviewing the results with the Customer team
  - Tuning the low level design and updating the Low Level Design Document as required

### 3.3 Pilot Deployment Support

Juniper engineers shall provide remote or on-site support for the deployment of UAC in the End User pilot environment at the End User location identified in the Task Order, participate in post pilot implementation meeting(s) to review the results of implementation and finalize the Low Level Design Documentation/diagram. Please see section 6.1 for details on scope limitation.

### 3.4 Project Management Input for Juniper Service Deliverables

Juniper will manage activities mentioned in this SDD in coordination with the Customer.

#### 3.4.1 Designated Professional Services Consultant

- Juniper will assign a Professional Services consultant that serves as a single point of contact for the administration and management of the Service.. If Juniper changes the point of contact it shall so notify Customer.

#### 3.4.2 Input to Customer's Project Plan

- Juniper will provide input for executing the various deliverables mentioned in this service offering to Customer's project manager as input regarding flow of deliverables, task list, dependencies, Juniper responsibilities, timelines and milestones to enable integration of the Services into Customer's project plans.

#### 3.4.3 Project communications

- Juniper will provide regular communication to the Customer's project manager on Service status.

## 4. Customer Responsibilities

Customer shall be solely responsible for each of the following:

- 4.1 Customer shall provide to Juniper a high level design document ("**High Level Design Document**") for integration of Juniper Network Elements into End User Network Environment that, depending on the technologies involved, should include:
  - Business and design requirements and goals with respect to:
    - Resiliency
    - Connectivity

- Class of Service (CoS), and Quality of Service (QoS)
  - Topology description
  - Description of new services to be provided by the Juniper Network Elements
  - Description of legacy services that need to remain
  - Peering and provider routing
  - Scale requirements and constraints
  - Network reliability
  - High availability
  - Description of the Juniper Network Elements, the End User Network Environment and connectivity for the End User's sites
- 4.2** Customer shall also complete and return to Juniper for review a template of required information prior to Juniper personnel arrival at the End User Installation Site.
- 4.3** Customer shall be responsible for racking, for power to and for cabling all Juniper Network Elements and for providing remote access to solution elements as required.
- 4.4** Customer shall be responsible for device specific configurations based on templates as required.
- 4.5** Customer shall ensure that the Juniper personnel onsite at any End User Installation Site are furnished working conditions that are safe and secure, that are adequate in all respects to allow them to efficiently perform the Services and that comply with all applicable health and safety regulations.
- 4.6** Customer will provide a technical contact that will provide supporting technical information and documents required for the services deliverables in this offering.
- 4.7** Customer will identify a project manager to be responsible for providing sign off for completed work and requirements and such person shall approval final deliverables.
- 4.8** Customer shall cooperate fully with Juniper in its performance of the Services (including, without limitation, timely access to network, security, and desktop teams) and shall promptly confirm completion of Services.

## 5. Service Prerequisite

The Services are offered only to Customers who have purchased Juniper's High Level Design Services or High Level Design Review services for design of the integration of Juniper Networks Elements into the End User Network Environment, or who have furnished Juniper a document that Juniper approves as a High Level Design Document.

## 6. Scope

**6.1** The scope of the Service is limited to:

Low Level Design Service Deliverable includes configuration or template for up to:

- a. Two Infranet Controllers (IC), or two IC templates
- b. Three Odyssey MSI installers
- c. Five EX Switches, or two EX templates
- d. Two Juniper Firewall Infranet Enforcers (IE), or two IE templates

Pilot Deployment Support includes assisting customer in deploying up to:

- a. Two Infranet Controllers
- b. Five EX Switches
- c. Two Juniper Firewall Infranet Enforcers
- d. Twenty-five (25) supported desktop/laptop systems

**6.2** The 25 supported desktop/laptop systems must be accessible from the End User Installation Site.

**6.3** Services deliverables are based on the network design information as provided by Customer in Section 4 above. The scope of this offering may vary and be restricted if the required information and documentation are incomplete.

## 7. Service Exclusions

For avoidance of doubt, the following activities/deliverables are not included in the Service scope:

- 7.1** Comprehensive security (including IDP) policy generation
- 7.2** Third party network device configuration or interoperability (Juniper will work with Customer to provide support to validate connectivity between Juniper Network Elements and other vendor devices within the End User Network Environment; however, Juniper shall have no responsibility relating to configuration or support of such third party devices, such as third party network device related bug-scrubbing and/or trouble-shooting of third party equipment.)
- 7.3** Configuration on every single device beyond what is defined in section 3.1.1
- 7.4** IP Multicast
- 7.5** System virtualization: logical router, virtual chassis, virtual system, virtual extranet
- 7.6** Product issue impact review.
- 7.7** Any other services not expressly stated in this SDD.

## 8. Assumptions

- 8.1** Service will not commence until the issuance by Customer of a non-cancellable purchase order for the Service.
- 8.2** The End User Network Environment is such that onsite Services can be successfully performed at the End User Installation Site, and no other End User building or facility.
- 8.3** No security clearance or other certification or training is required as a condition of Juniper access to End User systems or facilities for purposes of performing the Services.
- 8.4** Unless Juniper otherwise agrees in writing, any Services to be delivered by Juniper personnel while onsite at the End User Installation Site shall be delivered during normal business days between the hours of 9:00 a.m. to 5:00 p.m. local time, and Customer shall arrange for Juniper's accessibility to the End User Installation Site accordingly.
- 8.5** Unless otherwise stated in Juniper's quote or Task Order, the Fee for the Services includes costs of two trips to the End User pilot location indicated on the Task Order. . Juniper may assess Customer an additional fee and seek reimbursement for incremental costs if due to failure by Customer or End User to make information and facilities available (or otherwise to meet Customer responsibilities hereunder), all tasks requiring onsite presence of Juniper personnel cannot be properly completed in two trips to the Pilot Location.

- 8.6 Customer's project plan is consistent with enabling Juniper to complete Services within thirty days from scheduled Services commencement date as shown on Task Order.
- 8.7 All Customer and End User documentation and information furnished to Juniper is accurate and up-to-date. Juniper Networks shall not be responsible for verification of information furnished by Customer, End User or any contractors.
- 8.8 Juniper shall have no responsibility for the conduct or performance of anyone who is not a Juniper employee or subcontractor or for any delays caused by Customer, End User or by any third party.
- 8.9 Juniper shall not be responsible for any delays caused by Customer, End User or by any third party.

## 9. General Terms and Conditions

Customer shall pay Juniper or its authorized resellers the Services fees in the amounts and at the rates set forth in the applicable quote. Unless otherwise provided in the Task Order or Referenced Master Agreement identified in the Task Order, payment terms are net 30 days from invoice date in US Dollars or other currency specified by Juniper Networks. Juniper may suspend or terminate Services for non-payment or failure of any assumptions or any breach by Customer of its responsibilities, and in such case Juniper may require equitable fee and cost adjustments as a condition of further performance.

All prices and license fees payable under this agreement are exclusive of tax. Customer shall be responsible for paying taxes arising from the purchase of the products, license, or importation or use of the Software. If applicable, valid exemption documentation for each taxing jurisdiction shall be provided to Juniper prior to invoicing, and Customer shall promptly notify Juniper if their exemption is revoked or modified. All payments made by Customer shall be net of any applicable withholding tax. Customer will provide reasonable assistance to Juniper in connection with such withholding taxes by promptly: providing Juniper with valid tax receipts and other required documentation showing Customer's payment of any withholding taxes; completing appropriate applications that would reduce the amount of withholding tax to be paid; and notifying and assisting Juniper in any audit or tax proceeding related to transactions hereunder. Customer shall comply with all applicable tax laws and regulations, and Customer will promptly pay or reimburse Juniper for all costs and damages related to any liability incurred by Juniper as a result of Customer's non-compliance or delay with its responsibilities herein. Customer's obligations under this Section shall survive termination or expiration of this Agreement.

Changes to the Services shall be made only pursuant to a written change order signed by Juniper and Customer. If Juniper furnishes Customer with written notice of completion of Services, such Services shall be conclusively deemed completed to the satisfaction of Customer unless the Customer returns written notice of objections identifying actual non-conformities of Services or Deliverables to the requirements of the SDD within five business days of the date on such notice.

Juniper warrants that Services provided by Juniper or its subcontractors will be performed with reasonable skill and care based on the data actually furnished by Customer. Juniper shall have no liability for failure to inquire or inspect, for failure to warn or for failure to consider information not actually furnished it by Customer. For any breach of this warranty reported to Juniper in writing within ninety (90) days after completion of the Services or the failure of Juniper to perform the Services, Juniper shall, in its discretion, promptly perform, correct or re-perform those Services. The foregoing warranty does not apply with respect to defects or nonconformities from abuse, acts of God or other external factors or use not in accordance with the applicable documentation, modifications, or unauthorized maintenance. THE FOREGOING STATES JUNIPER' SOLE OBLIGATION AND CUSTOMER'S SOLE REMEDY FOR NON-CONFORMANCES AND IS IN LIEU OF ALL OTHER WARRANTIES AND/OR CONDITIONS, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTIES OR CONDITIONS OF NON-INFRINGEMENT, MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, ALL OF WHICH ARE EXPRESSLY DISCLAIMED. IN NO EVENT WILL JUNIPER OR ITS SUPPLIERS AND/OR LICENSORS BE LIABLE FOR (1) THE COST OF SUBSTITUTE

PROCUREMENT, PUNITIVE, SPECIAL, INDIRECT, INCIDENTAL, LOST PROFITS, LOST OPPORTUNITY COST, REMOTE, OR CONSEQUENTIAL DAMAGES, OR (2) ANY DAMAGES RESULTING FROM INACCURATE OR LOST DATA OR LOSS OF USE OR PROFITS ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT, THE FURNISHING OF SERVICES, OR THE USE OR PERFORMANCE OF PRODUCTS COVERED UNDER AN ORDER FOR SERVICES, EVEN IF INFORMED OF SUCH DAMAGES. IN NO EVENT WILL JUNIPER'S CUMULATIVE LIABILITY FOR ANY DAMAGES ARISING OUT OF OR IN CONNECTION WITH THIS AGREEMENT EXCEED THE TOTAL AMOUNT PAID TO JUNIPER UNDER THIS AGREEMENT FOR THE SPECIFIC SERVICES CONNECTED TO SUCH DAMAGES.

This SDD, the Juniper-issued Task Order (Standard Support Offering/Fixed Price) referenced by Customer's Purchase Order and the Juniper-issued Quote to which it is associated shall together constitute the complete understanding and agreement of the parties with respect to the Services and supersede all prior or contemporaneous agreements or understandings on the subject matter hereof. Any additional terms or conditions that may appear on the face or reverse side of a purchase order issued by Customer in connection with the Services are hereby deemed deleted and shall have no force or effect. This Agreement may only be modified in writing duly executed by an authorized representative of each party. This Agreement may not be transferred or assigned by Customer, in whole or in part, without the prior written consent of Juniper. Juniper may subcontract all or any portion of the Services at its discretion. This agreement shall be governed by the laws of the State of California, without giving effect to its choice of law principles. The parties agree that the United Nations Conventions on Contracts for the International Sale of Goods are specifically excluded. This agreement shall in no event create, or be construed as creating any agency, joint venture, partnership or other business organization, and each party's status shall be that of independent contractor. Without limiting the foregoing, Customer shall not be authorized to make any representations or undertake any obligations on behalf of Juniper with respect to End User or any third party. Except with respect to payment, neither party shall be liable to the other party for failure to perform or delay in performance due to circumstances beyond its reasonable control.

Juniper hardware, software and technical data are controlled under US Export Control laws and regulations, and Customer may not export or re-export any of them (including, without limitation, release of technical data to a foreign national) without all required export licenses. Juniper shall be under no obligation to furnish any Services in support of any hardware or software product that has been exported or re-exported without all required export licenses.

Any and all inventions, derivative works, improvements developments or other intellectual property rights generated by Juniper or its subcontractors in the course of performing the Services shall be the sole and exclusive property of Juniper. Any and all copyrightable works that may be created or modified by Juniper or its subcontractors in the course of performing the Services shall NOT be deemed a "work for hire." Juniper shall be providing identical services to other Customers, and nothing herein shall impair its right or ability to do so.

Each party agrees, subject to the terms below, to use reasonable precautions to protect the confidentiality of Confidential Information disclosed to it by the other party in the course of activities related to the Service. The receiving party shall not disclose such Confidential Information except to its own employees, affiliates and contractors with a need to know. Nothing herein shall restrict Juniper from (a) using for its other professional services business activities any network information of general utility that it may learn of in the course of the Services, provided that it does not in doing so make otherwise unauthorized disclosure of Customer's or End User's association with such information or of their confidential materials. Each party represents, warrants and agrees not to furnish the other any third party confidential information without authorization of its owner and without conspicuously labeling the information as confidential information (or where the information is furnished only orally, by specifically identifying such information as confidential in a written notice to the receiving party).

- If Customer is not also the "End User", then (a) Customer shall be solely responsible for securing all necessary or appropriate authorizations and assistance from the End User (including, without limitation full authorization (subject only to the confidentiality terms of the preceding paragraph) to disclose any

End User Confidential Information to Juniper, and full authorization from End User for Juniper to disclose to Customer any and all End User Confidential Information and all Deliverables and work product associated with the Services; and (b) Customer shall indemnify and hold Juniper harmless from any and all End User claims except for claims directly arising from personal injury or damage to tangible property caused by willful misconduct or gross negligence of Juniper.

---

## 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](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 408.745.2000  
Fax: 408.745.2100

### APAC Headquarters

Juniper Networks (Hong Kong)  
26/F, Cityplaza One  
1111 King's Road  
Taikoo Shing, Hong Kong  
Phone: 852.2332.3636  
Fax: 852.2574.7803

### EMEA Headquarters

Juniper Networks Ireland  
Airsides Business Park  
Swords, County Dublin, Ireland  
Phone: 35.31.8903.600  
Fax: 35.31.8903.601

Copyright 2009 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, JUNOS, NetScreen, and ScreenOS are registered trademarks of Juniper Networks, Inc. in the United States and other countries. JUNOSe is a trademark of Juniper Networks, Inc. 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.

990315 – August 2009