Feature Rollout and Change Review

Service Description Document – October 2010

Table of Contents

1. Introduction

Feature Rollout and Change 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' Feature Rollout and Change Review services provide consultative review and recommendation for planned feature introductions to assist Customer in deciding an optimal and efficient rollout plan. The Juniper Networks engineer will work with Customer to understand priorities, requirements and goals. By understanding Customer's network topology, product configurations, feature requirements and strategy, the Juniper Networks engineer can provide detailed analysis and recommendations that can help proactively identify risks and minimize potential service disruption when the implementation plan is carried out.

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. Network Specific Feature Rollout Plan Review and Analysis

Juniper Networks engineers review the Customer feature rollout plan and discuss the detail of the plan and the impacts and risks to the Customer network.

3.1.1. Review of feature rollout plan that may include:

- Review service priorities, requirements and goals
- Review existing network architecture and topology
- Review feature selection and configuration
- Review overall strategy of the implementation plan

3.1.2. Analyze the impact of the new feature on the existing infrastructure to proactively identify risks and minimize service disruption.

3.1.3. Provide analysis on new feature design, configuration of the feature, scalability and interoperability with other vendor equipment.

3.1.4. Provide information on software bugs found in the field that match with the current release with the new feature requirement and Customer's network profile including:

3.1.5. Provide in-depth analysis on the identified software bugs in the current release and determine the potential level of exposure on the network based on Customer's specific business and networking requirements.

3.1.6. Provide assessment on the probability that the Customer will encounter the reported bugs on their network.

3.1.7. Provide recommendation on the course of action a Customer should take on the reported bugs to avoid potential problems based on the known Customer specific business and networking requirements.

3.2. Recommendation on Feature Rollout Plan

Juniper Networks engineers analyze the feature rollout plan with the Customer and provide recommendations to help ensure that the plan is utilizing best practices and optimal use of the feature.

3.2.1. Deliver a written report with feature rollout plan review and recommendations on how to optimize the rollout of the new feature.

3.2.2. Conduct meetings to review the recommendation with Customer for final agreement on the rollout plan.

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 all new feature rollout related design documentation.

4.4. Provide business and technical requirements for the new feature.

4.5. Provide any existing constraints or dependencies in the network.

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. Feature Rollout and Change Review service reports are available in English only.

6. Scope

6.1. The Services require five (5) consulting credits if redeemed using the Consulting Credits purchased by the Customer

6.2. The scope of this service is limited to new feature rollout on one (1) software release and to the Juniper Networks products and services purchased by the Customer.

6.3. Feature Rollout and Change Review 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 Services 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 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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