SOFTWARE UPGRADE RECOMMENDATION AND REVIEW

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1. Introduction

This Services Description Document ("SDD") describes Juniper Networks® Software Upgrade Recommendation and Review Service (the "*Services*") that Juniper makes available for purchase, by End Users of Juniper Networks products (each, an "*End User*") directly or through its authorized resellers.

The Services provide expert review of an End User's software requirements, assessment of software upgrade risks, analysis of the potential impact to such an End User's network and recommendations on a target software release that can best meet such End User's requirements.

The Services are subject to the terms of this SDD and of the Juniper Networks End User Support Agreement, a copy of which is posted at **www.juniper.net/support/ guidelines.html** (or another 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) (herein, the "End User Support Agreement" or "EUSA").

In the event of any conflict between the terms of this SDD and those of the EUSA or Juniper's End User License Agreement ("EULA"), which is located at the following URL (or such other URL that Juniper may designate from time to time): **http://www. juniper.net/support/eula.html**; the terms of this SDD 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

The Services are available for purchase only (i) by an End User who holds a valid Juniper Care Support Service or valid Advanced Partner Support contract or Advanced End User Support contract and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in the Reseller's PO.

The Services cover only those Juniper Networks products of End User purchased from Juniper Networks or an authorized Juniper Networks reseller and that are under a current, valid Juniper Care Support Service contract, and, for each such product, only during the term of its associated contract.

The Services cover only those Juniper Networks products as to which all of the following apply:

i. End User is using the Juniper products;

ii. End User has purchased or leased the Juniper products from either Juniper Networks or a Juniper Networks authorized reseller;

iii. The Juniper products are identified in the PO(s) for the Services placed with Juniper; and

iv. The Juniper products and the address of their installation site have been properly registered with Juniper by serial number

The Services can be purchased by the End User using any one of the following methods:

i. Using the service specific SKU and corresponding list price on the Juniper published price list; or

ii. Using Flexible Services Credits with value equivalent to the the list price of the Services specific SKU on Juniper's published price list; or

iii. By redeeming Advanced Services Credits (ASC)for each Services request.

Note, however, that in some scenarios (e.g., language services), the purchase price for Services may exceed what is set forth on Juniper's published price list. For further information, please contact your local Juniper partner, Juniper Networks field sales manager or your assigned Juniper service business manager.

3. Service Features and Deliverable Description

As part of this Service, Juniper will use commercially reasonable efforts to provide the End User with the following:

3.1. Software Upgrade Requirements Assessment

Review and assess current Juniper software, hardware and feature requirements provided by the End User to determine the targeted software release.

- Review current conditions, problem history and feature requirements of End User's network infrastructure to determine a target software release which supports:
  – Existing hardware
  – Existing feature usage and future feature requirements
  – Performance and high availability requirements
  – A solution to previous cases and problems reported
  – Latest network infrastructure design or services changes

3.2. Target Software Release Analysis

Analyze targeted software release to determine the potential impact on the End User's network.

- Review target software release and provide details on any additional software features included in the target release such as operational features, redundancy features, configuration features and other features (depends on products).

- Review target software release and provide details on any default behavior and syntax changes in the target release.

- Provide information on software defects found in the field that match with the target release and End User's network profile including:
  – Description of the problem
  – Impact of the problem
  – The known trigger of the problem
  – A proposed solution to the problem or any known workarounds that might alleviate or prevent the problem

- Analyze software defects found in the field that match with the target release and End User's network profile:
  – In-depth analysis on the identified software defects in the target release and determine the potential level of exposure on the network (critical, major, minor, none) based on End User's specific business and networking requirements.
    - Critical: problems that severely affect service, capacity/traffic, billing, and maintenance capabilities and require immediate corrective action such as (including but not limited to):
      - 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).
    - 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, End User and End User's operation and revenue such as (including but not limited to):
      - Reduction in any capacity/traffic measurement function
      - Any loss of functional visibility and/or diagnostic capability
      - Short outages equivalent to system or subsystem outages

- Minor: problems that are non traffic impacting and do not significantly impair the functioning of the system or do not significantly affect service to End Users

- None: problems that are related to configuration assistance, misuse of product or feature requests

- Assessment on the probability (High, Low, To Be Determined (TBD)) that the End User will encounter the reported defects on their network

  - High - It is likely the End User will see the issue

  - Low - It is unlikely the End User will see the issue

  - TBD - Not enough information available to correctly identify the probability of the issue at this time

- Recommendation on the course of action a End User should take on the reported defects to avoid potential problems based on the known End User-specific business and networking requirements

3.3. Software Upgrade Recommendation

Provide Juniper software upgrade recommendation 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.

4. End User Responsibilities

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

- Provide information on the current software releases and configurations in their network. Also, when requested by Juniper Networks to enable the delivery of the service deliverables mentioned in this offering.

- Provide a target software version for each of the Services requested.

- Provide information on business objectives and technical requirements for target software releases.

- Provide information on planned short-term and long-term network changes such as new technology applications, major design changes or service additions.

- Conduct software and functionality testing.

- Provide a primary and backup technical contact who will be responsible for providing the network information required for the Service deliverables in this offering

- Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the Service deliverables in this offering

- Ensure that the requirements identified for the proper working of the Juniper Networks' solution are in

place. These requirements may be documented in the product documentation or user guides or additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Juniper Networks' services.

- Advise Juniper of any information Juniper may reasonably request about the execution of the Services throughout the delivery thereof. If third party participation and co-operation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for securing such participation and co-operation.

- End User shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that End User will not meet any of the End User responsibilities.

5. Availability

- Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing

- All Services deliverables in this offering are available in English only unless otherwise specified in writing by Juniper

- Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations (currently, Cuba, Iran, North Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited by law or regulation

- Service shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Juniper observed holidays

- Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from End User such cooperation, network access, consents, information, and materials that Juniper may reasonably request to enable Juniper's proper and efficient performance of such Services and to enable Juniper to do so in compliance with all applicable laws and regulations

6. Scope

6.1. End User understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of certain parts of the Services

6.2. The unit price for this Services offering is limited to one (1) report. The number of reports needed is determined by hardware platform, configuration technology functions (e.g., BNG, Core and Edge or Others) and target software version. The grouping of the Juniper products for the purpose of creating one (1) report is defined as following:

- Juniper Networks M Series, T Series, and MX Series
  - MX-BRAS *
- PTX Series
- Juniper Networks ACX Series
- Juniper Networks SRX Series
- Juniper Networks EX Series
  - EX9200 *
- Juniper Networks QFX Series
- Juniper Networks Junos Space

A separate report is required for this Juniper product as it cannot be grouped in one (1) report. For further information, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager.

6.3. Software Upgrade Recommendation and Review service deliverables are based on the network profile information provided by the End User or collected through support automation tools. The scope of this Services offering may vary and be restricted if the required information and documentation are not provided in their entirety .

6.4. The Services report includes the bugs considered relevant which have 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 the complex nature of bugs Juniper Networks cannot guarantee that the review includes a complete list of bugs End User may encounter.

7. Exclusions

Juniper Networks is not obligated to provide services for any of the following:

- Maintenance window assistance **
- Problems with Juniper products or software or parts thereof that are past their End of Support (as provided for in Juniper's EOL/EOS Policies) date
- Lab Testing **
- Code Upgrade Support **
- Unauthorized third-party products
- Gray market products
- End User or third party modified software code

*** Separate services offerings available. For further information, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager.*

8. Glossary

Network profile: Network configuration, feature, and platform information for a given Juniper Networks device.

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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