

Design Change Review

Service Description Document – October 2010

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1. Introduction

Design 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’ Design Change Review services provide consultative review and recommendation for improving and optimizing certain aspects of Customer’s existing design plan for changes on their existing network. By leveraging Juniper Networks engineer’s experience and knowledge of Customer’s network architecture, the Services help Customer by utilizing Juniper Networks experts to assist in implementing critical changes to the 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. Network Design Review and Analysis

Juniper Networks engineers review the Customer network design, discuss the high level design goals and detailed level design plan, help identify potential issues relative to the identified solution requirements and analyze the benefits and possible improvement areas.

3.1.1. Review of Customer’s design requirements and goals including review of Customer’s high level design document that typically include:

- Business requirements for the network
 - Resiliency
 - Connectivity
 - Management requirements
 - Topology description
 - Service description
 - Peering
- Scale constraints/capacity
- Network reliability requirements
- High availability requirements

3.1.2. Review of Customer's detailed design including review of Customer's detailed design document that typically includes:

- Detailed diagram
 - IP addressing
 - Physical/logical connectivity
 - Device labels w/location
- Network inventory
 - Firmware revisions
 - Configurations/templates (representative configuration use cases)
 - Hardware bill of material

3.1.3. Analyze the design changes with the focus on Customer requirements, scaling with network and performance optimization, and risk reduction.

3.2. Network Design Findings and Recommendations

Juniper engineers provide findings and recommendations to help identify if there is any area for improvement or alternative options that may optimize the design and meet the design requirements.

- 1.1.1. Provide written feedback referencing the Services Customer design document with Juniper findings and recommendations.
- 1.1.2. Conduct meetings to review the findings and recommendations with Customer for final agreement on the design.

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 high level design document, detailed level design document, corporate security policy and SLA to enable delivery of the service deliverables mentioned in this offering. If Customer needs design review on only high level design, then high level design document is required. If Customer needs design review on detailed level design, then both high level design document and detailed level design documents are required. Minimum required information for high level design document and detailed level design document is listed in 3.1.1 and 3.1.2.
- 4.2.** Provide high level and detailed level design document which must reflect the most current network design if there is an existing implemented network.
- 4.3.** Provide a primary and backup technical contact that will be responsible for providing the network information and design documents required for the service deliverables in this offering.
- 4.4.** Participate in ongoing communications with Juniper's 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 (or as otherwise stated), excluding Juniper Networks observed holidays, unless stated otherwise.
- 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. Design 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 up to four (4) representative configuration templates and to the Juniper Networks products and services purchased by the Customer.
- 6.3. Recommendations provided in the Design Change Review report are based on Juniper Networks' best practices and does not include the product issue (bugs) impact analysis of the network, security policy review, configuration review on every single device and lab verification related to the design.

7. Glossary

- SLA: Service Level Agreement.

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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