CUSTOMER FOCUSED TECHNICAL SUPPORT

Contents

Introduction

This Services Description Document ("SDD") describes Juniper Networks® Juniper Customer Focused Technical Support (the "*Services*") that Juniper makes available for purchase, by End Users of Juniper Networks products ("End User") directly or through its authorized resellers.

The Services are subject to the terms of this SDD and of the Juniper Networks Master Purchase and License Agreement, a copy of which is posted at www.juniper.net/support/guidelines.html or such other URL that Juniper may designate from time to time (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 "Master Purchase and License Agreement" or "MPLA"). In the event of any conflict between the terms of this SDD and that of the MPLA; 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 MPLA.

A Subscription license purchased by End User shall be treated as including a Juniper Networks Support Services Contract for Juniper Care for purposes of this SDD.

The Services provide the End User with access to one or more designated senior engineers with extensive experience and highly focused troubleshooting skills relevant to End Users network profile and operations requirements. These designated engineers will work with End User to develop network and feature knowledge that enables the provision of tailored support services. It will also provide End User with confidence that network issues are being handled by experienced professionals who fully understand the End User's network and its complexity.

Eligibility and Purchasing

The Services are available for purchase only (i) by certain qualified End Users solely for their own end use and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in Reseller's purchase order. 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 Plus, Juniper Optimum Care, or Juniper Premium Care contract; or Juniper Support Services Specialists who hold a valid Advanced End User Support contract, and, for each such product, only during the term of its associated contract. The Services must be purchased for a fixed term lasting at least twelve (12) months unless otherwise agreed to by Juniper Networks in writing for the purposes of co-terming an End User's multiple Service Contracts. Any such purchase of Services is referred to herein as a "Juniper Networks Service Contract."

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

(i) End User is using the products;

(ii) End User has purchased or leased from either Juniper Networks, or a Juniper Networks authorized reseller;

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

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

The Juniper Networks products which satisfy the conditions set forth in clauses (i)-(iv) immediately above are referred to as the "Supported Juniper Products," but only for the term of the Juniper Networks Service Contract (or renewal thereof) under which they are covered.

Service Features and Deliverables

Juniper will use commercially reasonable efforts to provide the End User with the following services features and deliverables:

Focused Technical Support

Provide End User access to one or more designated senior engineers who have in-depth knowledge of technologies for the End User's network. This access applies to priority 1 and priority 2, and, if End User orders the relevant SKUS (as described in more detail in Section 6 (Scope)), for priority 3 and priority 4 cases (definition and examples for priority 1, 2, 3, and 4 cases are as set forth in the Support Service Specialists Agreement, End User Support Agreement, and Juniper Networks Technical Assistance Center User Guide JTAC User Guide.

The designated senior engineers are current on the End User's network and possess knowledge such as topology, features, configurations, and service history, and collaborate with the Juniper Service Manager for escalated cases.

There are two service level options: 24x7 support and 8x5 support. For 8x5 support, after hours support is provided by the E2E (Expert to Expert Access) Team and routed back to the designated senior engineers, when appropriate.

End User is entitled to the following response times for these case types:

Priority 1: 15 minutes; Priority 2: 30 minutes; Priority 3: two hours; Priority 4: four hours.

Designated Senior Engineers

- One or more named senior level engineers assigned to Juniper's technology platforms to which the End User is subscribed: Routing, Switching, Security, Software.

- Utilizes best effort to replicate the End User issues in Juniper Networks' lab environment to determine and document the root cause of the issue, verify a fix, and provide recommendations on the proposed solution. The in-depth diagnostics are intended to determine the solution for immediate network impacting issues, and also help determine the best way to prevent the issues from recurring.

- Provides ownership of cases or sensitive End User issues and ensures prompt network services restoration and issue resolution to the End User's satisfaction by using a systematic problem-solving approach.

- Participate in End User meetings and review meetings hosted by the assigned Juniper Service Manager, either remotely or on-site as needed.

- Provides updates on technical knowledge of specific cases, progress, and overall performance, and reviews End User's operational processes and procedures.

End-User Responsibilities

In order to receive the Services, End User must adhere to the following:

- Contact Juniper and provide all the required information to activate the Services entitlement such as contact information, network profile information, product serial numbers, and the current software configurations and releases running in the End User network to enable the delivery of Services.

- Provide up to date contact information and designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the Juniper services teams.

- 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.

- Understand that the End User's employees interfacing with Juniper End User support teams may be required to undergo the Juniper recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide. It is strongly recommended that the senior engineers designated by the End User hold at least Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.

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

- Determine and register with Juniper Networks the site ID associated with Juniper Care Plus, Optimum Care, Advanced End User Support, or Premium Care contracts and an e-mail address of a primary contract for the site ID.

- Provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Services. Preconfigured access to the End Users network is highly recommended to help identify and resolve issues quickly.

- The end user acknowledges and agrees to the annual true up process even if a multi-year contract is in place.

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

Availability

The 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.

The Services are available for a minimum fixed duration of twelve (12) months.

The Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing by Juniper.

The Services are available with the following two options, 8x5 support or 24x7 support:

8x5 local business hours support, where Services are delivered during local business hours at the following Juniper End User support centers:

- AMERICAS: Sunnyvale, California (Monday – Friday 9 a.m. to 5 p.m. Pacific Standard Time); Herndon, Virginia (Monday – Friday 9 a.m. to 5 p.m. Eastern Standard Time).

- EMEA: Schiphol-Rijk, Netherland (Monday – Friday 9 a.m. to 5 p.m. Central European Time).

- APAC: Varies by country; please contact the Juniper Service Business Manager in your region for details.

Additional locations are available based on End User demand, which is determined at the time the service contract is signed.

24/7/365 support, where Services are available 24 hours a day, 7 days a week at the above Juniper End User support centers.

Scope

The Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing by Juniper.

The Services are currently available for all Juniper hardware platforms using a Junos operating system listed on the active Juniper pricelist including vMX, vSRX, JUNOS Space applications, Contrail, Contrail Service Orchestration, Appformix, NorthStar, and Sky ATP.

The Services provide two different support contract options:

1. Services contracts booked under the following SKUs are entitled to Services support for P1 and P2 cases: SVC-JCP-FTS-BD, PAR-ACS-FTS-BD, SVC-JCP-FTS-24x7, PAR-ACS-FTS-24x7.

2. Services contracts booked under the following SKUs are entitled to Services support for P1, P2, P3 and P4 cases: SVC-FTS-BD, PAR-FTS-BD, SVC-FTS-24x7, PAR-FTS-24x7.

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

All service deliverables in this offering are available in English only unless otherwise specified in writing by Juniper.

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.

Exclusions

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

- Maintenance window assistance.

- Problems with Products or parts thereof that are past their End of Support (as provided for in Juniper's EOL/EOS Policies) date.

- Unauthorized third-party products.

- Gray market products.

- End User or third party modified software code.

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.

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