PRODUCT HEALTH CHECK

Contents

1. Introduction

This Services Description document ("SDD") describes Juniper Networks Product Health Check Services ("Services") delivered by Juniper Networks to a Juniper Care end user ("End User") or Juniper Support Services Specialist ("Customer"). Juniper Networks' Product Health Check Services uses sampling data from targeted Juniper devices ("Data Sample") to check key indicators of device health and utilization to determine if product is maintaining performance expectations based on Juniper recommended best practices.

The Services are subject to the terms of the Juniper Networks End User Support Agreement, a copy of which is posted at juniper.net/support/guidelines.html (or another written master services agreement including, but not limited to, a written Support Services Specialist Agreement signed by Juniper Networks and either the End User or Customer covering the terms and conditions under which Juniper Networks will render the Services.

2. Eligibility and Purchasing

2.1. Eligibility

Services are available only to an End User who holds a valid Juniper Care contract or a Juniper Support Services Specialist who holds a valid Advanced Partner Support contract or Advanced Customer Support contract. This Service is only available on devices that are under one of these valid support contracts.

2.2. Purchasing through Consulting Credits

Services may be procured by redeeming Consulting Credits. Consulting Credits may be purchased through Juniper or a Juniper authorized reseller. A single Product Health Check Service may redeemed for five (5) consulting credits. Customer or End User may redeem fifteen (15) consulting credits for quarterly Product Health Check Services (4 times a year).

2.3. Purchasing

Services are available for purchase only by Juniper Networks authorized resellers on behalf of a eligible End User identified by name and address in the Purchase Order (or directly, by Customers or certain qualified End Users).

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. Device Data Collection and Analysis

Juniper will work with the customer to collect a Data Sample. The Sample Data will be analyzed by Juniper to identify potential mal-functioning hardware components, dormant problems, any abnormalities in the trend data for potential improvement and any other performance related issues. The Device Data Collection and Analysis will include the following key activities:

3.1.1   Discuss and understand existing network design, architecture and configuration of the target network to determine the target network's criticality, stability, performance concerns, and other concerns the End User or Customer may have about the target network.

3.1.2.   Provide the End User or Customer the Juniper data collection software tool and instructions on how to collect required Data Sample from the target network. If necessary, these instructions will be modified by Juniper to obtain a Data Sample aimed at addressing specific concerns identified during the performance of Section 3.1.1.

3.1.3.   Review and analyze the Data Sample and analyze key device health indicators to identify potential hot-spots or problem areas in the network. Some key device health indicators, may include: JUNOS devices, CPU utilization, Memory utilization, Task Memory, Chassis and System Alarms, Media utilization, Packet Forward Engine Traffic and Error Check, Routing and Switching Table Check, network interfaces, etc.

3.1.4.   If critical issues that may have an immediate impact on the target network are found during the analysis, Juniper will notify the End User or Customer, as applicable and work with the Juniper Technical Assistance Center on issue resolution.

3.2. Optimization Recommendation

Juniper will provide a written Product Health Check report which will include Juniper's recommendation to optimize the target network's health and utilization, which will include the identification of performance trends and recommended improvements, solutions or workarounds based on Juniper best practices. A final call with the End User or Customer will be performed to review the report and discuss the recommendations.

4. Customer/End User Responsibilities

The Customer or End User, as applicable, is obligated to:

4.1.   Provide information on the current network design, software releases running in the Target Network infrastructure, business or technical requirements for the target network and current configurations as and when requested by Juniper;

4.2.   Collect the required Data Sample using Juniper provided software tools and/or scripts;

4.3.   Upload the Data Sample to a Juniper designated location.

4.4.   Inform Juniper promptly of reasonable business or technical limitations that may limit Juniper's ability to perform the Services. In such case Juniper will use commercially reasonable efforts to work within the limitations but shall not be liable to provide any portion of the Service that is limited by the Customer's or End User's business or technical limitations.

4.5.   Provide business and technical point of contact(s) who are qualified to discuss the target network and collect the Data Sample.

5. Availability

5.1. Hours

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. Location

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. Language

Product Health Check Service is available in English only.

6. Scope

6.1. The Services will only be performed on Juniper Networks' JUNOS M, T, MX, EX and SRX devices. Other Juniper devices may be included at Juniper's discretion.

6.2. All devices on the target network must be covered under a valid Juniper Care contract or a Juniper Service Contract.

6.3. The Service includes data collection from up to a maximum of 100 devices on a single target network for analysis in a single Product Health Check Report.

6.4. This Service does not include network level performance analysis or analysis of devices not listed above.

7. About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at **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 +1.408.745.2000
Fax: +1.408.745.2100
www.juniper.net

APAC and EMEA Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: +31.0.207.125.700
Fax: +31.0.207.125.701

To purchase Juniper Networks solutions, please contact your Juniper Networks representative at +1-866-298-6428 or authorized reseller.

9060094-002-EN Sept 2014