

NETWORK PRODUCTIVITY SERVICE - APAC

Service Description Document – APAC Theater

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1. Introduction

Juniper Networks' Network Productivity Service delivers comprehensive operational support for the End User's designated Juniper network, and includes service management, optimization support, an operational excellence plan, technical assistance, and service automation. The goal is to reduce network risk while ensuring a smooth and efficient operation of the Juniper network.

Entry-Level Enterprise Service ("Services") is described in this Service Description Document ("SDD"). The Services are rendered by Juniper directly to the end user of Juniper Networks products (the "End User"), which End User is identified by name and address in the order for the Services (whether placed by an authorized Juniper Partner or otherwise). The Services cover only those Juniper Networks products of End User purchased from Juniper Networks or an authorized Juniper Networks reseller and that are specified in the Purchase Order for the Services placed by End User or an Authorized Juniper Networks reseller, and, for each such product, only during the term of the Juniper Care Support Services contract. (Such Juniper Networks products of End User are herein referred to as the "**Supported Juniper Products**")

The Services are subject to the terms of the Juniper Networks End User Support Agreement, a copy of which is posted at www.juniper.net/support/guidelines.html (or other 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 for End User's Supported Juniper Products) (herein, the "**End User Services Agreement**" or "**EUSA**").

In the event of any conflict between the terms of this SDD and those of the EUSA or EULA (End User License Agreement), the terms of the EUSA and EULA 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 only to the prequalified End User who is new to Juniper, or has a small Juniper footprint, or has minimal or no operational experience with Juniper products and the Juniper Networks® Junos® operating system. The eligible End User will have in place a Juniper Care maintenance contract. The Services are available to the End User purchasing systems and services directly from Juniper or via a Juniper Networks authorized Partner. Services are valid for a 12 month period since purchasing, and the service period is 90 days.

3. Service Features and Deliverable Description

The Services deliver comprehensive operational support for the End User's designated Juniper network, and include service management, optimization support, an operational excellence plan, technical assistance, service automation, and proactive communications. The Services are delivered remotely.

3.1. Service Management

Service management includes a designated service manager who will help facilitate and oversee the delivery of End User's entitled services. The service manager responsibilities include:

Case management:

- Operational case review and management of issues
- Escalation management—technical and business
- Service delivery reporting
- Case status updates—Juniper Networks Technical Assistance Center (JTAC)
- Case status updates—Logistics.

Asset management:

- Asset identification and consolidation
- Inventory entitlement review

3.2. Optimization Support

Using Juniper operational best practices, Juniper engineers will perform the following service specific to the customer's requirements.

3.2.1 [Product Health Check](#) (PHC)

- Juniper engineers will work with the End User to collect sample device data, then analyse that data to determine areas for improvement.
- Juniper engineers will provide recommendations to optimize the End User's network health and utilization based on Juniper Networks best practices.
- Juniper engineers will deliver detailed information to maintain a healthy status for Juniper products. This will serve as the baseline for ongoing operations and identify areas for further improvements.
- A Product Health Check report will be delivered to the End User.

Optimization support and its deliverables will be provided remotely and in English if local language support is not available.

3.3. Operational Excellence Plan

The network operational excellence plan will include the following elements:

- Findings and recommendations as a result of the comprehensive review of existing Juniper Networks equipment installed in the End User's network via Product Health Check or any additional Juniper Networks Advanced Services reports purchased separately from this package.
- Documents, scripts, and guidance for optimized network monitoring, including device logging and polling
- Troubleshooting training

All deliverables in the operational excellence plan will be provided remotely and in English if local language support is not available.

3.4. Technical Assistance

Technical assistance will include the following elements:

3.4.1 Real-time Q&A

A designated Juniper Networks engineer will provide technical advice and recommendations via direct phone call or e-mail during regular business hours in real time. The question subject matter should focus on the following categories:

- Network optimization
- Network operational best practices
- Maximizing network uptime

- Network upgrades and scalability
- Risk aversion, analysis, and mitigation

All technical issues, network problems, and troubleshooting activities should be directed to the JTAC. All other nontechnical questions should be directed to Juniper Customer Care.

3.4.2 Implementation and/or Migration Window Support

Juniper Networks engineers are available during the network change to remotely assist the End User in executing plans for implementation and/or migration of Juniper Networks infrastructure and services into the End User's existing network. During this window, the assigned engineer can be on call or be immediately available to provide assistance in diagnosing and troubleshooting any unforeseen issues that may occur, and will collect information to identify the root problem cause in conjunction with JTAC. In addition, the assigned engineer can recommend solutions for any identified issues and provide support for any proposed solution implementation.

After the window, the assigned engineer will transfer any outstanding issues to the designated service manager for follow-up and escalation.

At least 10 Juniper business days' notice is required for each window. A maximum of two implementation/migration windows, which are outside of normal business hours, can be supported per month.

3.4.3 Service Automation Setup

A designated Juniper Networks engineer will provide assistance to review the implementation model of Junos® Space Service Now and Junos Space Service Insight with any partner, and will assist in the End User system setup and connection to the partner appliance or Juniper Support Services (JSS).

3.4.4 Delivery of Reviews

For Product Health Check and optional reports purchased separately (e.g., Configuration Analysis and Change Review, Software Upgrade Review and Recommendation, and Product Issue Impact Review), the designated Juniper Networks engineer will set up a remote conference to explain the technical details discovered in the process. If there are any design modifications or changes in the configuration templates, the Juniper Networks engineer will provide advice and recommendations, and answer any relevant questions.

All Technical Assistance deliverables will be provided remotely and in English if local language support is not available.

3.5. Proactive Communications

- The service manager will provide product notifications and security bulletins that potentially impact the customer's network profile and devices. These will be delivered either via e-mail or Service Insight, if that product has been installed.

4. End User Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon End User meeting the following obligations:

- Sharing of Juniper device information, network designs, configurations, and existing constraints or dependencies in the network.
- End User contacts. Designate a lead contact, and at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the Juniper remote engineers. The End User will designate contacts who are senior engineers with the authority to make any necessary changes to the designated network configuration. It is strongly recommended that the designated senior engineers hold at least the Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.
- Electronic access to designated network. Provide reasonable electronic access to the designated network to assist the Juniper remote engineers and Service team in providing the support.
- Desired designated network features. Specify the products and features or technologies desired for the designated network equipment prior to Juniper's review of network equipment software versions.
- Comprehensive review of the existing Juniper network. Juniper Networks may provide equipment to be located at the designated network location for data and statistics gathering. The End User shall ensure that such equipment is located in a secure area with access restricted to those employee(s) or contractor(s) who have a need to access the equipment. The End User defends and holds Juniper Networks harmless for any expenses, costs, or claims due to damage to or loss or theft of such equipment while in the End User's custody. The End User must immediately return such equipment to Juniper Networks, as instructed by Juniper Networks, upon the earlier of: (i) expiration or termination of the Services; or (ii) Juniper Networks request to End User that the same be returned to Juniper.

- Customer shall manage and provide the timely participation of all third parties, including the End User, other vendors, and systems integrators required for successful completion of Customer and Juniper Services without charge. Unless agreed otherwise in writing, Juniper Networks shall have no responsibility for any third party engaged or related costs incurred to facilitate the delivery of the Services.
- As requested, and on a timely basis, Customer shall provide access to all required and requested data, documents, subject matter and technical experts, etc. without charge. All documentation and information provided must be up to date, in English, and provided in accordance with the relevant project schedule.
- Customer shall coordinate Customer and any third-party resources engaged in the project. Any Customer or third-party resources involved in technical Juniper Networks product work should be certified on Juniper Networks products and must demonstrate appropriate skill levels. Skills levels will be assessed by the Juniper project manager or lead consultant.
- Customer shall identify a point of contact to sign all completed work promptly.
- All products involved in testing must be working properly and up to date.
- Customer shall advise Juniper Networks of any:
 - Security, health, and safety matters applicable to the location where Services are to be provided
 - Requirements imposed by law or by any professional body which must be satisfied related to the Services
 - Information Juniper Networks may reasonably request about the Services or the facilities in which they will be performed or used
- Customer shall ensure that nothing is done to cause Juniper Networks to be in breach of any legislation, license, restriction, or code of practice.
- Customer shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that (i) it will not meet any one of the Customer Responsibilities; and/or (ii) any of Assumptions or Predicates will not occur, will not occur in a timely manner, are misleading, or are inaccurate.
- Customer shall respond to documents, provide letters of confirmation, and sign requested documents in a timely manner and, in any event, within five (5) working days.
- Customer acknowledges the importance of Juniper Networks' participation in Customer's overall project and shall ensure that Juniper Networks is invited to all Customer project management meetings.
- Customer shall be responsible for managing all other vendors, including, if applicable, its systems integrator.
- Customer shall agree to the detailed software and hardware specifications for the Juniper products prior to the execution of a statement of work (SOW).
- The Customer shall perform its responsibilities in a professional and timely manner to facilitate timely completion of the Services. In the event that Customer fails to meet any responsibilities, Juniper Networks reserves the right to delay the project schedule and/or levy additional charges, including onsite charges.

5. Availability

- The Services are currently available to End Users who currently have in place a Juniper Care maintenance contract.
- These Services are available in the Juniper Asia Pacific (APAC) theater (excluding countries listed in Group E under the U.S. Export Administration Regulations, which are currently Cuba, Iran, North Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited.
- The Services are available 9 a.m. to 5 p.m. Monday through Friday (GMT+8), excluding Juniper observed holidays in respect to the customer's primary workplace. Alternative time zone support is available at additional cost.
- The Services are available in one or multiple 3-month periods and must start within 12 months of purchase. The contract will commence on the first day of service and provide continuous business day services until the last day of service identified by the service period stated in the Task Order as agreed upon between Juniper and the customer.
- Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract a portion of the Services to an authorized Juniper Networks partner.
- Services and deliverables will be provided in English if local language support is not available.

6. Scope

- The scope of Services is limited to the Juniper Networks products and services purchased and in use by the End User.
- Services shall be delivered remotely from an authorized Juniper location unless stated otherwise.
- This service can be customized or combined with other Advanced Service offerings to accommodate customer requirements. Both Juniper Networks and the customer must agree upon all customized service features and deliverables prior to commencement of the service.

7. Glossary

- JTAC: Juniper Networks Technical Assistance Center
- PHC: Product Health Check
- JNCIS: Juniper Networks Certified Internet Specialist.
- JSS: Juniper Support Services

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.

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