

NETWORK PRODUCTIVITY SERVICE - AMERICAS

Service Description Document

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1. Introduction

Juniper Networks Network Productivity Service uses a prescriptive, pro-active approach to collaborate closely with the End User to create an optimized Juniper network specific to their business needs. This service offering aims to create an ongoing technical relationship with an End User to assist in the avoidance of issues and maximize the value of the Juniper solution. The goal is to reduce network risk while ensuring a smooth and efficient operation of the Juniper network.

Network Productivity Service (“**Services**”) is described in this Services 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 the End User purchased from Juniper Networks or an authorized Juniper Networks reseller.

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) (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, the terms of the EUSA 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 to End Users who have purchased a minimum of Juniper Care support on their Juniper products. The Services are applicable to security (SRX), routing (M, MX) or switching (EX, QFX) product families. The Services are available to the End User purchasing systems and services directly from Juniper or via a Juniper Networks authorized Partner. The Services can be purchased for either a 6 or 12 month period. The 6 months Service is only available for JCP-BND 0 Customers.

3. Service Features and Deliverable Description

The Service delivers comprehensive operational support for the End User’s designated Juniper network, and includes Delivery Coordination, Software Lifecycle Management, Configuration Analysis, Product Performance Optimization, Technical Consultation, Service Automation and Proactive Communications. Juniper engineers take a prescriptive, consultative approach to engage and deliver from the following areas per the End User specific needs:

3.1. Delivery Coordination

The delivery of different activities and reports included in this package is coordinated by the Delivery Coordinator. The Delivery Coordinator is available during normal business hours and their responsibilities include:

- Technical Deliverable Coordination
 - Schedule routine planning and progress check meetings with End User and Juniper engineers in regards to the Services
 - Coordinate deployment of Service Automation functionality
 - Ensure proper data collection and End User interface to support the technical delivery process
 - Ensure End User opens proactive cases with the Juniper Technical Assistance Center (JTAC) for planned End User software upgrades or major configuration changes which have been recommended or reviewed through this Service
(**Note:** It is recommended End User open proactive cases 3-5 business days in advance of major changes such as software upgrades)
 - Identify and schedule future Service deliveries based on End User activities, such as software upgrades, configuration changes, new feature introduction, etc.
- Asset and End User Management
 - Review list of End User names, e-mail, phone numbers and access requirements
 - Review and update asset inventory, contract level, and physical locations to ensure agreement between End User and Juniper data bases
 - Ensure site IDs are correctly setup for efficient JTAC case opening
- JTAC Best Practice Training
 - Review how to utilize Juniper Service Automation for JTAC case creation
 - Explain the JTAC case escalation processes

3.2. Software Lifecycle Management

Ensure the End User is running supported software optimized to their network and business needs providing ongoing guidance based on industry experience deploying Juniper equipment. Juniper engineers will:

- Provide software recommendations for optimal support of existing and new hardware/feature implementation which reduces potential risk and increases success of deployment
- Provide best practice upgrade procedures to minimize risk associated with deployment of new software
- Provide risk analysis of recommended software version upgrades
- Identify and recommend software version targets for devices which may be reaching End of Life or End of Support

3.3. Configuration Analysis*

Ensure the End User's device configurations are optimally implemented based on industry experience deploying Juniper equipment. Juniper Engineers will:

- Identify and recommend product configuration optimization opportunities for existing implementations
- Review new configurations prior to new deployment or implementation
- Provide improvement recommendations to standardized configurations and templates

* Recommendations provided in the Configuration Analysis are based on Juniper Networks' best practices and does NOT include the following:

- Security policy review
- Normal provisional, routine or user configuration changes
- Lab verification related to the changes

3.4. Product Performance Optimization*

Provide periodic reports, at a minimum every other month, to analyze performance trends of the Juniper technology in the End User network by establishing a baseline and periodically sampling Juniper device data. Juniper engineers will:

- Routinely collect device health data and perform analysis to identify areas which may require corrective action or awareness

- Identify areas of concern for potential malfunctioning hardware components, undetected problems, data abnormalities and unexpected trends
- Recommend actions and improvements to identify areas of concern
- Establish data trend analysis for device health and scale

(*Note the Product Performance Optimization service is not yet available on the QFX product line).

3.5. Technical Consultation*

Juniper engineers will provide technical advice and consultation via direct phone call or email during regular business hours. The Technical Consultation will focus on the following categories:

- Software lifecycle management
- Configuration analysis
- Product performance optimization
- Service automation
- Proactive communications

*Note - All technical issues, network problems, and troubleshooting activities should be directed to the Juniper Technical Assistance Center (JTAC). All other non-technical questions should be directed to Juniper Customer Care.

3.6. Service Automation

Utilize Juniper Technology to facilitate ease of inventory management, data collection, JTAC case detection and creation and proactive communication of relevant EOL/EOS (End of Support) and issue notifications. The Service Automation Consulting Engineer will:

- Assist in planning optimal Service Automation deployment
- Provide guidance on Service Automation implementation
- Validate proper automated JTAC case creation
- Train End User to maximize usage of Service Automation functionality

3.7. Proactive Communications

Product notifications and security bulletins that potentially impact the End User network profile and devices will be delivered through the Service Automation suite. End User may also subscribe to product notification and security bulletins through the Juniper Customer Support Center.

4. End User Responsibilities

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

- Provide information on the current software releases running in their network infrastructure and current configurations as and when requested by Juniper Networks to enable delivery of the service deliverables mentioned in this Service
- Provide hardware and software inventory along with configuration data as and when requested by Juniper Networks to enable delivery of the service deliverables in this Service
- Provide network high level design, business, network features and technical requirements for the proposed configuration changes and existing constraints or dependencies in the network
- Provide a primary and backup technical contact and interface that will be responsible for providing the network information required for the service deliverables in this Service. It is strongly recommended that the designated technical contacts hold at least the Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.
- Provide reasonable electronic access to the Designated Network to assist the Juniper remote engineers in delivery of this Service
- Juniper Networks may provide software scripts at the designated network location for data and statistics gathering. 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 software scripts while in the End User's custody. The End User must immediately return such software scripts 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 Networks.
- Deploy the Service Automation suite (Space, Service Now and Service Insight) and any additional scripts suggested by Juniper Engineers
- Attend scheduled routing planned progress check meetings with Juniper engineers

5. Availability

- The Services are available to End Users who currently have in place a Juniper Care maintenance contract.
- These Services are available globally (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 Monday through Friday, excluding Juniper observed holidays:
 - **AMERICAS:** 8 a.m. to 5 p.m., or as Juniper defines normal business hours.
- The Services are available for a minimum fixed duration of six OR twelve (6 OR 12) months. The 6 months Service is only available for JCP-BND 0 Customers.
- End User understands and agrees Juniper Networks may, in its sole discretion, subcontract a portion of the Services to an authorized Juniper partner.

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
- Service Features and Deliverables described in section 3 are limited to Junos devices only (M, MX, EX, SRX Series). Note: the Product Performance Optimization feature is not yet available for the QFX series. For non-Junos devices please contact your Juniper Account Manager or Service Business Manager.

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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