Service Management + Expert-to-Expert

Contents

1. Introduction

Service Managagement plus Expert-to-Expert services ("Services") are 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 End User Juniper Networks products purchased from Juniper or an authorized Juniper Networks reseller. Products must be under a current and valid Juniper Care contract, and each such product only qualifies for Services during the term of its associated contract. (Such Juniper Networks products of End User are herein referred to as the "Supported Juniper Products").

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 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 for End User's Juniper Networks 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.

2. Eligibility and Prerequisites

Services are available for purchase only by End Users who have one or more Juniper Networks products under a Juniper Care contract and who register with the Juniper Networks Customer Service Center ("CSC"). The Services cover only Juniper Networks products for which End User has a current, valid Juniper Care contract; provided, however, that Services shall be furnished with respect to any such product only during the term of that product's associated Juniper Care contracts.

The Services must be purchased for a term lasting at least 3 months.

3. Service Features and Deliverable Description

As part of the Services, Juniper Networks will use commercially reasonable efforts to provide the End User with the following:

3.1 Service Manager

The Juniper Networks Service Manager is a named contact assigned as End User's advocate within Juniper Networks to manage End User service-related operational activities during local business hours. The key deliverables of a Service Manager include the following:

- Act as point of contact within Juniper to oversee the delivery of all entitled services in this offering

- Provide account set up assistance and ongoing account management to ensure that the End User has access to the deliverables in this Services offering and appropriate resources within Juniper Networks

- Have onsite kickoff meeting with the End User to provide information needed for the End User to receive entitled Services deliverables such as user accounts setup, review of case notification process, case opening guidelines, process to receive training credits, Advanced Services Credits, case escalation process, key Juniper Networks contact information, and a regular meeting schedule

- Ensure that the End User account is correctly set up internally within Juniper to be able to open cases and notify internal teams that need to provide Services deliverables to the End User

- Provide a Services Support Plan, which includes the following:

  - Juniper Networks Technical Assistance Center (JTAC) User Guide

  - Contact matrix for both Juniper Networks and the End User, including escalation process

  - End User device remote access procedure; also coordinate the agreement sign-off to receive access to End User's network, if required

  - Guidelines on any special outage procedure, if applicable, to ensure End User satisfaction

  - End User information on how to use web-enabled Juniper Networks support tools

- Support the End User to maintain accurate installed base data

- Track and plan all End User entitled Services deliverables, including training credits and Advanced Services Credits; provide a report to the End User on credit usage and balance

- Assist in service planning based on End User's specific needs and where they are in the Services life cycle; engage with the account team and the End User in planning for future projects

- Manage End User escalation related to service support, service readiness, and service planning, working with Juniper Networks internal delivery teams

- Advise and guide the End User in accessing resources for implementing the Juniper Networks Junos® Space Service Now and Junos Space Service Insight infrastructure and related Services entitlement deliverables

- Conduct periodic conference calls to report status on outstanding issues and discuss key future network activities

- Conduct operational review meetings (onsite or remote) to discuss End User-specific product and service performance metrics such as cases, problem reports/bugs, Return Materials Authorizations (RMAs), related trends, and Services activities planned for the next quarter—operational review meeting frequency to be set between End User and Service Manager (maximum 4 per year)

- Provide case trend analysis, including a regular review of End User reports to identify repeat tactical hardware, software, or operational issues.

- Coordinate with Juniper Networks support organizations and the End User to identify corrective actions on products and make training recommendations, if required, to help the End User close knowledge gaps

- Provide logistical and operational assistance working with Juniper Networks Logistics to coordinate all escalations on parts shipped back from the End User for failure; provide status updates, and drive issues with the global delivery organizations, as required, to ensure that the contract commitment is being met

- Provide proactive case planning, assistance in coordinating JTAC resources, and relevant information for End User identified (preplanned) events (e.g., software upgrades) to help ensure efficient response

3.2 Expert-to-Expert Access

The Expert-to-Expert Access feature allows End User to open and pursue Priority 1 and Priority 2 cases directly on a 24x7 basis, with access to a team of senior JTAC engineers with extensive experience, advanced troubleshooting skills, and demonstrated capability to quickly drive the End User's high-priority issues to resolution. (Definition and examples for Priority 1 and Priority 2 cases are as set forth in the End User Support Agreement.)

4. End User Responsibilities

- Determine and register the site ID associated with Juniper Care contract with Juniper Networks, and provide an e-mail address of a primary contact for the site ID.

- Contact Juniper and provide all of the required information to activate Services entitlement, such as serial numbers of each system, to enable the support level and delivery of Services.

- Provide information on the current software releases running in the network and current configurations as and when requested by Juniper to enable delivery of the Services deliverables mentioned in this offering.

- Provide access to servers, equipment, information, logs, infrastructure, and resources that are needed for the delivery of the Services.

- Designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the designated contact of the Service Manager and other Juniper support teams, if appropriate. The End User will designate contacts who are senior engineers with the authority to make any necessary changes to the network configuration.

- Participate in ongoing communications with Juniper Networks' primary contact(s) who will help in the delivery of knowledge transfer and other proactive communications.

- Participate in meetings that are scheduled ahead of time to discuss Services deliverables.

- 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 they may be additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of 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 JNAECs 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.

- Provide Juniper with any Information Juniper may reasonably request about the execution of the Services throughout the delivery of Services. If third-party participation and cooperation are required for the performance of End User responsibilities, End User shall be responsible for getting such participation and cooperation. End User shall provide written notice to Juniper as soon as it becomes aware or has reason to believe that End User will not meet one or more End User responsibilities.

5. Availability

- These Services are available (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); provided, however, that certain advance replacement and onsite services are not available in certain countries. Services deliverables are available in English only.

- The Service Manager is available during his/her local business hours Monday through Friday, excluding Juniper observed holidays.

  - AMERICAS: 8 a.m. to 5 p.m.

  - EMEA: 9 a.m. to 5 p.m.

  - APAC: 9 a.m. to 5 p.m.

- These Services are available for a minimum duration of three months.

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.

- End User named contacts who can open cases with Expert-to-Expert Access and interface with Service Manager are limited to six (6). In addition to the named contacts, certified (JNCIE, JNCIP, and JNCIS) experts can also receive access.

- All Services deliverables in this offering are available in English only.

- Junos Space Service Insight features and deliverables are limited to Juniper Networks Junos operating system devices only.

- Junos Space Service Now and Service Insight are required to enable Targeted Product Bug Notification and End of Life/End of Service/End of Engineering (EOL/EOS/EOE) deliverables.

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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