

Network Change Plan Review

Service Description Document – October 2010

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1. Introduction

Network Change Plan Review Services (“Services”) are described in this Services Description for Services delivered by Juniper Networks to Juniper Care Plus customer or Juniper Operate Specialist (“Customer”).

Juniper Networks’ Network Change Plan Review services provide review of Customer’s network change plan and provide recommendations to optimize the process based on known leading practices. Network change plans provided by the Customer can include software upgrade implementation plan, new feature implementation plan and network migration plan for Juniper Networks products.

2. Eligibility and Purchasing

Services are available only to End User who holds a valid Juniper Care Plus contract or Juniper Operate Specialist who holds a valid Advanced Partner Support contract or Advanced Customer Support contract. Services may be purchased using consulting credits.

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. Network Change Plan Review and Assistance

Juniper engineers review Customer’s network changes method and procedure, acceptance test plan to determine areas of improvement.

3.1.1. Review Customer’s planning, method and procedure.

- Detailed review of Customer’s network change method and procedure.
- Detailed review of hardware and software configuration changes needed for successful network change.

3.1.2. Review Customer’s acceptance test plan.

3.1.3. Review Customer’s contingency roll back procedure if applicable.

3.1.4. Assist in the preparation of implementation plan procedures.

3.2. Network Change Optimization Recommendation

Juniper engineers provide recommendation to optimize Customer’s process based on suggested best practices.

3.2.1. Proactively identify implementation issues and provide recommendation on changes to Customer’s test plan associated with the network changes.

3.2.2. Provide recommendation on how to optimize the network change method and procedure wherever there is opportunity to minimize implementation time and service disruption.

3.2.3. Advise the Customer on any relevant best practices for the network change.

3.2.4. Deliver a written report on the recommendations.

4. Customer Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon Customer meeting the following obligations. The provision of the Services assumes that Customer will:

- 4.1. Provide information on the current software releases running in their network infrastructure and current configurations as and when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.
- 4.2. 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 offering.
- 4.3. Provide information on the lab testing processes and certification.
- 4.4. Provide information on network change procedure and change control process.
- 4.5. Provide detailed deployment plan and schedule.
- 4.6. Provide detailed test plan.
- 4.7. Provide any business or technical constraints Customer may have.
- 4.8. Provide any design documentation related to the network change.

5. Availability

- 5.1. 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. 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. Network Change Plan Review service reports are available in English only.

6. Scope

- 6.1. The Services require two and half (2.5) consulting credits if redeemed using the Consulting Credits purchased by the Customer
- 6.2. The scope of this service is limited to one (1) major network change plan and associated minor changes. Major change include event such as activating/installing a new device, insert a new line card and activate new service, routing policy change, migrate service traffic and configuration due to changes such as design change, End-of-Life/End-of-Engineering/End-of-Support, operation process change and hardware upgrade; minor change includes changes such as IP address change, security policy change, deactivate/activate an interface.
- 6.3. This service scope is limited to Juniper Networks products only and does not include network migrations from a third party product to Juniper product.
- 6.4. Services deliverables are based on the network profile information provided by the Customer or collected through Service Now and Service Insight. The scope of this offering may vary and be restricted if the required information and documentation are not provided completely

7. Glossary

- **Service Now:** it is a Juniper Networks technology supported by JUNOS Space to deliver automated incident management and inventory management assistance features
- **Service Insight:** it is an intelligent application supported by JUNOS Space to deliver proactive reports on JUNOS devices generated by Juniper experts automatically to the customer.
- **Network profile:** configuration, feature and platform information for a given Juniper Networks device.

About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.

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