PRODUCT HEALTH CHECK

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1. Introduction

This Services Description Document ("SDD") describes Juniper Networks® Product Health Check Service (the "*Services*") that Juniper makes available for purchase, by End Users of Juniper Networks products (each, an "*End User*") directly or through Juniper authorized resellers.

Services uses sampling data from targeted Juniper devices 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 focused on identifying potential mal-functioning hardware components, dormant problems, any abnormalities in the trend data for potential improvement and any other performance related issues. Juniper engineers will analyze End User data and provide recommended actions to help End User identify potential risk and issue with their Juniper products before impacting their network and proactively improve network performance.

The Services are subject to the terms of this SDD and 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) (herein, the "End User Support Agreement" or "EUSA").

In the event of any conflict between the terms of this SDD and those of the EUSA or EULA; the terms in this SDD 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 for purchase only (i) by End User who holds a valid Juniper Care contract or valid Advanced Partner Support contract or Advanced End User Support contract and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in the Reseller's PO.

The Services cover only those Juniper Networks products as to which all of the following apply:

   i. End User is using the Juniper products.

   ii. End User has purchased or leased from either Juniper Networks or a Juniper Networks authorized reseller.

iii. The Juniper products are identified in the PO(s) for the Services placed with Juniper; and

iv. The Juniper products and the address of their installation site have been properly registered with Juniper by serial number

The Service can be purchased by the End User using any one of the following methods:

i. The service specific SKU and corresponding list price on the Juniper published price list; or

ii. Using Flexible Services Credits with value equivalent to the list price of the Services specific SKU on Juniper published price list; or

iii. By redeeming specific number of Advanced Services Credits (ASC) for one time or quarterly version of the Services respectively.

Note, however, that in some scenarios (e.g., language services), the purchase price for Services may exceed what is set forth on Juniper's published price list. For further information, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager.

3. Service Features and Deliverable Description

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

3.1. Device Data Collection and Analysis

Juniper engineers will work with the End User to collect sample device data and analyze the data to determine areas of improvement. Juniper engineers will perform the following key activities:

3.1.1. Discuss and understand End User's existing network design, architecture and configuration.

3.1.2. Provide instructions to the End User to collect required data from End User's network based on the network criticality, stability, performance concerns and other priorities.

3.1.3. Review Juniper device data collected and analyze key device health indicators to identify potential hot- spots or problem areas in the network, for example:
- 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, etc.

3.1.4. Notify the End User in advance if of any critical issues found during the process that may have an immediate impact on End User's network. Provide the End User with a workaround or solution if available and assist JTAC on issue resolution.

3.2. Optimization Recommendation

Juniper engineers provide recommendation to optimize End User's network health and utilization based on suggested best practices. A written Product Health Check report will be delivered to the End User as the key deliverable of the Service. Juniper engineers will perform the following key activities:

3.2.1. Provide recommendations on appropriate solutions or workaround to identified problem areas.

3.2.2. Identify performance trend and provide recommendation on areas for improvement.

3.2.3. Deliver a written report with a summary of key findings and recommendation.

3.2.4. If requested, conduct a call with the End User to review the findings and recommendations

4. End User Responsibilities

Juniper Network's obligation to provide the applicable Service is conditional upon End User meeting the following obligations. The provision of the Service assumes that End User will:

- Provide information on the current network design, software releases and current configurations running in their network infrastructure. Also, when requested by Juniper to enable delivery of the Service deliverables mentioned in this offering

- With the guidance from Juniper Network technical documentation, the End User shall collect the necessary device data using Juniper provided software tool and upload the collected data in a Juniper specified location

- Provide any business or technical constraints End User may have

- Provide a primary and backup technical contact who will be responsible for providing the network information required for the service deliverables in this offering

- Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the service deliverables in this offering

- 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 additional

recommendations communicated by the Juniper Networks team from time to time for proper delivery of Juniper Networks' services.

- Advise Juniper of any Information Juniper may reasonably request about the execution of the Services throughout the delivery of Services. If third party participation and co-operation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for securing such participation and co-operation.

- End User shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that End User will not meet any of the End User responsibilities.

5. Availability

- Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing.

- All Services deliverables in this offering are available in English only unless otherwise specified in writing by Juniper

- Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations (currently, Cuba, Iran, North Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited by law or regulation.

- Service shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Juniper observed holidays.

- Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from End User such cooperation, network access, consents, information, and materials that Juniper may reasonably request to enable Juniper's proper and efficient performance of such Services and to enable Juniper to do so in compliance with all applicable laws and regulations.

6. Scope

6.1. End User understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of certain parts of the Services

6.2. The unit price for this Services is limited to one (1) report. The number of reports needed is determined by hardware platform, configuration technology functions (e.g., BNG, Core and Edge or Others) and target software version. The grouping of the JUNOS® only products for the purpose of creating one (1) report is defined as following:

- Juniper Networks M Series, T Series, and MX Series
  – MX-BRAS *
- PTX Series: PTX3000, PTX50000, PTX10008
- SRX Series: SRX1000s, SRX3000s, SRX5000s
- EX Series: EX2000s, EX4000s, EX8000s, EX9000s
  – EX9200 *
- ACX Series: All

A separate report is required for this Juniper product as it cannot be grouped in one (1) report. For further information, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager.

6.3. The number of devices in the report is limited to number of devices collected by the collection tool (up to 100 devices)

6.4. Report requires a minimum data collection period of 2 weeks or maximum 1 month.

6.5. This Service scope is limited to Juniper devices health check only and does not include network level performance analysis.

7. Exclusions

Juniper Networks is not obligated to provide services for any of the following:

- JUNOS® OS Evolved (EVO) is not supported at this time.

- Problems with Products or software or parts thereof that are past their End of Support (as provided for in Juniper's EOL/EOS Policies) date
- Unauthorized third-party products
- Gray market products
- End User or third party modified software code
- Lab Testing **
- Code Upgrade Support **
- Maintenance window assistance **

** Separate services offerings available. For further information, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager

8. Glossary

JTAC: Juniper Technical Assistance Center

About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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