



IMPLEMENTATION SUPPORT SERVICE

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1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Implementation Support 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.

The Services provides remote engineering assistance for critical network changes such as migration, software upgrades, and feature rollout. The Juniper Networks engineer will work with the End User to review network change implementation plan via knowledge transfer and will be able assist by analyzing events experienced during the change and providing recommendations.

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 Juniper’s End User License Agreement (“EULA”), which is located at the following URL (or such other URL that Juniper may designate from time to time): www.juniper.net/support/eula.html, the terms of 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 an 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 such 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 the Juniper products 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. Using the Service specific SKU published on the Juniper published pricelist; or
- ii. Using Flexible Services Credits (FSC) with value equivalent to the list price of the Services SKU published on the Juniper published pricelist; or
- iii. By redeeming Advanced Services Credits (ASC) for each Services request.

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 pricelist. For further information, please contact your local Juniper partner, Juniper field sales manager or your assigned Juniper service business manager.

3. Service Features and Deliverable Description

As part of this Services, Juniper will assess the End User's Services request to ensure the requested activities can be delivered within the scope of the Services. After Juniper's initial assessment, if the scope of requested activities exceeds the scope of the Services, and hence the purchase price therefor set forth on Juniper's published pricelist, the End User will be notified accordingly in writing and may be given the option to receive the out-of-scope activities for an additional fee. For further information, please contact your local Juniper partner, Juniper Networks field sales manager or your assigned Juniper service business manager.

Assuming the End User's Services request has been assessed and determined by Juniper Networks to be in-scope, Juniper Network will use commercially reasonable efforts to provide technical assistance to the End User for the following services use cases (other use cases may be considered provided that they are mutually agreed to in writing by the parties):

3.1. Network Change Implementation Support

Juniper engineers will work with the End User during the network change implementation window and assist the End User with any questions, concerns or problems experienced during the implementation. Juniper engineers will perform the following key activities:

- 3.1.1.** Assign a designated Juniper Networks engineer to address any question, concern or issue raised by the End User during network change implementation.

- 3.1.2.** If escalated by the End User, diagnose and remotely troubleshoot unforeseen issues that may arise during implementation.

- 3.1.3.** Recommend solutions to any identified issues and provide support for any proposed solution implementation.

- 3.1.4.** Transition any outstanding issues following the change control maintenance window to a Service Manager (if available) for follow-up and escalation to engineering and Juniper Networks technical support teams.

3.2. Post Network Change Review

- 3.2.1.** Juniper Networks engineers discuss the network change with the End User to assess the success and possible areas of improvement if appropriate.

- 3.2.2.** Setup and coordinate a post network change review with the End User to discuss the network change compared with the original goal and agree changes to the plan for future changes if the review highlights areas requiring additional change.

4. End User Responsibilities

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

- Provide remote connection to their network to enable Juniper Networks engineers to provide diagnostics on potential issues escalated during implementation
- Provide a written notification at least fourteen days (14 days) in advance of the network change
- Provide a detailed network change implementation plan and deployment schedule.
- Provide information on the current network design, software releases and configurations running in End User's network infrastructure.
- Provide maintenance window information and 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 thereof. If third party participation and cooperation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for securing such participation and cooperation.
- End User shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that the 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, which are delivered remotely, are available for any End User location (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 the Services
- 6.2. The unit price for the Services is limited to one (1) maintenance window (which window cannot exceed a continuous period of more than five (5) hours) during any 24-hour period).
- 6.3. Any onsite presence requested by the End User will be at Juniper's sole discretion and, if such request is accepted in writing by Juniper, an additional price specified to the End User in writing by Juniper will apply.
- 6.4. The Services are limited to the network activities related to Juniper products in the End User's network.

7. Exclusions

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

- Problems with products or software or parts thereof that are past their End of Support (as provided for in the 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/downgrade Support and recommendations*

* *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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