

# JUNIPER SECURITY INCIDENT RESPONSE TEAM (SIRT) ANALYSIS

## SERVICE DESCRIPTION DOCUMENT – FEBRUARY 2021

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### Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Juniper Security Incident Response Team (SIRT) Analysis (the “Services”) that Juniper makes available for purchase, by end users of Juniper Networks products (each, an “End User”) directly or through Juniper Networks’ Resellers (each, “Reseller”).

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](http://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 that of the EUSA, 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.

### Eligibility and Purchasing

The Services are available for purchase only (i) by certain qualified End Users solely for their own end use and (ii) by Resellers solely for resale to the End User identified by name and address in the Reseller’s purchase order. The Services cover only those Juniper Networks products of End User purchased from Juniper Networks or a Reseller and that are under a current, valid Juniper Care Support Services contract (each, a “Service Contract”), and, for each such product, only during the term of such contract. The Services are purchased once for all announced SIRT vulnerabilities per Junos version per product family, or Services can be purchased for each quarterly SIRT announcement per Junos version per product family over a twelve (12) month term, unless otherwise agreed to by Juniper Networks in writing for the purposes of co-terminating an End User’s multiple Service Contracts.



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

- (i) End User is using the products;
- (ii) End User has purchased or leased from either Juniper Networks or a Reseller;
- (iii) The products are identified in the purchase order(s) for the Services placed with Juniper [or a Reseller]; and
- (iv) The products and the address of their installation site have been properly registered with Juniper by serial number.

The Juniper Networks products which satisfy the conditions set forth in clauses (i)-(iv) immediately above are referred to as the "Supported Juniper Products," but only for the term of the Service Contract (or renewal thereof) under which they are covered.

A Subscription (as defined in the Juniper Networks End User License Agreement located at the following URL, or such other URL that Juniper may designate from time to time): <http://www.juniper.net/support/eula.html> ("EULA") license purchased by End User shall be treated as including a Service Contract for Care Core for purposes of this SDD.

## Service Features and Deliverables

Juniper will use commercially reasonable efforts to provide the End User with the following services features and deliverables:

### 3.1 Kick Off Meeting

Virtual kick off meeting with End User's key stakeholders to review the End User's requirement's, project scope and milestones, Juniper and End User's responsibilities, data collection, and the delivery process.

### 3.2 In Depth Analysis

Comprehensive analysis of security exposure based on the End User's hardware, software installation base, and configuration.

### 3.3 Custom Report

Deliver a custom report which will include the following:

- Vulnerabilities that may affect the customer environment.
- Mitigation strategies.
- Ways to work around the vulnerabilities.
- Junos code versions that address the vulnerabilities.

### 3.4 Final Review Meeting

Virtual final review meeting with Advanced Services Consulting Engineer (ASCE) to address concerns, answer questions, and provide guidance on implementing suggested workarounds and/or upgrading Junos.

## End User Responsibilities

In order to receive the Services, End User must do the following:

- Participate in the initial kick off meeting, the final review meeting, and ongoing communications with Juniper to help in the delivery of the Services.
- Provide an inventory of Junos devices that includes:
  - Hardware models.
  - FPC / modules.
  - Junos Software versions.
  - Firmware releases of the FPC / modules.
  - Junos device configurations and/or a list of deployed features.
- Provide a primary and backup technical contact who will be responsible for providing the network information required for the service deliverables in this offering.
- Provide up-to-date network profile information.
- Ensure that the requirements identified for the proper working of the Services 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 the 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.

## Availability

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

## Scope

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

Services are delivered once for all announced SIRT vulnerabilities per Junos version per product family, or Services can be delivered for each quarterly SIRT announcement per Junos version per product family over a twelve (12) month term.

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

All service deliverables in this offering are available in English only unless otherwise specified in writing by Juniper.

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.

## Exclusions

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

- Maintenance window assistance.
- Problems with products 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.

## 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](http://www.juniper.net)

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Juniper SIRT Analysis SDD Feb 2021