

REMOTE ENGINEERING SERVICES

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Introduction

This Service Description Document ("SDD") describes the Juniper Remote Engineering Services ("Services") offering that Juniper Networks ("Juniper") makes available for purchase by end users of Juniper products ("End User") directly or through its authorized resellers and distributors.

The Services offering consists of a select set of operational and engineering services remotely delivered through a designated Juniper consultant. The Services are applicable to the End User's Juniper products based on an initial assessment of their needs and by mutual agreement during the term of the Services.

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 the End User and covering within its scope the terms and conditions under which Juniper Networks will render the Services set forth in this SDD for the 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, the terms of the EUSA shall take precedence.

Eligibility, Purchasing, and Prerequisites

The Services are available for purchase only (i) by certain qualified End Users solely for their own internal use and (ii) by Juniper authorized resellers or by Juniper authorized distributors solely for resale to the End User identified by name and address in such authorized reseller's purchase order. The Services must be purchased for a fixed term lasting at least twelve (12) months unless otherwise agreed to by Juniper for the purposes of co-termining an End User's multiple service contracts. Any such purchased commitment by Juniper to provide Services is referred to herein as a "Juniper Service Contract."

As a minimum prerequisite, there must be an active Juniper Care maintenance contract in place with Juniper for the End User's Juniper products for the period of these Services or an equivalent Support Services Specialist maintenance contract.

Services Features and Deliverable Description

Juniper will use commercially reasonable efforts to provide the End User with the Services. The Services comprise the delivery of a defined set of technical services specific to operational and engineering requirements of the End User's Juniper Networks products. These Services will be delivered remotely by a designated Juniper consultant for the benefit of the End User's production operations.

The Services as described in this SDD are an annual contract that can be renewed each year.

Initial Network Evaluation

The designated Juniper consultant will perform an evaluation of the End User's network environment to baseline the initial network status and schedule the delivery of Services to provide the most optimal outcome for the End User. This activity is performed remotely using the Juniper Service Readiness Audit (SRA) tool. This includes identification of the candidate deliverables based on the set listed below.

Remote Engineering Services

Based on the initial network assessment and End User requirements, the designated Juniper consultant will establish a schedule of technical deliverables that will outline the scope and outcomes to meet End User's needs. All deliverables must be completed within the term of the Services contract.

Table 1: Remote Engineering Services Deliverables

| Deliverable | Deliverable Description | Scope |
|--|---|---|
| Proactive Software and Hardware Bug Notifications Review and Analysis | Juniper consultant will perform quarterly reviews covering proactive bug notifications and provide actionable recommendations. Juniper consultant will deliver and review a quarterly report of relevant bugs known to Juniper that may impact the End User's network. | Performed quarterly |
| Product Health Check | Juniper consultant will work with the End User to collect sample device data and then analyse that data to determine areas for improvement. Juniper consultant will provide recommendations to optimize the End User's network health and utilization based on Juniper best practices. Juniper consultant will deliver detailed information to maintain a healthy status for Juniper products. This will serve as the baseline for ongoing operations and identify areas for further improvements. Additional details as per the Product Health Check Service Description Document . | Up to two (2) product types, e.g., Juniper Networks® MX Series 5G Universal Routing Platforms, SRX Series Services Gateways |
| Inventory Tracking and Management Support | Juniper consultant will assist End User operations staff with tracking and managing network equipment inventory. This is typically performed at the start of the Service and post network change events (e.g., an upgrade). Juniper consultant will utilize data collection tools to gather network inventory data to support inventory tracking and management. Juniper consultant will deliver a product entitlement report using data collected from the End User's network for review and analysis. Juniper consultant will deliver a configuration and hardware inventory report for review based on inventory analysis using data collected from the End User's network. | Up to two (2) reviews |
| Informal Technical and Product Knowledge Transfer Sessions | Juniper consultant will perform a remotely delivered informal technical and product knowledge transfer session. | Up to four (4) informal technical and product knowledge transfer sessions |
| Network Change Assistance | Juniper consultant will provide network change assistance. This will include: <ul style="list-style-type: none"> Review of End User provided Method of Procedures ("MOPs"), based on best practices and expertise Opening of proactive Service Request (SR) on behalf of the End User and providing details about the scope of change | Up to four (4) sessions |
| Device Configuration Assessment and Routing Engine (RE) Hardening | Juniper consultant will review existing network devices and software version based on the End User's environment. <ul style="list-style-type: none"> Provide up-to-date network element and software version-specific hardening advice Review the software vulnerabilities and provide recommendations for device security hardening | Up to two (2) product family types, e.g. MX Series, SRX Series |
| Network Evaluation Remote Review | Juniper consultant will: <ul style="list-style-type: none"> Work with the End User on a quarterly basis to review prior Service deliverables (either initial network evaluation or subsequent review) and the impact on the End User's environment Utilize the Juniper SRA tool to re-baseline the state of the End User's environment and profile Review and refine the plan covering the Services deliverables and a schedule to provide the best outcome for the End User in the remaining term and quarter A Services Readiness Analysis Report will be delivered to the End User. | Performed quarterly |

End User Responsibilities

- End User is responsible for providing data in a timely fashion in order to support the deliverables as part of the Services. Data may include but is not limited to: device configuration, parameters, logs, software, firmware release.
- End User will designate a lead contact, and at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the Juniper remote consultant. The End User will designate contacts who are senior engineers with the authority to make any necessary changes to the designated network.
- End User is responsible for implementation of recommendations, including testing.
- End User is responsible for providing collateral and prerequisites necessary for the Services deliverables, including but not limited to: network designs, implementation plans, MOPs.
- End User will provide Juniper or its authorized service representative access to the network environment and will assign a technical contact for Juniper.
- Furthermore, when Juniper determines that its technical personnel need access to the End User's network in order to remotely diagnose a problem, End User will ensure that Juniper personnel have the necessary level of authorized access to such network. End User shall have the right to observe such access.
- End User will 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 cooperation are required in order for the End User to perform the 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 clear or there is reason to believe that End User will not meet one or more 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, Sudan, and Syria] and any other countries as to which the furnishing of such Services may be prohibited).

Services shall be delivered remotely during business hours of 9 a.m. to 5 p.m., local time, Monday through Friday (or local business days for the customer's country), excluding Juniper-observed holidays.

End User understands and agrees that Juniper may, in its sole discretion, subcontract the performance of all or part of the Services.

Scope

- Services will be delivered remotely from an authorized Juniper location unless otherwise specified.
- All Services deliverables in this offering are available in English only unless otherwise specified by Juniper.
- Services are applicable only to Juniper Networks Junos® operating system-based switching, routing, and security products.
- Informal technical and product knowledge transfer sessions are not a replacement for Juniper's Education Services. No official training material or certification will be provided.
- Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from the 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 is not obligated to provide support for any of the following:

- Juniper Application Management and Orchestration, Software-Defined Networking, Network Management and Operations, Network Edge Services, Identity and Policy Control, and Wireless products
- Third-party devices (hardware, software cabling, etc. not provided by Juniper)

Glossary

MOP: Method of Procedure

RE: Routing Engine

RES: Remote Engineering Services

SDD: Services Description Document

SR: Service Request

SRA: Service Readiness Audit

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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