Juniper Extended Software Engineering Support

Contents

1. Introduction

This Services Description document ("**SDD**") describes the Juniper Extended Software Engineering Support Services offering ("**Services**") that Juniper makes available for purchase by end users of Juniper Networks products ("**End User**") directly or through its authorized resellers.

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 Services Agreement**" or "**EUSA**").

All license terms for software provided by Juniper Networks as part of the Services are subject to the Juniper Networks End User License Agreement, a copy of which is posted at www.juniper.net/support/eula.html (or another written master license agreement signed by Juniper Networks and End User and covering, within its scope, the terms and conditions under which Juniper Networks will provide software and software updates and releases) (herein, the "**EULA**").

In the event of any conflict between the terms of this SDD and those of the EUSA or EULA, the terms of the EUSA and EULA 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

Juniper Extended Software Engineering Support Services are available for purchase only (i) by certain qualified End Users solely for their own use and (ii) by Juniper Networks authorized resellers ("Reseller(s)") solely for resale to the End User identified by name and address in Reseller's Purchase Order. Any such purchase of Juniper Extended Software Engineering Support Services by either an End User or Reseller is referred to herein as a "*Juniper Networks Service Contract*."

2.1 Eligible Product

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

    (i)   Juniper hardware products with Juniper Networks® Junos® operating system

    (ii) EOL Notification date after January 20, 2015, and

    (iii) Running the Last Software Version (LSV) on the hardware as specified in the EOL Notification (please refer to Juniper End of Life Policy & Procedure for a detailed definition)

2.2 Purchasing Eligibility

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

(i) The products are covered by an active Juniper Care support contract through End of Support ("EOS") date.

(ii) End User is using the products.

(iii) End User has purchased or leased from either Juniper Networks or a Juniper Networks Reseller.

(iv) The products are identified in the Purchase Order(s) for the Services placed with Juniper.

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

(vi) The Services have been purchased for a fixed term lasting at least 12 months.

(These Juniper Networks products are referred to as the "*Supported Juniper Products*," but only for the term of the Juniper Networks Service Contract (or renewal thereof) under which they are covered.)

3. Service Features and Deliverable Description

Juniper will use commercially reasonable efforts to provide End User with the Services, which consist of access to software engineering support after the published End of Software Engineering Support Date ("EOSE") until the EOS date. EOSE is three (3) years after the Last Order Date ("LOD") of the affected hardware product. EOS is five (5) years from LOD. Please refer to Juniper End of Life Policy & Procedure for further details.

The Services provide maintenance software releases or patches on Priority 1 issues or problems and security vulnerability issues.

Examples of a Priority 1 software issue include:

- Total loss or continuous instability of mission-critical functionality.
- Network or system is down causing users to experience a total loss of service.
- Inability to use a feature or functionality that is currently relied upon for mission-critical functionality.

Software releases or patches provided under the Services will not be located on the standard Juniper software download page. Juniper may provide a URL for software download, if it sees fit.

4. End User Responsibilities

- For any problem identified as a Priority 1 problem, End User will provide Juniper Networks or its authorized service representative access to the affected network environment, and will assign a technical contact for Juniper Networks.
- Furthermore, if Juniper Networks 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's personnel have the necessary level of

authorized access to such network. End User will have the right to observe such access.

- Provide Juniper with customer information as necessary regarding configurations used with the eligible products and provide new configurations to Juniper if changes are made.
- Run the Last Software Version ("LSV") on the hardware as specified in the EOL Notification
- Maintain an active support contract on devices covered by the Services.
- Meet responsibilities requirements stated in Juniper Care Service Description Document.

5. Availability

- These 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).
- The deadline or Last Order Date for the Services is six (6) months before the EOSE date, as published in the EOL Notification of the Supported Juniper Products.
- Services are available until the EOS date for the Supported Juniper Products covered under the Services contract.

6. Scope

- Services shall be delivered remotely from an authorized Juniper location unless specified otherwise.
- Juniper reserves the right to determine the impact and priority of the issues and if/when software builds will be created with regard to the Supported Juniper Products described above.
- 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.

7. Exclusions

Juniper Networks is not obligated to provide any of the following as part of the Services under this SDD:

- Software update on non-Priority 1 issues, software upgrades, or new features
- Third-party devices (hardware, software, cabling, etc.) not provided by Juniper Networks, or problems associated with or arising directly or indirectly from such components
- Non-Junos OS based Juniper hardware products
- Root cause analysis and hardware engineering support
- Problems with product that have been installed by any party other than (A) Juniper Networks or (B) a party authorized by Juniper Networks

- Problems with product that have been modified without Juniper Networks' written consent by any person (including unauthorized modifications by Support Services Specialist)
- Problems relating to incompatibility of the product with third-party devices
- Problems with software that is not a Supported Release
- Problems with products thereof that are past EOS date, or
- Juniper Technical Assistance Center (JTAC) support, hardware replacement service, and other deliverables covered under Juniper Care support contract

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.

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