

AI DATA CENTER DEPLOYMENT SERVICES

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This Service Description Document (“SDD”) describes the Juniper Networks® AI Data Center (AIDC) Deployment Services (the “Services”) that Juniper makes available for purchase by End Users of Juniper Networks products (each, an “End User”) directly or through its Juniper Networks authorized resellers.

The Services are subject to the terms of this SDD and the Juniper Purchase and License Agreement (“JPLA”) a copy of which is posted at <https://www.juniper.net/us/en/legal-notices/juniper-networks-contracts-resource.html> (i.e., GTC plus the Customer Schedule or Channel Schedule, as applicable) or such other URL that Juniper may designate from time to time, (or another written master services agreement signed by Juniper Networks and Company and covering within its scope the terms and conditions under which Juniper Networks will render support and maintenance services). In the event of any conflict between the terms of this SDD and that of the JPLA; the terms of the JPLA shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the JPLA.

2. Eligibility and Purchasing

The Services are available for purchase only (i) by qualified End Users solely for their own end use and (ii) by Juniper Networks authorized resellers solely for resale to such End User identified by name and address in such reseller’s purchase order.

The Services cover only those Juniper Networks products as to which all the following eligibility requirements apply and are referred to as “Supported Juniper Products” in the Scope section below:

- (i) End User is in the process of deploying the products.
- (ii) End User has purchased or leased from either Juniper Networks, or a Juniper Networks authorized reseller.

The Services are one of two distinct service variations first is AIDC Deployment Service with Apstra and second is AIDC Deployment Service. The AIDC Deployment Service with Apstra includes deliverables listed in sections 3.1 through 3.7 (excluding section 3.3 and 3.4) and the AIDC Deployment Service includes deliverables in sections 3.1 through 3.7 (excluding section 3.2).

The services can be purchased using below SKU:

SKU	Description
SVC-AIDC-DP-APSTRA	AIDC Deployment Service with Apstra
SVC-AIDC-DEPLOY	AIDC Deployment Service

3. Service Features and Deliverables

The Services shall be delivered remotely by an authorized Juniper resource.

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

3.1 Pre-deployment Solution Workshop:

- Verification of the out-of-band management network implemented by the End User.
- Review of the Services engagement scope and sequence of events.
- Review and agreement on outcomes for the production optimization phase concerning network performance including minimal packet loss, maximum throughput and other performance expectations.
- Review of the AIDC Juniper Validated Design (JVD) to be utilized.
- Intake and review of End User data from the Juniper AIDC Deployment Checklist <https://support.juniper.net/support/pdf/remote-services/data-center-deployment-services-sdrd.pdf>.
- Review number of VM's required to install Juniper Apstra platform if applicable (deployment can be accomplished with or without Apstra which will be discussed during review of End User data in the previous step).
- If Apstra is not being utilized, create High Level Design (HLD) document and review with the End User and gain sign off before proceeding to the Low-Level Design (LLD) phase. Apstra accommodates HLD as network blueprints are created in real time.

3.2 Deployment steps utilizing Juniper Apstra provide:

- Deployment of the Platform into the required number of VMs created by the End User.
- Creation of the (3) three new greenfield AIDC network blueprints on the Platform for frontend, backend compute, and backend storage.
- Deployment of all network configurations into the newly deployed (3) three greenfield AIDC network fabrics.

3.3 Low Level Design (LLD) Traditional (non-Apstra) Deployment:

- Creation, review and approval of the Low Level Design (LLD).

3.4 Deployment steps utilizing traditional methodology (non-Apstra) provide:

- Deployment of the (3) three new greenfield AIDC networks for frontend, backend compute, and backend storage.

3.5 GPU NIC cards conversion provides:

- Assistance with the NIC card conversion and validation from Infiniband to RDMA over Converged Ethernet V2

(RoCEV2).

3.6 Acceptance test plan provides:

- Run extended tests to check both the performance and the correctness of Nvidia Collective Communications Library (“NCCL”) operations. Please note these are prescriptive tests meant to run GPUs at high speeds and not custom or customer specific modelling.

3.7 AIDC Production network optimization provides:

- Monitoring of multiple customer AI training cycles and provide recommended flow tuning adjustments to the RoCEV2 fabric for optimum job completion times (JCT) with minimal packet loss.
- Monitoring of multiple customer model/s production inference runs.
- If Juniper Apstra installed, provide advanced platform UI layout for network monitoring and fault isolation.
- Respond to technical questions by the end of the next business day from when it is received for the duration of the network optimization assistance.

3.8 Deployment closing Knowledge Transfer Workshop:

- A two- (2) day workshop covering the new networks deployed, basic operations of the Juniper Apstra Platform, if utilized, and flow tuning adjustments made during the network optimization assistance period.

4. Service Term, Renewal Term within the Project Timeline

- i. Service Term. Subject to Juniper’s acceptance of a valid Purchase Order from End User or an Authorized Reseller, the term of the applicable Service Contract will begin on: (1) the date of Purchase Order acceptance if the Purchase Order does not include the associated Hardware (if any) or the Service Contract is for Software only; (2) the date the Hardware is deemed delivered by Juniper if the Purchase Order for the Service Contract includes associated Hardware; or (3) the date as agreed to in writing between the Parties (including as quoted by Juniper and listed in the Purchase Order), if any, in which event such date shall supersede any date determined under (1) or (2). Once the Service Term commences, the Services will run continuously without interruption, unless both parties agree a schedule change. Please note that any Service Features and Deliverables not completed within thirty (30) calendar days from original schedule or mutually agreed to schedule change may be forfeited, and the engagement will be considered complete.
- ii. Renewal Term. The start date of the Service Contract following the initial Services term of the Services (and any subsequent renewal terms) will begin on the day after the immediately preceding Service Contract expired.

5. End User Responsibilities

To receive the Services, End User agrees to the following:

- 5.1 Ensure that the requirements identified for the proper working of the Juniper solution are in place. These requirements may be documented in the product documentation, user guides, or additional recommendations communicated by the Juniper team from time to time for proper delivery of the Services.
- 5.2 Provide an End-User point of contact that is familiar with the solution and preferably attended Juniper courses as applicable to the solution. The point of contact represents all End User’s key stakeholders and facilitates scheduling, communications, and escalations as required.
- 5.3 Complete the Juniper AIDC Deployment Checklist at least two (2) weeks before starting the Services to prepare deployment solution workshop document to gather and document all requested information and access data as required and given to Juniper prior to starting the Services. Included in the checklist are:
 - 5.3.1 Provide provisioning of the out-of-band network and console remote access for Juniper via SSL VPN or similar methods available to:

5.3.2 the management network.

5.3.3 the End User's vSphere environment to the extent that vSphere/vCenter can be made available. Please see the "Juniper Apstra AIDC Deployment Checklist <https://support.juniper.net/support/pdf/remote-services/data-center-deployment-services-sdrd.pdf>

- 5.4 Provide required compute environment with required base OS for deployment of the Apstra platform. See Juniper Apstra Resource Requirements/References.
- 5.5 Provide a common documentation repository and populate repository for common documentation.
- 5.6 Review and provide response to Juniper within 5 (five) days from any tasks or activities completed by Juniper experts.
- 5.7 Be the primary contact and take full responsibility for any integration requirements with all the involved third-party vendors and End User's back-office systems.
- 5.8 Provide all onsite support, as applicable to complete any tasks or activities as necessary.
- 5.9 Provide any information Juniper may reasonably request about the execution of the Services throughout their delivery. If third-party participation and co-operation is required for the End User to perform the End User responsibilities, the End User shall be responsible for securing such participation and co-operation.
- 5.10 Provide written notice to Juniper as soon as there is reason to believe that the End User will not meet any of the End User responsibilities.
- 5.11 Verify the solution suitability, capacity, availability of features and functionality during the pre-sales stage or Juniper-led proof-of-concept testing, prior to the purchase of Services.
- 5.12 Provide adequate Juniper training for the End User support teams by Juniper or Juniper Networks Authorized Education Centers worldwide.
- 5.13 Provide a suitable virtual meeting space that allows collaboration/screensharing for the knowledge transfer workshop.

6. Availability

The Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations (currently, Belarus, Cuba, Iran, North Korea, Russia, Syria, and the non-governed regions of Ukraine including Crimea, Donetsk, Luhansk, Kherson, and Zaporizhzhia) and any other countries as to which the furnishing of such Services may be prohibited by law or regulation.

The Services are to be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, working week, excluding Juniper observed holidays.

The lead time to start the service delivery is four to eight (4 to 8) weeks from the time of purchase.

7. Scope

The Services are designed to assist the End User in the deployment and day-to-day use of the AIDC solution but does not guarantee, and Juniper is not responsible for (i) the completion of all sites, (ii) all activities associated with a deployment over the term of the contract, or (iii) a fully deployed and functional solution.

The Services are required to be performed in a contiguous manner with no more than 2 weeks' delay for any tasks in the service.

Supported Juniper Products eligible for the Services are:

- Juniper Networks Apstra platform.
- Juniper Networks Junos® Apstra supported devices.

Supported Juniper AIDC Network Architectures defined by the Juniper Validated Designs (JVD) and JVD extensions (JVDE) eligible for the Services. Further information on JVD can be located at <https://www.juniper.net/documentation/validated-designs/>

All service deliverables in the Services are available in English only unless otherwise specified in writing by Juniper.

The Services deploy a fixed number of devices and virtual elements such as virtual networks, a fixed number of routing zones, and a fixed number of configuration templates which augment Apstra's reference design with non-native device configuration. Devices and virtual elements included are:

- Maximum eighty-eight (88) Junos devices total.
- Maximum 1024 GPU devices.
- Up to two (2) routing zones for segmentation, if required.
- Up to six (6) predefined configlets if required; NTP, Syslog, DNS, time zone, SNMP, login banner.

The Platform will be deployed into a predetermined number of VMs determined during the initial workshop. .

Deployment of the Three (3) new networks with Ethernet connectivity to all.

8. Exclusions

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

- 8.1** Problems with products or parts thereof that are past their End of Support date (as provided for in Juniper's EOL/EOS Policy - <https://support.juniper.net/support/pdf/eol/juniper-networks-end-of-life-policy-procedure.pdf>).
- 8.2** Unauthorized third-party products or gray-market products.
- 8.3** Products not under active support contract.
- 8.4** End User or third-party modified software code.
- 8.5** Any custom automation, scripting, or API integration.
- 8.6** The Service does not include any onsite activities, including but not limited to:
 - 8.6.1** Physical installation/mounting, cabling, power-up stack of any Juniper or third-party hardware devices.
 - 8.6.2** Preparation of server hardware or base OS or hypervisor.
- 8.7** Any network DCI connectivity, outside of the newly deployed fabrics.
- 8.8** Management network design or implementation.
- 8.9** Integration of this solution with End User's OSS and other applications or systems.
- 8.10** Network connectivity, including but not limited to firewall policies creation or installation.
- 8.11** Consideration of any devices outside of Juniper Apstra qualified Switches.

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for End-Users. Our solutions deliver industry-leading insight, automation, security, and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability, and equality.

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