

Cloud CCL Service

SERVICE DESCRIPTION DOCUMENT

Contents

1. Introduction	1
2. Eligibility and Purchasing	1
3. Service Features and Deliverables	2
4. Service Term.....	3
5. End User Responsibilities	3
6. Availability.....	3
7. Scope.....	4
8. Exclusions.....	4
9. Glossary	4
About Juniper Networks.....	4

1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Cloud Customer Certification Labs (“Cloud CCL”) Testing-as-a-Service offering (“Service”) provided by Juniper Networks.

The Cloud CCL service is part of Juniper Networks’ Testing-as-a-Service (“TaaS”) solution. Cloud CCL is a web-based platform hosted inside Juniper’s data center and delivered to an authorized End User of Juniper products via secure web access. This Service enables an End User to design and validate network topologies by using Juniper’s test automation and orchestration framework supported within the platform. Juniper maintains and updates the Cloud CCL platform (“Platform”) as part of the Service.

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 Service is available on a subscription basis only (i) by an authorized End User solely for their own internal use and (ii) by Juniper Authorized Resellers (collectively, “Customer”) solely for resale to an End User identified by name and address in such authorized distributor or reseller’s purchase order. The Service must be subscribed to for a fixed number of instances of virtual products (“VNFs”) and for a fixed subscription term as set forth in the table below, unless otherwise agreed to in writing by Juniper Networks for the purposes of co-termining an End User’s multiple Juniper Cloud CCL Service Contracts as defined herein. The [Remote Services Agreement](#) (“RSA”), this SDD and the purchase order for the Service together constitute the “Juniper CCL Service Contract”. The Service subscription term commences from the date that Juniper receives the purchase order and continues until the expiration of the applicable subscription term purchased by the End User (“Subscription Term”), unless earlier terminated by the parties as set forth in the RSA.

The Service is offered in the following subscription term models:

Subscription Terms:	Description
Annual 25 VNF	Annual (12 month) subscription with up to 25 VNFs.
Annual 50 VNF	Annual (12 month) subscription with up to 50 VNFs.

3. Service Features and Deliverables

Juniper will use commercially reasonable efforts to provide the End User with the Service. The Service includes i) access to and right to use the Cloud CCL Platform, and ii) access to the Cloud CCL support team (via e-mail alias) to diagnose any Platform issues or outages and restore the Platform back to working order.

The Service as described in this SDD can be purchased for annual subscription terms and is only applicable to the Cloud CCL Platform developed by Juniper Professional Services.

As part of the Service, Juniper Networks will use commercially reasonable efforts to provide Customer with the following:

3.1 Onboarding Process and Platform Access

The onboarding process consists of the following activities:

- Welcome letter: A welcome letter is sent to the Customer with instructions to create Juniper login credentials (in the event that the End User is new to Juniper) and register on the Cloud CCL portal.
- Platform access: Once the End User is registered, the Cloud CCL support team will provision the End User, enabling access to the Platform. This will enable the End User to design the network topology, execute, and automate test cases to validate their network design using Juniper’s virtual products and third-party products as part of the Service.
- Access to the Platform covers the following:
 - Network Topology editor: Web based GUI to start and link VNF’s and design the network.
 - Model testing scripts: Provide access to a set of baseline scripts or templates for users to automate test cases.
- Getting Started session: Juniper will work with the End User as the next step in the onboarding process to schedule a knowledge session to deliver an interactive learning session to make sure the End User is aware of the Platform features and capabilities. The session will be recorded to ensure it can be leveraged for future reference and to familiarize other users within the End User’s organization. This two (2) hour long session will be delivered remotely as the last step before closing the onboarding process.

3.2 Platform Maintenance

Juniper will conduct preventative maintenance as it deems necessary, and will provide the End User with a minimum notice of eight (8) hours prior to commencing service interrupting maintenance windows.

For urgent maintenance, requiring immediate shutdown of the Platform, Juniper will use commercially reasonable efforts to provide notification to the End User with appropriate details.

4. Service Term

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).

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

- The End User will register and create or establish a valid Juniper login credential to use the Service.
- The End User is responsible for ensuring/addressing any network and/or the firewall restrictions which may prevent access to the Platform.
- The End User is responsible for ensuring that it has in place a valid technical support contract for Juniper's physical or virtual products or any other third-party virtual products which have been purchased outside this SDD. For technical support issues, the End User is responsible for opening a support case with Juniper or third-party vendor's technical support organization.
- The End User shall inform Juniper in writing at least two (2) days in advance about the role changes or resignation of its End User contact so that their individual Juniper login credential can be deactivated as needed.
- Without prior written notification, Juniper is not responsible for modifying or terminating access to the Platform with respect to the End User's employees who change roles or resign from their positions.
- Juniper is not responsible for lost data or information in the event of errors or other malfunction of the Platform.
- Ensure that the requirements identified for the proper working of the Juniper products are in place. These requirements may be documented in the product documentation or user guides or additional recommendations communicated in writing by the Juniper team from time to time for proper delivery of Services.
- Advise Juniper of any information Juniper may reasonably request about the execution of the Service throughout the delivery term thereof.
- The End User shall provide written notice to Juniper as soon as it becomes clear or there is reason to believe that the End User will not meet any of the End User responsibilities.
- The End User is responsible for archiving or backing up the network topologies before the end of the Service subscription term.

6. Availability

The Services are available in all territories (excluding countries listed in Group E under the U.S. Export Administration Regulations (which are currently Cuba, Iran, North Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited); provided, however, that certain advance replacement and onsite services are not available in certain countries.

7. Scope

- This Service will be delivered remotely from an authorized Juniper Networks location unless otherwise specified. the End User understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of certain parts of this Service.
- All service deliverables in this offering are available in English only unless otherwise specified in writing by Juniper Networks.

8. Exclusions

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

- Third party open source components that are used by the Platform, with the exception of Juniper determined applicable patches to open source components as part of the Platform.
- Support for any additional Juniper or 3rd party physical or virtual products outside what is specified and provided in the Cloud CCL Platform at <https://jlabs.juniper.net/ccl/articles/resources.page>
- Training on third party products.

9. Glossary

Juniper This is a glossary section listing possible search terms or descriptions of terms.

- Cloud CCL: Cloud Customer Certification Labs
- VNF: Virtual Network Function

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.

Corporate and Sales Headquarters

Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
www.juniper.net

APAC and EMEA Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: 31.0.207.125.700

Copyright 2024 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Juniper, and Junos are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.