

DATA CENTER DEPLOYMENT SERVICES

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This Service Description Document (“SDD”) describes the Juniper Networks® Data Center 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. The Data Center Deployment Service includes deliverables listed in sections 3.1 through 3.5 (excluding section 3.6) and the Data Center Optimized Deployment Service includes deliverables in sections 3.1 through 3.6.

The services can be purchased using below SKU:

SKU	Description
SVC-APSTRA-D	Data Center Deployment Service
SVC-APSTRA-DA	Data Center Optimized Deployment Service

3. Service Features and Deliverables

The Services shall be delivered remotely from an authorized Juniper location.

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 Juniper Apstra platform (the “Platform”) features and the Ethernet VPN (EVPN) design to be utilized.
- Intake and review of End User data from the Juniper Apstra Data Center Deployment Checklist <https://support.juniper.net/support/pdf/remote-services/data-center-deployment-services-sdrd.pdf>

3.2 Execution of Juniper’s automated deployment utility script which provides these fully automated steps¹:

- Creation of the virtual machines (“VMs”) required for the Platform deployment and temporary compute space for traffic validation.
- Deployment of the Platform into a single VM and loading of the test agents into the three (3) additional temporary VMs.
- Uploading of the End User’s specific deployment data from the input data table created into the Platform.
- Deployment of all network configurations into the newly deployed greenfield data center network.
- Traffic-flow validation testing.
- Removal of the three (3) temporary VMs created for traffic validation.
- PDF printout summarizing key Platform screens and results of the traffic-flow validation.

(¹) If the End User cannot provide administrative vSphere/vCenter access (section 4.6.2), Juniper cannot utilize the automated deployment script utility described in section 3.2 which would cause the Services to be executed manually. Manual execution is defined in section 3.3 as an alternative to section 3.2.

3.3 Manual deployment steps provide:

- Deployment of the Platform into a single VM created by the End User.
- Creation of the new greenfield data center network blueprint on the Platform.
- Deployment of all network configurations into the newly deployed greenfield data center network.
- Traffic-flow validation testing from a single leaf port to a single leaf port in two (2) separate leaves.

3.4 Deployment of a Layer 2 Data Center Interconnect (“DCI”) simple bridge from the End User’s legacy network to the newly deployed greenfield network.

3.5 Deployment closing Knowledge Transfer Workshop:

- A one- (1) day workshop covering the new network deployed and basic operations of the Platform in day-to-day operations.

3.6 Post-deployment operations assistance (if included):

- A kick-off meeting with End User’s key stakeholders to review and align to the End User’s expectations.
- A total of eight (8) focused workshops two (2) times a week for a four-(4) week period.

- A designated Juniper resource will provide a response to technical questions by the end of the next business day from when it is received for the duration of the post-deployment operations assistance.
- An operational review at the end of the one-month engagement to update the End User on activities over the last 30 days, review of all open/closed cases, answer questions, and close out activities.

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). 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 facilitate scheduling, communications, and escalations as required.
- 5.3 Complete the Juniper Apstra Data Center 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:
 - 4.5.1 the management network.
 - 4.5.2 the End User's vSphere environment to the extent that vSphere/vCenter can be made available. Please see the "Juniper Apstra Data Center Deployment Checklist <https://support.juniper.net/support/pdf/remote-services/data-center-deployment-services-sdrd.pdf>
- 5.6 Provide required compute environment with required base OS for deployment of the Apstra platform. See Juniper Apstra Resource Requirements/References. https://www.juniper.net/documentation/us/en/software/apstra/apstra3.3.0/controller_requirements.html
- 5.7 Provide a common documentation repository and populate repository for common documentation.
- 5.8 Review and provide response to Juniper within 2 (two) days from any tasks or activities completed by Juniper experts.
- 5.9 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.
- 5.10 Provide all onsite support, as applicable to complete any tasks or activities as necessary.
- 5.11 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.

- 5.12 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.
- 5.13 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.
- 5.14 Provide adequate Juniper training for the End User support teams by Juniper or Juniper Networks Authorized Education Centers worldwide.
- 5.15 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 Apstra 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.

Supported Juniper Products eligible for the Services are:

- Juniper Networks Apstra platform.
- Juniper Networks Junos® supported devices.
<https://www.juniper.net/documentation/us/en/software/apstra4.1/apstra-user-guide/topics/topic-map/device-support.html>.

Supported Juniper Data Center Network Architectures defined by the Juniper Validated Designs (JVD) and JVD extensions (JVDE) eligible for the Services are:

- [3-Stage Data Center Design with Juniper Apstra \(JVD\)](#).
- [Collapsed Data Center Fabric with Juniper Apstra \(JVD\)](#).
- [3-Stage Data Center Design with Juniper Apstra and VMWare NSX-T \(JVDE\)](#).

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 virtual elements such as virtual networks, a fixed number of routing zones, and a fixed number of configuration templates that augment Apstra's reference design with non-native device configuration. Virtual elements included are:

- Up to thirty-two (32) devices total.
- Up to one hundred (100) virtual elements (VXLANS, VLANs)
- 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 single VM and the test agents will be deployed into three (3) temporary VMs to be removed along with the utility script upon completion of the Services.

Deployment of the Layer 2 Data Center Interconnect ("DCI") is a simple bridge from the End User's legacy network to the newly deployed network. No Layer 3 routing is included.

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 Policies).
- 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:
- 8.7 Onsite support
 - 7.7.1 Physical installation/mounting, cabling, power-up stack of any Juniper or third-party hardware devices.
 - 7.7.2 Preparation of server hardware or base OS or hypervisor.
- 8.8 Beyond L2 DCI, design, installation, or implementation of any other connectivity, outside of the fabric or fabric underlay to overlay.
- 8.9 Management network design or implementation.
- 8.10 Integration of this solution with End User's OSS and other applications or systems, for example OpenStack and others.
- 8.11 Network connectivity, including but not limited to firewall policies creation or installation.
- 8.12 Consideration of any devices outside of Juniper Apstra qualified QFX Series 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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