

# Implementation Support Service

## SERVICE DESCRIPTION DOCUMENT

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### 1. Introduction

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

The Services provides remote engineering assistance for critical network changes such as migration, software upgrades, and feature rollout. The Juniper Networks engineer will work with the End User to review network change implementation plan via knowledge transfer and will be able assist by analyzing events experienced during the change and providing recommendations.

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 an End User who holds a valid Juniper Care contract or valid Advanced Partner Support contract or Advanced End User Support contract, and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in such reseller's PO.

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

- i. End User is using the Juniper products.
- ii. End User has purchased or leased the Juniper products from either Juniper Networks or a Juniper Networks authorized reseller.
- iii. The Juniper products are identified in the PO(s) for the Services placed with Juniper; and
- iv. The Juniper products and the address of their installation site have been properly registered with Juniper by serial number

The Service can be purchased by the End User using any one of the following methods:

- i. Using the Service specific SKU published on the Juniper published pricelist; or
- ii. Using Flexible Services Credits (FSC) with value equivalent to the list price of the Services SKU published on the Juniper published pricelist; or
- iii. By redeeming Advanced Services Credits (ASC) for each Services request.

Note, however, that in some scenarios (e.g., language services), the purchase price for Services may exceed what is set forth on Juniper's published pricelist. For further information, please contact your local Juniper partner, Juniper field sales manager or your assigned Juniper service business manager.

## 3. Service Features and Deliverables

As part of this Services, Juniper will assess the End User's Services request to ensure the requested activities can be delivered within the scope of the Services. After Juniper's initial assessment, if the scope of requested activities exceeds the scope of the Services, and hence the purchase price therefor set forth on Juniper's published pricelist, the End User will be notified accordingly in writing and may be given the option to receive the out-of-scope activities for an additional fee. For further information, please contact your local Juniper partner, Juniper Networks field sales manager or your assigned Juniper service business manager.

Assuming the End User's Services request has been assessed and determined by Juniper Networks to be in-scope, Juniper Network will use commercially reasonable efforts to provide technical assistance to the End User for the following services use cases (other use cases may be considered provided that they are mutually agreed to in writing by the parties):

### 3.1 Network Change Implementation Support

Juniper engineers will work with the End User during the network change implementation window and assist the End User with any questions, concerns or problems experienced during the implementation. Juniper engineers will perform the following key activities:

1. Assign a designated Juniper Networks engineer to address any question, concern or issue raised by the End User during network change implementation.
2. If escalated by the End User, diagnose and remotely troubleshoot unforeseen issues that may arise during implementation.
3. Recommend solutions to any identified issues and provide support for any proposed solution implementation.
4. Transition any outstanding issues following the change control maintenance window to a Service Manager (if available) for follow-up and escalation to engineering and Juniper Networks technical support teams.

### 3.2 Post Network Change Review

1. Juniper Networks engineers discuss the network change with the End User to assess the success and possible areas of improvement if appropriate.
2. Setup and coordinate a post network change review with the End User to discuss the network change compared with the original goal and agree changes to the plan for future changes if the review highlights areas requiring additional change.

## 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

Juniper Network's obligation to provide the applicable Service is conditional upon the End User meeting the following obligations. The provision of the Service assumes that the End User will:

- Provide remote connection to their network to enable Juniper Networks engineers to provide diagnostics on potential issues escalated during implementation
- Provide a written notification at least fourteen days (14 days) in advance of the network change
- Provide a detailed network change implementation plan and deployment schedule
- Provide information on the current network design, software releases and configurations running in End User's network infrastructure
- Provide maintenance window information and any business or technical constraints End User may have
- Provide a primary and backup technical contact who will be responsible for providing the network information required for the Service deliverables in this offering
- Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the Service deliverables in this offering
- Ensure that the requirements identified for the proper working of the Juniper Networks' solution are in place. These requirements may be documented in the product documentation or user guides or additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Juniper Networks' services
- Advise Juniper of any information Juniper may reasonably request about the execution of the Services throughout the delivery thereof. If third party participation and cooperation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for securing such participation and cooperation
- End User shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that the End User will not meet any of the End User responsibilities

## 6. Availability

- Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing.

- All Services deliverables in this offering are available in English only unless otherwise specified in writing by Juniper.
- Services, which are delivered remotely, are available for any End User location (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 by law or regulation.
- Service shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Juniper-observed holidays.
- 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. Scope

- End User understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of the Services.
- The unit price for the Services is limited to one (1) maintenance window (which window cannot exceed a continuous period of more than five (5) hours) during any 24-hour period).
- Any onsite presence requested by the End User will be at Juniper's sole discretion and, if such request is accepted in writing by Juniper, an additional price specified to the End User in writing by Juniper will apply.
- The Services are limited to the network activities related to Juniper products in the End User's network.

## 8. Exclusions

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

- Problems with products or software or parts thereof that are past their End of Support (as provided for in the Juniper's EOL/EOS Policies) date
- Unauthorized third-party products
- Gray market products
- End User or third party modified software code
- Lab Testing\*
- Code Upgrade/downgrade Support and recommendations\*

*\* Separate services offerings available. For further information, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager*

## 9. Glossary

JTAC: Juniper Technical Assistance Center

## 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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