JUNIPER AI ULTIMATE CARE

SERVICE DESCRIPTION DOCUMENT

Contents

1. Introduction

This Services Description Document ("SDD") describes Juniper Networks® Juniper AI Ultimate Care (the "*Services*") that Juniper makes available for purchase by End Users of Juniper Networks products (each, an "*End User*") directly or through its 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.

A Subscription (as defined in the JPLA) license purchased by End User shall be treated as including a Juniper Networks Support Services Contract for Juniper AI Care (details found at: Juniper AI Care Service Description Document) for purposes of this SDD.

2. Eligibility and Purchasing

The Services are available for purchase only (i) by certain qualified End Users solely for their own end use and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in Reseller's purchase order. The Services cover only those Juniper Networks products of End User purchased from Juniper Networks or an authorized Juniper Networks reseller, and, for each such product, only during the term of its associated Services contract. The Services must be purchased for a fixed term lasting at least twelve (12) months unless otherwise agreed to by Juniper Networks in writing for the purposes of co-terming an End User's multiple Service Contracts. Any such purchase of

Services is referred to herein as a "Service Contract."

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

(i)   End User is using the products, where product is Mist solution purchased by End User;

(ii)   End User has purchased or leased the products from either Juniper Networks, or a Juniper Networks authorized reseller;

(iii)   The products are identified in the purchase order(s) for the Services placed with Juniper; and

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

The Juniper Networks products which satisfy the conditions set forth in clauses (i)-(iv) immediately above 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 Deliverables

Juniper will use commercially reasonable efforts to provide the End User with the following Services:

On Boarding Assistance

The Juniper team will support the End User to ensure that they understand the deliverables of the Service and how to access resources within Juniper Networks. Juniper will provide the following onboarding assistance activities to End User: Conduct service initiation meeting:

- Describe and discuss Juniper service deliverables in detail. Exchange information with the End User about details of End User network and future plan.

- Provide information needed for the End User to receive their entitled service deliverables, such as set up of user accounts, case opening process and guidelines, process to receive services credits (if applicable), case escalation process, software license activation process, key contact information, and support tools.

- Provide information on Mist-specific deliverables, such as use of Mist Cloud, activation of new devices, Premium Analytics if purchased by End User, technical consultation, and ongoing Q&A including best practice guidance.

- Explain the Return Materials Authorization (RMA) policies and process.

- Provide overview of Juniper Support Insights (JSI)

Active Issue Management (24x7)

Active Issue Management provides the End User after-hours access to a designated remote team to ensure cases are handled appropriately outside of local business hours, including:

- Dedicated phone number available 24x7.

- Critical or urgent attention to cases.

- Acknowledgement to End User on P1 cases and engagement of Juniper resources.

Specific Customized Reports

Customized Reports provide the End User with a quarterly consolidated report based on the End User's network and include a summarized view of following:

- Install Base (IB) and Entitlement report–list of devices covered and not covered by a Support Services Contract.

- Juniper product End-of-Life (EOL) information based on the End User's current IB.

- Support case history report highlighting case volume trends – by product/type/priority.

- Return Materials Authorization (RMA) report highlighting RMA trends by status, product line, and case volume.

- Monthly report highlighting major and critical bugs based on different product categories in the End User's IB covered by a current Support Services contract.

Best Practice Knowledge Transfer

Best Practice Knowledge Transfer provides the End User quarterly interactive webinars to share best practices and use cases with End User's:

- Juniper Subject Matter Expert (SME) will host a webinar and field End User questions.

- Topics/Use Cases could include but may not be limited to: Troubleshooting, Device Management Leveraging Insights, Configuration, Firmware Upgrade Management, Patch Management, How To's and more.

- Webinar will be recorded and posted.

Priority Access to Senior Engineers

The priority access to senior engineers feature provides the End User 24x7 access to open and pursue Priority 1 and Priority 2 escalated Junos issues ("P1" and "P2") directly with a team of senior JTAC engineers with extensive experience on Junos products, advanced troubleshooting skills, and demonstrated capability to quickly drive the End User's high-priority issues to resolution (definitions and examples for P1 and P2 cases are as set forth in the JTAC User Guide).

Enhanced Support Response Time

Enhanced Support Response Time provides the End User with the following targets for initial JTAC response and communication times to End User regarding support issues. These targets are based on the priority assignment of the Service Request (SR). A SR is initiated by the End User when there is an issue, then Juniper creates a case.

- Priority 1 (P1): within 15 minutes

- Priority 2 (P2): within 30 minutes

- Priority 3 (P3): within 2 hours

- Priority 4 (P4): within 4 hours

Response Time is defined as the time it takes a technical support engineer to contact the End User (either by phone or email) after the End User creates the Tech Case.

Each issue is unique and carries a different set of complexities and challenges. Juniper Networks will make all reasonable efforts to provide a response within the assigned target. Additional details can be found in the JTAC User Guide and Mist AI Service Description Document.

Assistance in Progression of High Impacting Network Issues (P1 and P2)

Provides consultative technical inputs to facilitate and expedite problem resolution and minimizes the business impact of high impacting technical cases.

Technical Consultation

The following deliverables are technical consultation deliverables covered under service.

(1) Technical Liaison

A named designated Technical Liaison provides assistance on case progression, proactive technical notifications, software release guidance, and informal technical Q&A. The Technical Liaison is available remotely during local business hours.

Assistance in Progression of High Impacting Network Issues (P1 and P2)

Provides consultative technical inputs to facilitate and expedite problem resolution and minimizes the business impact of high impacting technical cases.

(2) Proactive Technical Notification Consultation and Guidance

Monitors and reviews Technical Services Bulletins (TSBs) and Juniper Security Advisories (JSA) for applicable products

relevant to the End User based on their current known Install Base and configuration, then follows up with the End User to discuss specific technical updates and provides necessary technical consultation for any workaround or appropriate action if necessary.

(3) Software Release Upgrade Guidance

Assists the End User with assessing and planning software release decisions, such as firmware upgrade versions including assessment of new feature functionality and related discussions.

Operational Review Meetings

Conducts operational review calls upon End User's request to review and provide update to the End User on technical cases activities and ensure progress is being made.

Knowledge Transfer related to Juniper Products

Provides informal Q&A through e-mails or calls allowing End User to get consultative guidance for the Service deliverables and responses to questions related to Juniper products.

Proactive Assistance with RMA Issues

(i)   Monitor the RMA tickets raised by End User and work with Juniper internal teams to ensure timely closure of the issue.

(ii)   Proactively generate a plan to address the escalated RMAs Conduct a session to share the available repair analysis when necessary and communicate the relevant process and policy.

Proactive Asset Management

Supports End User with Move, Add, Change, Delete (MACD) requirements to ensure that the new asset is correctly updated in the Juniper system, and work with Juniper internal team to resolve any issue.

Proactive Assistance with Software Process, Downloads, Activation Inquiries

- Assist End User with any queries on software, such as software activation, license keys, and software download, etc.
- Update End User with any change on Juniper software policy.

Juniper Support Insights (JSI)Guidance

For End Users using JSI: (i) ensure that all the entitled devices on its network are visible in JSI, and (ii) assist the End User with JSI-related queries and escalations, such as queries on dashboard and updates.

Design Review

The Juniper Technical Liaison will assist the End-User with review of their a) Design Document (DD) or b) Implementation Plan Document (IPD) or c) Method of Procedure (MoP) document

The service will provide the user with –

- Review workshop –an informal remote workshop or meeting for End User to present their design, implementation plan, or MoP to the Juniper Technical Liaison.
- Findings and Recommendations - Provide a review of the document with any applicable Juniper best practices and recommendations.
    - o   Provide written feedback referencing the relevant DD, IPD or MoP document with Juniper findings and recommendations.
    - o   Suggest any design alternatives or areas of improvement.
    - o   Conduct meetings to review the findings and recommendations with End-User.

Service Advocate

A named Service Advocate will serve as the single point of contact for the End User to provide the following:

- Assist on case progression to ensure that all cases raised by the End User are managed effectively and in line with the defined service levels.

  o The Service Advocate will own the communication and drive resolution of high-priority issues that reach a state of escalation. Escalated issues are those where it is deemed that additional resources or expediency is required to reach a resolution. The Service Advocate drives a successful outcome of the escalated issue through effective management, coordinating the remediation plan with Juniper internal delivery teams and ensuring timely communication and resolution.

Quarterly Business Review (QBR)

Quarterly Business Review provides the End User with an overview and status of all outstanding Services issues, including all closed and open cases, and Return Materials Authorizations (RMAs). The review also includes planned network activities, planned services activities, product performance metrics, and service performance metrics.

- Conduct periodic review meetings with the End User on open escalations, updates, etc.

- Share the EOL/EOS, trend analysis reports.

- Share the summary of PBN, JSA discussed during the quarter with End User.

- Highlight the recommendation provided and action status.

- Review service credit spending (purchase, redemption, balance, expiration).

- Upon End User's request, conduct (i) an operational review call to review and provide an update to the End User on technical case activities and ensure progress is being made, and/or (ii) a service review to discuss open cases /closed cases and answer questions.

Customer Success Plan

The Customer Success Plan is developed and administered by the Service Advocate. The Customer Success Plan focuses on proactive management and planning and includes the following topics: account set-up and management, management and reporting for all entitled Services, case escalation, case management, customized reporting, and Bi-weekly/Quarterly Reviews including case trend analysis, proactive case planning, operational assistance, training requirements, and coordination, Install Base (IB) guidance, JTAC User Guide review, contact matrix (for both Juniper Networks and the End User, including escalation process) formulation, and remote access device procedures. The Customer Success Plan also includes the coordination and agreement sign-off to receive access to the End User's network, guidelines on any special outage procedures, and how to use web-enabled Juniper Networks support tool(s).

Proactive Account Management

Proactive Account Management provides the End User with guidance for mapping business requirements to network function and capability, software bug notification and available remediation, End of Life (EOL), End of Service (EOS), End of Engineering (EOE) (in each case as defined in Juniper's EOL/ EOS Policy) guidance and planning, software feature and release recommendations, device utilization, and configuration optimization recommendations.

Proactively monitor and review Technical Services Bulletins (TSBs) relevant to the End User based on its current known IB, and then follow up with End User to ensure awareness. TSBs include notifications on software and hardware updates, new software releases, End-of-Life announcements, and service and support news.

All Access Training Pass

The End-User is eligible for 2 (two) Individual All Access Training Passes limited to the first year of the Service Contract. The All-Access Training Pass makes Juniper Education Services training courses available to a named individual for an entire year. It provides access to Juniper-facilitated Instructor led courses, on-demand courses, and JNCIE self-study bundles.

Juniper Rollout Assistance with AI Accelerate

Mist AI Accelerate Service is a remotely delivered service, assisting in designing, deploying, and enabling monitoring of the Juniper Mist based solution. The Service is available in Juniper Mist AI Accelerate LAN or Juniper Mist AI Accelerate WAN

configuration(s) with the skillset(s) as identified below:

- Mist AI Accelerate LAN–The expertise is focused on Juniper Mist Wired and Wireless LAN Solution.

- Mist AI Accelerate WAN–The expertise is focused on Juniper Mist SD-WAN Solution.

This Service provides End User with one or more of the below activities, depending on Service delivery priorities (that will be identified during Discovery and Transition Planning Workshop) and pre-scheduling.

- Discovery and Transition Planning Workshop

- Wireless Predictive Design (Juniper Mist AI Accelerate LAN option)

- Creating Mist configuration templates and applying configuration

- Site specific implementation and cutover planning

- Creating implementation checklists

- Creating Site Implementation Plans (e.g., Runbooks)

- Documenting best practices in the design, planning, and implementation of the End-User's network Maintenance window assistance

- Post-Cutover verification and health checks

The End-User is eligible for up to Three Months of AI Accelerate Services in the first year of contract as described in https://support.juniper.net/sites/support/pdf/guidelines/mist-ai-accelerate-services-sdd.pdf . The user can choose either the AI Accelerate LAN or WAN variant.

Proactive Services Health Check

Proactive Services Health Check provides the End User with daily (business days only) health checks of their network in the Mist Portal, including:

- Initial meeting with End User to define health check priorities and key alert expectations, including frequency.

- Proactive monitoring of Marvis actions and filtering of Marvis actions to actionable tasks and troubleshooting.

- Proactive monitoring of dashboards and End User metrics to manage overall health of services.

- Actionable response to critical issues including immediate alert to End User teams to investigate/open Mist ticket or internally troubleshoot.

- Periodic review calls including Marvis Reports.

This Service shall be delivered during the business hours of 9:00 a.m. to 5:00 p.m., local time, working week (extra fees required if additional time zone coverage is required). Service is in English only.

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

In order to receive the Services, End User must do the following:

Provide required access to the End User organization in the MIST portal, API-token, and webhooks access for regular health checks.

Contact Juniper and provide all the required information to activate the Services entitlement, such as contact information for the resource who will work directly with the Technical Liaison or Service Advocate and JTAC.

Designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to Juniper services teams.

Participate in ongoing communications with Juniper to help in the delivery of the Best Practice Knowledge Transfer. Provide up to date contact information.

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 guide(s) or additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Juniper Networks' services.

Understand that the End User's employees interfacing with Juniper support teams may be required to undergo the Juniper recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide. It is strongly recommended that the senior engineers designated by the End User hold at least Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.

Advise Juniper of any Information Juniper may reasonably request about the execution of the Services throughout the delivery of Services. If third party participation and co-operation is required 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 End User will not meet any of the End User responsibilities.

End-User to provide a detailed Design Document for Design review meeting prerequisite requirements and respond with any additional information and further clarification request made by the Juniper technical experts.

End User to grant the Proactive Services Health Check engineer access to End User Mist dashboard, collaboration and Network Operations Center tools, as well as key contacts for actions follow up and coordination, based on an agreed upon level of monitoring.

End User must fulfill requirements listed under End User Responsibilities in [AI Accelerate Service Description document](#) if Juniper Rollout Assistance with AI Accelerate is requested.

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 nongoverned 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. Service may not be suitable for End-Users which have specific citizenship, delivery location requirements, and/or specific security clearance requirements for delivery resources.

Service shall be delivered during the business hours of 9:00 a.m. to 5:00 p.m., local time, working week (extra fees required if additional time zone coverage is required), excluding Active Issue Management, 24x7 dedicated phone number, and Juniper observed holidays.

All service deliverables in this offering are available in English only unless otherwise specified in writing by Juniper (extra fees required if local language support is required).

Services are available for a minimum fixed duration of twelve (12) months.

7. Scope

Service is only applicable to Juniper Mist AI solution and connected devices.

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

End User understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of certain parts of the Services.

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.

Design Review feature limited to one per quarter (up to 4 per year). This Service is limited to the Juniper Mist solution and covered devices.

Juniper Rollout Assistance with AI Accelerate limited to 3 months only for the first year of Service contract.

All Access Training Pass limited to only the first year of Service Contract.

8. Exclusions

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

- 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/sites/support/pdf/eol/juniper-networks-end-of-life-policy-procedure.pdf)).

- Unauthorized third-party products.

- Gray-market products.

- End User or third-party modified software code.

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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