

JUNIPER APSTRA UPGRADE ASSISTANCE SERVICE

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Apstra® Upgrade Assistance Service (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.

The Services provide an expert review of End User’s Apstra software requirements, assessment of Apstra software upgrade risk, analysis of potential impact on End User’s network, and recommendations on a target Apstra software release that can best meet End User’s requirements. The Services then qualify Apstra software release upgrade testing from current deployed release to a recommended target Apstra software release in Juniper’s lab environment and finally, the Services provide remote engineering assistance for upgrading the Apstra software during the change implementation window.

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 such End User identified by name and address in such 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.

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 using the Juniper products
- ii. End User has purchased or leased the Juniper products from either Juniper Networks or a Juniper Networks authorized reseller

The services can be purchased using below SKU:

SKU	Description
SVC-APASTRA-UPG-AST	Apstra Upgrade Assistance Service

3. Service Features and Deliverables

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

3.1 Kickoff Meeting

A Juniper technical resource will be assigned as a Single Point of Contact (SPOC) for the Services. The assigned Juniper resource will set up a virtual kickoff meeting with End User’s key stakeholders.

The kickoff meeting provides:

- review of the End User’s requirements
- review of the Services engagement scope and milestones
- review of Juniper and End User responsibilities, data collection requirements from the End User, and the delivery process for the collected data

3.2 Apstra Software Upgrade Assessment and Release Recommendation

The Apstra Software Upgrade Assessment and Release Recommendation will provide a targeted Apstra software release recommendation by performing an assessment of (i) the current version of the Juniper Apstra software, (ii) the hardware platforms managed by Apstra, and (iii) End User provided feature requirements.

The standard tasks associated with the assessment include:

- Review of the current conditions, problem history, and feature requirements of End User’s network infrastructure:
 - Existing hardware devices managed by Apstra
 - Existing feature usage and future feature requirements
 - A solution to previous cases and problems reported
 - Current release Apstra configuration
 - Latest network infrastructure design or services changes
- Target Apstra software release analysis to determine the potential impact on the End User’s network:
 - Review target software release and provide details on any additional software features included in the target release
 - Provide information on software defects found in the field that match with the target release and End User’s network profile, including:
 - Description of the problem
 - Impact of the problem
 - The known trigger of the problem
 - A proposed solution to the problem or any known workarounds that might alleviate or prevent the problem
 - Analysis of Apstra software defects found in the field that match with the target release and End User’s

network profile:

- In-depth analysis of the identified high impacting software defects in the target release and determining of the potential level of exposure on the network based on End User's specific business and networking requirements
 - Recommendation on the course of action an End User should take on the reported defects to avoid potential problems based on the known End User specific business and networking requirements
- Apstra Software Upgrade Recommendation
 - Provide Juniper Apstra software upgrade recommendation based on the target software release analysis with a consolidated report containing an Apstra software upgrade requirement assessment and target Apstra software analysis, and any identified recommended changes and improvements

3.3 Apstra Software Upgrade Testing

Apstra Software Upgrade Testing will provide End User with Juniper expertise and resources to perform Juniper Apstra Software upgrade validation and upgrade procedure testing in Juniper labs prior to implementation in End User's production network.

The testing qualifies one (1) software release upgrade test cycle for Apstra Server from current deployed release to targeted release. This includes setting up Juniper Networks' internal post-sales testing lab environment known as Customer Certification Lab (CCL) for Apstra Server with End User's specific configuration, setting up pre-defined underlay network topology for the role for which it has been deployed in an optimized simulation; and testing and documenting the upgrade Method of Procedure (MOP), configuration, and new code combination.

The standard tasks associated with the testing include:

- A testing resource assignment for the duration of the Apstra Software Upgrade Testing to execute the target software upgrade testing process
- Setting up the identified target software version for the Apstra server via Apstra Software Upgrade Recommendation deliverable
- Lab Setup and Configuration
 - Analyzing the End User-provided network configuration data
 - Writing of the Apstra Software Upgrade Test plan and review of the plan with the End User
 - Establishing a lab test environment with lab devices and traffic flow configuration
- Apstra Software Upgrade Test Plan execution
- Software defect validation and issue handling
- Test Reporting and Upgrade MOP
 - Capturing results and developing final test exit report
 - Documenting the steps associated with the upgrade of the Apstra Server software code in the form of a MOP
 - When applicable, documenting the steps associated with the upgrading the network operating systems (NOS) of the Apstra-managed network devices within the scope of the test topology used in the Juniper labs

3.4 Apstra Software Upgrade Maintenance Window Support

The Juniper technical resource will work with the End User during the upgrade maintenance window and assist the End User with any questions, concerns, or problems experienced during the Apstra Server software upgrade.

- Upgrade Maintenance Window Support: the Juniper technical resource will be on standby during one (1) maintenance window (up to 5 hours) for one (1) instance of the target Apstra Server software upgrade. The Juniper technical resource will perform the following key activities:
 - Address any question, concern, or issue raised by the End User during the Apstra upgrade
 - If escalated by the End User, diagnose and remotely troubleshoot unforeseen issues that may arise during the Apstra software upgrade

- Recommend solutions to any identified issues and provide support for any proposed Apstra Upgrade Solution
- Transition any outstanding issues following the change control maintenance window to End User point of contact or Juniper representative (if available) for follow-up and escalation to Juniper Networks technical support teams
- Post upgrade Review:
 - The Juniper technical resource will discuss the Apstra upgrade to assess the success and highlight outstanding actions to the End User

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 Networks' obligation to provide the applicable Services is conditional upon End User meeting the following obligations.

The provision of the Services assumes that End User will:

- Provide information on the current network design, current software releases, and configurations in their network
- Provide information on business objectives and technical requirements for target software releases
- Provide information on planned short-term and long-term network changes such as new technology applications, major design changes, or service additions
- Review and provide response to Juniper within two (2) days from any tasks or activities completed by Juniper experts
- Provide inputs and guidance to develop the Apstra Software Upgrade Test plan
- Approve the final Apstra Software Upgrade Test plan and configurations prior to test execution
- End User will engage the Juniper team for maintenance window support within sixty (60) days of receiving the final test exit report and Apstra software upgrade MOP document
- Notify Juniper at least fourteen (14) days in advance to schedule a maintenance window. Juniper reserves the right to approve the proposed date and time
- Provide a detailed network maintenance upgrade window plan, deployment schedule, and any business or technical constraints End User may have
- Provide remote connection to End User's network to enable the Juniper Networks technical resource to provide diagnostics on potential issues escalated during the Apstra Upgrade Maintenance window support
- Provide up-to-date contact information and designate at least two (2) but not more than four (4) senior technical representatives, who must be the primary technical interface and will be responsible for providing the network information required for the Services
- Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the Services
- Provide a common documentation repository and populate the repository with services engagement documentation

- 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 co-operation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for securing such participation and co-operation
- 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
- End User to 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
- Provide any information Juniper may reasonably request about the execution of the Services throughout their delivery. If third-party participation and cooperation is required for the End User to perform the End User responsibilities, the End User shall be responsible for securing such participation and cooperation

6. Availability

- Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing
- All Services deliverables are available in English only unless otherwise specified in writing by Juniper
- 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 lead time to start the service delivery is four to eight (4 to 8) weeks from the time of purchase
- Service shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, working week, excluding Juniper observed holidays as per the Juniper delivery team's authorized location
- Juniper's obligation to perform any 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

The Services are designed to assist the End User in recommending the target version of the Apstra software upgrade, testing the upgrade path for the Apstra platform software and during the maintenance window for upgrading the Apstra platform Software but does not guarantee, and Juniper is not responsible for (i) more than one (1) cycle each of the Apstra software upgrade recommendation, Apstra software upgrade testing and the upgrade maintenance window support, (ii) all activities associated with upgrade over the term of the contract or (iii) a full upgrade and functionality of the solution.

7.1 The unit price for the Services is limited to

- One (1) report of Apstra Software Upgrade Recommendation
- One (1) software release upgrade testing cycle for Apstra Server from current deployed release to targeted release identified by the Apstra Software Upgrade Recommendation report
- One (1) maintenance window support (max continuous up to five (5) hours) during any 24- hour period for one (1) software release upgrade of the Apstra server

7.2 Maintenance window support must be scheduled within 60 days of receiving Apstra Software Upgrade Test Exit Report and the upgrade MOP.

7.3 Apstra Software Upgrade Testing is carried out in Juniper's CCL environment for one of the following supported Juniper Data Center Network Architectures defined by the Juniper Validated Designs (JVD) and JVD extensions:

- [3-Stage Data Center Design with Juniper Apstra \(JVD\)](#)
- [Collapsed Data Center Fabric with Juniper Apstra \(JVD\)](#)

7.4 Testing is limited to topology, as per the [Juniper Apstra Upgrade Assistance Service Description Reference Document](#)

- End User-provided Apstra managed data center network topology configuration and database backup will be adjusted to support Apstra configuration and blueprint in Juniper's CCL reference test topology
- Test topology device connections are 10GbE or 25GbE for leaf switches to access switches and 100GbE for leaf switches to spine switches
- End-to-end traffic flow for underlay network is up to 10GbE

7.5 Apstra software upgrade test plan is limited to up to forty (40) test cases

7.6 Upgrade test execution is limited to the following test areas

- Baseline existing underlay topology (one device each in spine, leaf, and border leaf role)
- Pre- and post-upgrade Add/Manage Devices
- Pre- and post-Apstra Blueprint creation
- Pre- and post-Add config to devices from Apstra
- Provisioning (Day 2 operations)
- Pre-and post-verification of the device statistics
- Apstra server software upgrade
- Apstra backup/restore functionality
- When applicable, upgrade of the network operating systems (NOS) of the Apstra-managed network devices within the scope of the test topology used in the Juniper labs

7.7 Software defect validation and issue handling is limited to

- Issues observed during test execution will be reported and tracked internally. Fixes for the reported issues will be verified, if available within the duration of Apstra Software Upgrade Test Cycle
- In the event of a software feature issue, Juniper will attempt to recommend a solution and/or workaround to overcome the issue on the selected Apstra Software version

8. Exclusions

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

- Problems with Juniper products or software or parts thereof that are past their End-of-Support date (as provided for in Juniper's EOL/EOS Policies)
- Third-party products
- Gray-market products
- End User or third-party modified software code
- Software Upgrade Recommendation Report for Apstra managed Juniper and non-Juniper devices
- Apstra Software Upgrade Testing exclusions:
 - Apstra Freeform support
 - Non-Juniper hardware platform managed by Apstra
 - MOP with traffic diversion, convergence, migration, and any third-party customer software/tool involved steps
 - Apstra managed devices and underlay network release certification testing
 - Scale and performance testing

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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