Juniper Government Advanced Care Plus

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This This Services Description Document ("SDD") describes Juniper Networks® Government Advanced Care Plus (the "Services") that Juniper makes available for purchase, by End Users of Juniper Networks products ("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.

2. Eligibility and Purchasing

The Services are available for purchase only (i) by certain qualified End Users solely for their own end use or (ii) by Juniper Networks Authorized Resellers solely for resale to the End User identified by name and address in the Authorized Reseller's purchase order. The Services cover only those Juniper Networks products of End User purchased by an End User from Juniper Networks or an Authorized Juniper Networks Reseller and that are under a current, valid service contract (known as a "Juniper Care Support Services Contract").The Services must be purchased for a fixed term lasting at least twelve (12)

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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 "Juniper Network Service Contract."

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

(i) End User is using the products.

(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.

A Subscription License (as defined in JPLA) purchased by End User shall be treated as a Juniper Care Core Support Service Contract for purposes of this SDD.

3. Service Features and Deliverables

Juniper will use commercially reasonable efforts to provide the End User with the following services features and deliverables:

3.1 Government Customer Care (G-CCare)

G-C Care provides the End User 24x7 access to a team of U.S. citizens located in the U.S. to help facilitate all inquiries and case escalations:

- Dedicated phone number.
- Single Point of Contact (SPOC) for non-technical questions and issues.
- Escalation management to ensure technical support cases reach the next level of escalation properly.
- Facilitate technical support case progress end-to-end on all escalated cases and report status to the End User until escalation requests are completed.

3.2 Onboarding Assistance

Provide account setup assistance to ensure that the End User has access to the service deliverables in this service offering and appropriate resources within Juniper Networks:

- Kick-off meeting that provides information needed for the End User to receive their entitled service deliverables, such as setup of user accounts, case opening process and guidelines, process to receive services credits, case escalation process, software license activation process, key contact information, and support tools.

3.3 Customized Reports

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

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

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- 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/severity/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 contract.

3.4 Best Practice Knowledge Transfer

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

- Juniper Subject Matter Expert (SME) will host a webinar and field customer questions.
- Topics/Use Cases could be, but not limited to: Technical Troubleshooting, Installation, Configuration, Release Management, Patch Management, and more.
- Webinar will be recorded and posted.

3.5 Government Network Support Services

This feature provides access to U.S.-based Juniper Technical Support Engineers who are eligible to apply for Security Clearance ("Secure Technical Support Engineers" or "STSEs") to be the case owner for the duration of the case. The End User has unlimited access to the STSEs by phone and via Juniper Government Support Portal 24/7/365 on all eligible products (please see Section 6 Scopefor details).

As a single point of contact for all support needs, STSEs help diagnose system problems, configure, troubleshoot, andprovide work-around solutions when necessary.

Case Workflow Within the Government Network Support Team

A case can be opened by calling the dedicated G-CCare toll free number or on the Juniper Government Support Portal.

Once a case is opened, a STSE is assigned and resolves the issue as quickly as possible. The STSE updates the customer contact via telephone or e-mail as well as updates the case notes so that they are viewable by the customer via the Juniper Government Support Portal.

Either the STSE or SME can engage other resources within the Government Network Support Team and engineering teams who have additional product and technology knowledge specific to the case to help resolve the issue in a timelymanner. These resources are not guaranteed to be eligible for Security Clearance.

3.6 Enhanced Support Response Time

Enhanced Support Response Time provides the End User with the following target initial response times for the Government Network Support Team targets for providing response and communication to End User regarding support issues. These targets are based on the priority assignment of the Tech Case. A Tech Case is initiated by the End User when there is an issue.

- Priority 1: within 30 minutes
- Priority 2: within 30 minutes
- Priority 3: within 4 hours
- Priority 4: within 4 hours

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.

3.7 Secure Case Management System and File Management System

- Secure Case Management: A Federal Risk and Authorization Management Program (FedRAMP) certified cloud solution including case creation, case updates, case file attachment and dashboard.
- Secure File Upload: Allows for secure upload of files from Juniper devices such as log files, core files, and other technical data related to the case will be uploaded to a secure file server with limited access to only Juniper Government Network Support Service team who are authorized to do so.
- Telephony Solution: A FedRAMP Pending solution will be used for telephone communications between the Government Network Support Service team and customer.

3.8 Service Manager

The Juniper Service Manager is a named Juniper Networks contact who is U.S. Citizen based in the U.S. as the End User's advocate and the single point of contact for all service-related activities and entitlements and is available remotely during normal business hours. The Service Manager will assist the End User with all account related escalations, including but not limited to servicesupport, service readiness, and service planning.

- **Customer Support Plan**

  The Service Manager will provide a Customer Support Plan to cover account set-up and management, contractand install base, Juniper internal process, and formulate the Contact Matrix.

- **Bi-weekly/Quarterly Review**

  The Service Manager will host Bi-weekly/Quarterly Review to provide overview and status of all outstanding issues.The review will also include planned network activities, services activities, product and service performance metrics.

- **Asset Tracking and Management**

  Asset Tracking and Management provides the End User with a support automation tool that tracks and managesJuniper products within the End User's Install Base (IB).

- **Incident and Escalation Management**

  Service Manager provides assistance in handling, escalating, and managing high priority cases to achieve faster problem resolution and timely case closure. The Service Manager owns the escalation through the issue resolution lifecycle, coordinating the remediation plan with Juniper internal delivery teams and ensuring timely communication and resolution.

- **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 remediation, End of Life (EOL), guidance and planning, software feature and release recommendations, device utilization and configuration optimization recommendations.

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

- 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 Juniper Government Advanced Care Plus Services team and the Government Network Support Team, and the current software releases running in the network to enable the delivery of Services.
- Designate at least two (2) but not more than six (6) senior technical representatives, who must be the primarytechnical interface to Juniper services teams, if appropriate.
- Participate in ongoing communications with Juniper to help in the delivery of the Best Practice KnowledgeTransfer.
- Provide up to date contact and network profile information.
- Sanitize data first before sending it to Juniper to help resolve the case. This process removes any data that the End User considers sensitive prior to sharing the data with Juniper.
- 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 JuniperNetworks' services.
- Understand that the End User's employees interfacing with Juniper End User 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 leastJuniper 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 in order for the End User to perform the End User responsibilities, End User shall be responsible for getting such participation and co- operation. End User shall provide written notice to Juniper Networks as soon as it becomes aware or has reason tobelieve that End User will not meet any of the End User responsibilities.
- End User must provide Juniper the requisite documentation to allow the Government Network Support Team and Juniper Account Teams the access necessary to facilitate theterms of the contract. Requisite documentation could include DD254s, badges, and network access accounts.

6. Availability

The Services are available for End Users in the United States only. Services are available for a minimum fixed duration of twelve (12) months.

The Service Manager is available duringhis/her local business hours Monday through Friday, excluding Juniper observed holidays.

7. Scope

Products eligible for the Services include Juniper Networks® MX Series Universal Routing Platforms, EX Series Ethernet Switches, SRX Series Services Gateways, QFX Series Switches, PTX Series Packet Transport Routers, ACX Series Routers, NFX Series Network Services Platforms, CTP Series Circuit to Packet Platforms, vSRX Virtual Firewall, vMX Virtual Router, Virtual Route Reflector, JRR Route Reflector, cSRX Container Firewall, Junos Space, Apstra Intent-based System, Contrail Networking, Paragon Automation Suite, Session Smart Networks, and Mist products.

Services coverage for Government Network Support Services is 24x7 on all eligible products above except CTP Series.

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Services coverage is 8x5 (local Government Network Support Team business hours) on CTP Series.

Services shall be delivered remotely from an authorized Juniper 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 by Juniper.

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.

End User named contacts who can open cases with Expert to Expert Access and interface with the Service Manager are limited to six. In addition to the named contacts, Certified (JNCIE, JNCIP, and JNCIS) experts can also receive access.

8. Exclusions

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

- Maintenance window assistance.
- Problems with Products or parts thereof that are past their End of Support date.
- Unauthorized third-party products.
- Gray market products.
- End User or third party modified software code.
- Resale of third-party products.

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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