

# Juniper Security Incident Response Team (SIRT) Analysis

## SERVICE DESCRIPTION DOCUMENT

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### 1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Juniper Security Incident Response Team (SIRT) Analysis (the “Services”) that Juniper makes available for purchase, by end users of Juniper Networks products (each, an “End User”) directly or through Juniper Networks’ Resellers (each, “Reseller”).

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 and (ii) by Resellers solely for resale to the End User identified by name and address in the Reseller’s purchase order. The Services cover only those Juniper Networks products of End User purchased from Juniper Networks or a Reseller and that are under a current,

valid Juniper Care Support Services contract (each, a “Service Contract”), and, for each such product, only during the term of such contract. The Services are purchased once for all announced SIRT vulnerabilities per Junos version per product family, or Services can be purchased for each quarterly SIRT announcement per Junos version per product family over a twelve (12) month term, unless otherwise agreed to by Juniper Networks in writing for the purposes of co-terminating an End User’s multiple Service Contracts.

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 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 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 features and deliverables:

#### 3.1 Kick Off Meeting

Virtual kick off meeting with End User’s key stakeholders to review the End User’s requirement’s, project scope and milestones, Juniper and End User’s responsibilities, data collection, and the delivery process.

#### 3.2 In Depth Analysis

Comprehensive analysis of security exposure based on the End User’s hardware, software installation base, and configuration.

#### 3.3 Custom Report

Deliver a custom report which will include the following:

- Vulnerabilities that may affect the customer environment.
- Mitigation strategies.
- Ways to work around the vulnerabilities.
- Junos and Evo code versions that address the vulnerabilities.

#### 3.4 Final Review Meeting

Virtual final review meeting with Advanced Services Consulting Engineer (ASCE) to address concerns, answer questions, and provide guidance on implementing suggested workarounds and/or upgrading Junos.

### 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 End User meeting the following obligations. The provision of the Service assumes that the End User will:

- Participate in the initial kick off meeting, the final review meeting, and ongoing communications with Juniper to help in the delivery of the Services.
- Provide an inventory of Junos devices that includes:
  - Hardware models.
  - FPC / modules.
  - Junos Software versions.
  - Firmware releases of the FPC / modules.
  - Junos device configurations and/or a list of deployed features.
- Provide a primary and backup technical contact who will be responsible for providing the network information required for the service deliverables in this offering.
- Provide up-to-date network profile 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 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 of services. 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.
- Services are available (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.
- All Services deliverables in this offering are available in English only unless otherwise specified in writing by Juniper.
- 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

The unit price for this service offering is limited to one (1) report and cover only one (1) target software version. The number of reports needed is determined by hardware platform, configuration technology functions (e.g., BNG, Core and Edge or Others) and target software version. The the products for the purpose of creating one (1) report is defined as following:

- Juniper Networks MX Series
- Juniper Networks MX-BRAS
- Juniper Networks PTX Series
- Juniper Networks ACX Series
- Juniper Networks SRX Series
- Juniper Networks EX Series
- Juniper networksEX9200
- Juniper Networks QFX Series

Services are delivered once for all announced SIRT vulnerabilities per Junos version or Evo version per product family, or Services can be delivered for each quarterly SIRT announcement per Junos version or Evo version per product family over a twelve (12) month term.

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

## 8. Exclusions

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

- Maintenance window assistance.
- Problems with Products or software or parts thereof that are past their End of Support (as provided for in Juniper's EOL/EOS Policies) date.
- 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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