

Mist AI Accelerate

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

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

The Services are subject to the terms of this SDD and of the Juniper Purchase and License Agreement (“JPLA”) a copy of which is posted at <https://www.juniper.net/us/en/legal-notice/juniper-networks-contracts-resource.html> or such other URL that Juniper may designate from time to time (or another written master services agreement signed by Juniper Networks and End User 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 this SDD 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 the End User with Mist AI Accelerate Services with specialized expertise focused on design, deployment, and monitoring skills as relevant to End Users’ Juniper Mist solution requirements. The Juniper Mist solution for an End-Users target network includes Juniper Mist wireless network, wired campus network and SD-WAN network as deployed and managed using Juniper Mist Cloud. The AI Accelerate Services provide best practices and empowers the End User to scale deployment of the Juniper Mist solution tailored for their environment.

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 must be purchased for a minimum term of three (3) or more months. Engagements can be extended for an additional fee in monthly increments, with a 30-day written notification, unless otherwise agreed to by Juniper Networks in writing. The Service extension will be provided continuously, without lapses or breaks. Any extension of Services after lapse or break will require a restart for a minimum three (3) month contract.

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:

End User is using the products or is in the process of deploying the products;

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

The services can be purchased using below SKU:

SKU	Description
SVC-AIACL-LAN	Mist AI Accelerate LAN Service
SVC-AIACL-WAN	Mist AI Accelerate WAN Service

3. Service Features and Deliverables

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.

3.1 Discovery and Transition Planning Workshop

The Discovery and Transition Planning Workshop is intended to provide a Service delivery plan, by reviewing all the activities that have been completed prior to the AI Accelerate Service start. A review of business and technical requirements including existing design and deployment plans will take place. The workshop is an opportunity for all stakeholders to provide input including End User and Juniper teams. The workshops will result in identification of a Service delivery plan for the network transition and task ownership to establish resourcing and priorities to guide the engagement.

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

The End User is provided with a Predictive Design for optimal wireless coverage in the target network floor space.

3.3 Creating Mist configuration templates and applying configuration

The Service provides End-User assistance in creating Juniper Mist configuration templates as applicable for their solution. The service provides guidance on variable identification, localization of site-specific variables, applying the templates and additional CLI configurations for the Juniper Mist Wired Assurance solution.

3.4 Site specific implementation and cutover planning

The Service provides End-User assistance during implementation planning and turnup of Juniper Mist managed devices.

These activities may include:

- 1) upgrading of device software/firmware (if applicable).
- 2) preparing site specific configuration in advance of End-User implementation.
- 3) applying Juniper Mist configuration templates and additional configuration to devices.
- 4) Troubleshooting issues that may arise during the implementation process.

3.5 Creating implementation checklists

The Service will provide or assist in the creation of pre-implementation checklists and post-implementation verification checklists as it relates to the deployment of the Mist managed Juniper devices.

3.6 Testing various configuration and features

The Service assists the End User in testing various features of the Mist solution as required. The testing may include assistance in developing test plans, executing tests, and documenting test results.

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

Service may include providing input into or creating “Runbooks” detailing the processes to configure a device, verifying connectivity, and/or monitoring and troubleshooting the environment using Juniper Mist

3.8 Documenting best practices in the design, planning, and implementation of the End-User’s network

3.9 Maintenance window assistance

The cutover window assistance can be provided on a pre-allocated and prescheduled time, which End User must notify Juniper of at least two weeks in advance to schedule cutover assistance. Juniper reserves the right to approve the proposed time.

3.10 Post-Cutover verification and health checks

Juniper will assist with any Post-Cutover verification, to ensure the cutover activity has completed as expected. Juniper will help troubleshoot and resolve if any checks fail to complete satisfactorily. Juniper will assist the End User once a day for monitoring health checks.

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

To receive the Services, End User agrees to the following:

- 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 to the Juniper Mist AI Accelerate consultant(s).

- 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, user guides, or additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Juniper Networks services.
- Provide an End-User point of contact that is familiar with the solution and preferably attended Juniper Mist courses as applicable to the solution. The point of contact would represent all End-User' key stakeholders. The point of contact will facilitate scheduling and communications and be a focal point for escalations.
- Agreed to common documentation repository.
- Populate repository with project documentation.
- Provide all required documentation (such as design, layouts, diagrams, configurations) at least two (2) weeks before assigning a task to the Juniper team.
- Review and provide response to Juniper within 2 (two) days from any tasks or activities completed by Juniper experts.
- 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 all onsite support, as applicable, to complete any tasks or activities as necessary.
- Provide any information Juniper may reasonably request about the execution of the Services throughout their delivery. If third-party participation and co-operation is required for the End User to perform the End-User responsibilities, the 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.
- Verify the solution suitability, capacity, availability of features, and functionality during the pre-sales stage or Juniper led proof-of-concept testing, prior to the purchase of Services.
- The End User must notify Juniper at least two weeks in advance to schedule a cutover. Juniper reserves the right to approve the proposed time.
- End User will be the overall owner and responsible for the various deliverables like pre-implementation checklist, site implementation plan, etc.
- Provide any lab test gear for validating any design, cutover, or feature testing.
- Provide access to End User's Juniper Mist Organization on the Mist Portal, and any other servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Services. Optionally, Preconfigured access to the End User's network is recommended to help identify and resolve issues quickly.
- 24x7 Network Monitoring and Operations.

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

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.

All service deliverables in this offering are available in English only, unless otherwise specified in writing by Juniper.

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

The Services provide End User with the specialized expertise for the duration of the Services term, working towards the End-Users Juniper Mist solution adoption and deployment goals, with the activities listed above. The Services are delivered in a contiguous manner from the start date, for the duration of the services term.

The Services are designed to assist the End User in the deployment and day to day use of the Juniper Mist solution but does not guarantee, and Juniper is not responsible for (i) the completion of all sites, (ii) all activities associated with a deployment over the term of the contract or (iii) a fully deployed and functional solution.

Supported Juniper Products eligible for the Services are listed below:

- Juniper Access Points, Juniper Mist Edge, and Juniper Mist Cloud
- Juniper Networks EX Series Ethernet Switches
- Juniper Networks Session Smart™ Routers
- Juniper Network Mist WAN Assurance for SRX

End User understands and agrees that Juniper Networks may engage subcontractors to provide or assist in providing Services.

End User understands and agrees that Juniper Networks may, at its sole discretion, change the consultants for the Services as necessary and without notice.

Maintenance (or cutover) window assistance is limited to up to three windows per week (up to eight (8) hours for each window).

Juniper will manage the pre-scheduling of resources based on Service delivery requirements and monthly allocations. Juniper will schedule and confirm allocations of Service delivery resources. The total allocation of Juniper resources and delivery managers' time dedicated to providing the Services shall not exceed 400 hours per month.

Work is expected to be scheduled during each assigned resource's normal working hours Monday through Friday. Any ongoing off-hour requests will be managed and agreed in writing at the time of scheduling.

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 Policies).

- Unauthorized third-party products or gray-market products.

- Product not under active support contract.
- End User or third party modified software code.
- Any custom automation, scripting, or API integration.
- The Service does not include any onsite activities, including, but not limited to, the below:
 - Onsite support
 - Onsite wireless survey
 - Physical installation/mounting, cabling, power-up stack of hardware devices.

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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