

Mist Webhook Monitoring

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This Services Description Document (“SDD”) describes the Mist Webhook Monitoring 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 a right to use the Alert Format Relay (“AFR”) software tool for the Subscription Term. The AFR will present End Users with monitoring information from Mist Cloud using selected data available via Webhooks, which is parsed and reformatted into pre-defined formats like SNMP Traps and Syslog.

2. Eligibility and Purchasing

The Services are available on a subscription-basis only (i) by certain qualified End Users solely for their own internal 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 which satisfy the following eligibility requirements and that are referred to as "Supported Juniper Products" in the Scope section:

- a. End User is using the products or is in the process of deploying the products; and,
- b. 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-MWM-1000-A	Mist Webhook Monitoring Service

3. Subscription Details, Invoicing and Continuation of Service

The Services are available for a fixed initial subscription term lasting a minimum of twelve (12) months unless otherwise agreed to in writing by Juniper for the purposes of co-termining an End User's multiple Service Contracts.

The Services subscription term for (a) new End User installation commences one (1) month from the date that Juniper receives and accepts the PO from the Customer or End User for the Service or (b) a renewing End User installation commences from the date immediately after the previous Subscription Term ends once Juniper receives the PO from the Customer or End User for the Service and continues until the expiration of the applicable subscription term purchased by the Customer or End User ("Subscription Term"), unless earlier terminated by the parties as set forth in the Termination of Service Section.

Services will only be available if End User has a valid Mist AI subscription and associated support contract.

The Services are offered based on the following tier:

No of Devices	Service
1000	Monitoring Alarms through Mist Webhooks for up to one thousand (1000) devices and generating limited SNMPV2/3 Traps, or Syslog messages.

Devices means Juniper hardware or software in the End User's network which are part of a Mist Cloud Service that the End User indicates in writing to Juniper as in scope for Service monitoring.

Continuation of Service. If Customer or End User elects to continue the Service described in this SDD beyond the original Subscription Term as set forth in the PO, then prior to expiration of the Service, Customer or End User may purchase a new Service subscription offering.

The Services include AFR software support (i.e., access to Juniper technical support engineers who will diagnose AFR issues or outages) for the use and benefit of End User, and with respect to the initial Subscription Term, installation and configuration of (i) the AFR software on a single End User provided server/VM (requirements of server/VM to be supplied by Juniper), and (ii) the Webhook connection on End User's organization in Mist Cloud. Activities identified in clauses (i) and (ii) of the immediately preceding sentence a) will be undertaken during normal business hours unless agreed otherwise in writing by Juniper, b) will apply to one or more license tiers for a single concurrent term.

4. Service Features and Deliverables

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

The AFR software tool takes selected monitoring information available through Mist Cloud Webhooks and converts it to

limited alternate formats; for example, it converts selected Alarms to SNMPv2 or V3 Traps. The output format(s) of the AFR instance included in the Services is SNMP V2 or V3 Traps and single Syslog message format.

The AFR software is provided with fixed functionality and no support for new feature requests or enhancements to the software functionality are included in the Services. Juniper will provide the requirements to install the AFR software at End User premises, which End User must provide for the duration of the Subscription Term without any charge to Juniper.

4.1 AFR Software Access

End User must provide Juniper remote access to the AFR in the End User environment, to enable the Services for the End User.

4.2 Operational Support

The AFR software support element of the Services includes 24x7x365 access to Juniper's technical support engineers (TSE) for Juniper Mist Cloud Services. Responses to End User AFR specific issues will typically occur during normal business hours. TSE will use reasonable commercial efforts to diagnose any AFR issue or outage and restore the Service back to working order, generate work-around solutions, or provide a fix to a discovered defect. Automatic escalation alerts to senior management are triggered on all priority issues.

4.3 Maintenance

- a) Juniper will maintain the AFR software by providing a fix for relevant issues of AFR software functionality. A Software Update means a release of the Supported Software comprising error corrections to the Supported Software sometimes also referred to as "maintenance releases." Software Updates do not contain any new or additional features.
- b) Juniper will conduct maintenance as necessary to provide and install any software updates and provide End User with a minimum notice of seven (7) days prior to service interrupting maintenance windows. Juniper and Customer will mutually agree to the timing of such maintenance windows, each party acting reasonably and negotiating in good faith.

AFR feature upgrades or enhancements are not included as part of the Services.

4.4 Online Support

During the Subscription Term, Juniper will provide End User with self-service access to the online tools, which provide information, answers, tools, and service options for the End User's use in supporting supported Juniper MIST product. Offerings include, but are not limited to:

- Online case management: Create new cases, check the status of existing cases, update cases with new information, search by case numbers, and search by End User's own internal case reference numbers.

5. 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.

6. End User Responsibilities

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

- End User to provide the hardware and software environment to allow Juniper to remotely install the AFR software, including network connectivity, based on requirements for AFR software that will be shared by Juniper Networks.
- The End User must also be responsible for all maintenance and security of the VM/Server.
- End User will provide Juniper or its authorized service representative access to the End Users AFR environment and will assign a technical contact for Juniper. Furthermore, when Juniper determines that its technical personnel need access to the End User's network in order to remotely diagnose a problem, End User will ensure that Juniper' personnel have the necessary level of authorized access to such network. End User shall have the right to observe such access.
- Implement any software patches and/or Software Updates as directed by TSE and/or Juniper Professional Services staff.
- End User will properly train support engineers in the use and application of the AFR Software.
- End User's support engineers must be proficient in the operation of the MIST Cloud and the solution developed as part of the Services ("Solution") and be able to perform basic hardware and software configuration and troubleshooting.
- All communication to Juniper' TSE of Customer issues and responses will be conducted in English. End User shall pay for maintenance services rendered by Juniper due to modifications not authorized by Juniper at Juniper's then prevailing rates for time and materials.
- Protect and back up the data and information stored on the computers/servers on which the AFR software is used and confirm that such data and information is protected and backed up before contacting TSE for support. Juniper is not responsible for lost data or information in the event of errors or other malfunction of the VM/Server, software or computers/servers on which the Solution is used.
- Provide information on the current software releases running in the network and current configurations as and when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.
- Provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Service.
- For initial installation, within one (1) month from the PO, ensure that the requirements identified for the proper working of the Juniper Solution are in place. These requirements may be documented in the product documentation, user guides or additional recommendations communicated by the Juniper team from time to time for proper delivery of Services.
- Provide Juniper any information Juniper may reasonably request about the execution of the Services throughout the delivery of the 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 getting such participation and cooperation.
- End User shall provide written notice to Juniper as soon as it becomes clear or there is reason to believe that End User will not meet any of the End User responsibilities.
- 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 consultant(s).
- Provide an End User point of contact that is familiar with the solution and who 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.
- Review and provide response to Juniper within two (2) days from any requests for information or tasks and 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.
- 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.
- Provide any lab test gear for validating any design, 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

7. 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.

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.

8. Scope

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

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.

Supported Juniper Products eligible for the Services are products that are managed through End User's Mist Cloud Organization and listed below:

- Juniper Access Points
- Juniper Networks EX Series Ethernet Switches
- Juniper Networks Session Smart™ Routers

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

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.

9. Termination of Service

If an End User elects to discontinue its Mist Webhooks Monitoring Service without additional charge, Juniper must be given sufficient access to completely deconstruct/uninstall and remove the AFR software (including its associated virtual containerized environment) from the End User environment, decommission all integrated software configurations, and turn down all connections to data sources and monitoring services.

Should End User elect to discontinue the Services prior to the end of the Subscription Term, no reimbursement of fees in relation to any unused part of the Subscription Term will be made by Juniper.

10. 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.
- End User provided resources to host the AFR software, like server/VM, host operating system, etc.
- Any custom automation, scripting, or API integration.
- The Service does not include any onsite activities, including, but not limited to, the below:
 - 1) Onsite support,
 - 2) Physical installation/mounting, cabling, power-up stack of hardware devices.
- A warranty, implied or expressed.
- Third party open-source components that are used by the Solution, with the exception of Juniper determined applicable patches to open-source components as part of the Solution.
- Operation of the Solution other than in accordance with Juniper AFR Documentation, and specifications furnished by TSE or Juniper Consultants.
- Actual or attempted modification, alteration, or addition to the AFR Software undertaken by End User or any third party.
- Any customized deliverables created by Juniper specifically, for End User as part of a consulting service.
- Use cases outside the scope of the base Solution. Separate to this Service, use case services are available to provide additional Activation and Subscription services.

11. Glossary

SNMP Trap means a type of SNMP protocol data unit ("PDU") which can send an unrequested message to notify of a status change.

Webhooks means automated messages sent from the Mist Webhooks Monitoring Service when there is a status change.

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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