Juniper Mist Wi-Fi Care

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This Service Description Document ("SDD") describes the Juniper Mist™ Wi-Fi Care Services offering (the "Support Services") that Juniper provides for the following Juniper Mist Wi-Fi products

- Juniper Mist indoor rated Wi-Fi access points (e.g., AP12, AP21, AP32, AP33, AP41, AP43, AP32E, AP41E, AP43E, AP45 and AP34)
- Juniper Mist indoor rated Bluetooth low energy (BLE) access points (BT11)
- Juniper Mist outdoor rated Wi-Fi access points (e.g., AP61, AP63)
- Mist Edge server hardware and Edge service (e.g., ME-X1, ME-X1-M, ME-X5, ME-X5-M, ME-X10)
- Juniper Mist cloud subscriptions, such as Wi-Fi Assurance (SUB-MAN), Asset Visibility (SUB- AST), Marvis Virtual Network Assistant (SUB-VNA) (collectively, "Juniper® cloud services, driven by Mist AI").

The above are individually or collectively referred to herein as "Wi-Fi Products", and the Wi-Fi and BLE access points and

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Edge servers are individually or collectively referred to herein as "Hardware Products").

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. In the event of any conflict between the terms of this SDD and Juniper Care Service Description Document, the terms of the Juniper Care Service Description 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 Support Services are provided only to End Users who purchase Wi-Fi Products directly from Juniper or through Juniper's Authorized Resellers. For the avoidance of doubt, this SDD does not apply to End Users who have purchased Juniper Mist

Wi-Fi Products as part of a managed service offering from an Authorized Reseller. The Support Services, subject to certain exceptions described below, are available during the Subscription Term (as defined in the ToU). Support Services will end when the End User's Subscription Term expires.

End User will be required to renew and pay for its Juniper cloud services, driven by Mist AI, subscription from the date of expiration of the previous Subscription Term in order for these Support Services to be available. If the Juniper cloud services, driven by Mist AI, subscription has expired for more than 12 months, End User will not be permitted to renew End User's subscription without the prior written consent of Juniper Networks (Juniper's Support Services Inspection and Reinstatement Policy(https://support.juniper.net/sites/support/pdf/guidelines/juniper-networks-services-support-inspection-reinstatement-policy.pdf).

3. Support Service Overview

The Support Services include access to Juniper's technical support engineers for Wi-Fi Products ("TSE"), Embedded Software updates for Hardware Products, training materials, online technical support, and, for specified periods of time (see Section 6), Hardware Product Replacement.

The Support Services are in addition to any other Juniper Care Service that the End User may be required to purchase in order to receive similar services for other Juniper Products. Juniper offers support Services for other Juniper Products, including Advanced Care and Premium Care. These other support Service plans are not available for purchase with Juniper Mist Products.

Support Services shall be delivered remotely from an authorized Juniper location unless specified otherwise. All service deliverables in this offering are available in English only unless otherwise specified by Juniper.

4. Juniper cloud services, driven by Mist AI Availability

4.1 Mist Cloud Service Resiliency

By leveraging the public cloud, the infrastructure components and services of the Juniper cloud services, driven by Mist AI are deployed redundantly (across AWS clusters and zones) in an effort to provide 24 x 7 availability. In addition, the Juniper cloud services, driven by Mist AI is divided into microservices so issues with one microservice do not directly affect other microservices. The Juniper cloud services, driven by Mist AI buffers data in the event of a component disaster, such as the loss of backend microservice. Once the disaster has been addressed, the data is replayed to fill in the lost analytics. System upgrades and feature introductions also benefit from microservices to avoid impact to the Juniper cloud services, driven by Mist AI when performing either. This reduces the need for planned downtime.

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In the rare event of a cloud outage impacting the Juniper cloud services, driven by Mist AI, Juniper Mist Wi-Fi access points are expected to continue to function; any existing client device already authorized are expected to continue to access applications through Wi-Fi without undergoing any disruption of services. Replacement.

4.2 Availability

Juniper will use commercially reasonable efforts to make the Juniper cloud services, driven by Mist AI, fully available and operable over the internet in full conformity with the Juniper cloud services specifications for access and use by End User, as measured over the course of each calendar month, an average of 99.9% of the time, calculated as follows:

$$\left[\left(\frac{total - nonexcluded - excluded}{total - excluded}\right) * 100\right] \geq \text{Available } \%$$

Where:

"total" means the total number of minutes in the calendar month; "nonexcluded" means downtime that is not excluded; and

"excluded" means any planned downtime of which Juniper gives three business days or more written notice via email or banner on the Juniper cloud services dashboard. All scheduled maintenance work and planned downtime will be during the hours from 7:00 p.m. PST to 7:00 a.m. PST on any day. Planned downtime is not expected to occur more than once or twice per year and is not expected to exceed 120 minutes in any given month.

If the Juniper cloud services, driven by Mist AI suffers an incident causing unscheduled unavailability, Juniper will publish a banner on the website located at MIST CLOUD STATUS (or such other URL that Juniper may designate from time to time) and the Juniper cloud service landing page. Upon request, Juniper will provide End User with an incident report indicating the total period of unavailability and the End User locations effected.

5. On-Line Support

5.1 Access to Juniper Mist Technical Support Team

End Users will have unlimited access to the TSE team via the Juniper cloud service dashboard 24/7/365. TSEs will help diagnose system problems, configure, troubleshoot, and provide work-around solutions where necessary. Automatic escalation alerts to senior management are triggered on all P1 issues. In addition, TSE team members can escalate any support request to senior management.

The TSE team is integrated within the broader quality assurance and engineering teams which allows for problem escalation to Wi-Fi Product subject matter experts based upon the technical problem.

5.2 Opening a Service Request with Juniper Mist Technical Support Team

End Users can open a Service Request with the TSE team as follows:

- Web: manage.mist.com
- Email: support@mist.com

Administrative management of Juniper Mist Wi-Fi Products is performed through web browser access to the Juniper cloud service dashboard. Juniper provides a tool within the Juniper cloud service dashboard for submitting technical support requests. For Juniper Mist Wi-Fi Product troubleshooting and Product replacement (if eligible), End Users must submit a support request through the Juniper cloud service dashboard.

Opening a support request through Manage.Mist.com is the recommended approach for all support requests:

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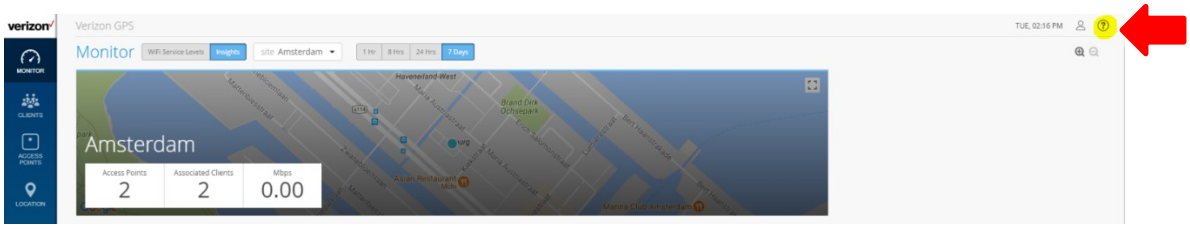
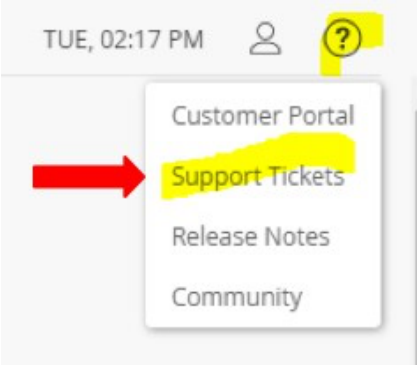
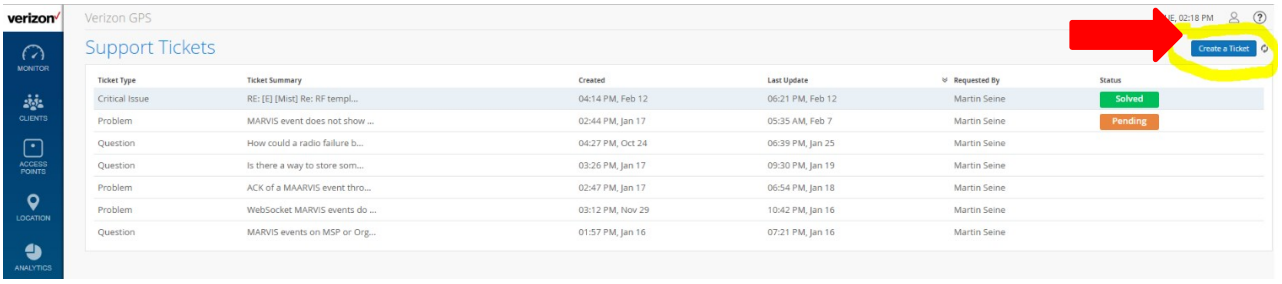
1. Within the dashboard, go to the "?" symbol at the right upper corner in the screen:



2. Click on the '?" and select "Support Tickets"



3. Press on the "Create a Ticket" button on the right-hand side of the screen:



4. Submit a Ticket in the menu:

5.3 Priority Levels Guidelines

Table 1: Priority Ranking Guidelines for Service Requests

Priority	Juniper Responsibilities	Customer Responsibilities	Examples
P1: Critical	Resources dedicated 24x7x365 until a resolution or workaround is in place.	Designated resources that are available 24x7x365*. Ability to provide necessary diagnostic information.	Business critical function is down across one or more sites, due to performance failure of multiple Wi-Fi Hardware Products. Major impact to End User's business at one or more sites, across multiple Hardware Products

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		*If the assigned TSE cannot reach the End User within one hour, the priority is temporarily lowered.	The Juniper cloud services, driven by Mist AI or Mist Edge Services are down, inoperable, inaccessible or unavailable, such that the performance or nonperformance of the Juniper cloud services, driven by Mist AI or Mist Edge Services prevents critical work from being done.
P2: High	Resources are available 24x7x365. On-going case work will generally be worked Monday-Friday during local business hours or as otherwise agreed to with End User.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Business critical function is impaired or degraded at an entire site (or multiple sites). Performance of multiple Wi-Fi access points is degraded or experiencing random interruptions in performance. The Juniper cloud services, driven by Mist AI or Mist Edge Services are severely limited or degraded, major functions are not performing properly, the situation is causing a significant impact to certain portions of End User's operations or productivity; or the Juniper cloud services, driven by Mist AI or Edge. Services have been interrupted but recovered, and in End User's reasonable opinion there is high risk of reoccurrence.
P3: Medium	Resources are available 24x7x365. On-going case work will generally be worked Monday-Friday during local business hours or as otherwise agreed to with End User.	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Non-critical function is down or impaired and does not have significant current performance impact to the Wi-Fi access points. Performance is slightly degraded across multiple Wi-Fi access points. A minor or cosmetic problem with the Juniper cloud services, driven by Mist AI or Mist Edge Services in which any of the following occur: the problem is an irritant, affects non-essential functions, has minimal impact to business operations; the problem is localized or has isolated impact; the problem is an operational nuisance; the problem results in documentation errors; or the problem is any other problem that is not a P1 or a P2, but is otherwise a failure of the Juniper cloud services, driven by Mist AI or Mist Edge Services to conform to its User Guide.
P4: Low	Resources are available 24x7x365. On-going case work will generally be worked Monday-Friday during local business hours or as otherwise agreed to with End User	Resources available Monday through Friday during local business hours until a resolution or workaround is in place. Ability to provide necessary diagnostic information.	Information requests. Standard questions on configuration or functionality of Hardware Products or Juniper cloud services, driven by Mist AI. Non-urgent RMA requests. Cosmetic defects.

5.4 Response Times

Table 2 provides targets for providing responses and communication to End User issues. These targets are based on the priority assignment of the Service Request.

Table 2: Response and Communication Guidelines

Service Request Priority	Initial Response Target	Update Frequency*
P1	Within 1 hour	Updated every four hours
P2	Within 4 hours	Updated every business day
P3	Within 8 hours	Updated every three business days
P4	Within 24 hours	Updated once per week

*Or as otherwise negotiated with the End User. Each issue is unique and carries a different set of complexities and challenges. Juniper Networks will make commercially reasonable efforts to provide a response within the assigned target.

5.5 Juniper Mist Technical Support Responsibilities

Table Once an End User initiates a service request with the TSE team, a TSE will take the following actions:

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- Take ownership of the service request.
- Begin troubleshooting, diagnostics, and problem replication as appropriate.
- Provide the End User with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at the End User's request.
- Generate an RMA when the TSE determines that the End User's Hardware Product is defective or otherwise needs replacement (if Wi-Fi Product is eligible for replacement pursuant to Section 6). In these service requests, RMA information such as the number and the type of replacement is provided to the End User.
- Close the service request when the End User agrees that the problem has been resolved.

The End User can monitor the service request progress through the Juniper cloud service, driven by Mist AI dashboard. When the TSE team updates a service request, the End User will receive an email with the update.

5.6 Resolution Process

The assigned TSE will make use of all available resources to provide a resolution to the reported problem. Where a resolution is not readily available, the TSE will use commercially reasonable efforts to identify workarounds, resolutions, or ways to mitigate the impact of the problem.

As part of the resolution process, the TSE may take any of the following steps:

- Review configuration/debug information to identify resolution of issue.
- Replicate the scenario/issue in the Juniper Wi-Fi lab (where possible).
- Troubleshoot live on the affected equipment.
- With the End User's consent, create and review packet captures to isolate the problem.
- Create an RMA where the cause of a problem is related to failed Hardware Product which is eligible for replacement pursuant to Section 6.
- Create an Engineering Defect ticket (problem report or bug) where the cause appears to be a Hardware Product defect.

5.7 Escalation of Service Requests

If for any reason the End User is not satisfied with the progress of its service request, the End User can (a) change the priority level of its request by selecting a higher priority level for the existing service request through the Juniper cloud service dashboard.

6. Replacing Defective Hardware Products

If the TSE determines that an End User's Hardware Product is defective and is eligible for replacement as set forth in the table below, the TSE will initiate the process for creating an RMA. The RMA is dispatched directly to the End User who will receive instructions and status on the RMA via e-mail.

Definitions of Key related Terms:

- "Business Day" in connection with the particular Juniper Networks resource supporting Juniper Mist Wi-Fi Care Services means Monday through Friday, 8:00 a.m. to 5:00 p.m., in the time zone where such resource is located, excluding local holidays.
- "Ship-to Address" means a warehouse or other manned operating facility within the applicable Service Availability Area and which is either (i) the installation site of affected Juniper Mist Wi-Fi Product or other facility of End User

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(or of the End User's agent or contractor) designated by the End User in its request for RMA, but only if the End User also designates therein in writing the name and office address (including country name) of that End User and of such End User agent or contractor, as applicable; or (ii) otherwise, the End User's facility.

- "Service Availability Area" means with respect to the Mist Edge Wi-Fi Product, the city and zip/postal code associated with the support availability verification number (as generated by Juniper's online support availability tool) designated in the PO for the Mist Edge Hardware Product replacement plan.

6.1 Product Warranty—Business Summary

The warranty information in Table 3 is meant as a summary only. The formal warranty statements will always supersede any information provided in this SDD. All Juniper warranty statements can be found at: https://support.juniper.net/support/warranty (or such other URL that Juniper may designate from time to time).

Table 3: Warranty Summary determines

Mist Hardware Products	Warranty Period[1]	Remedy	Post Warranty Support
Indoor rated Wi- Fi and BLe access points (ex: AP12, AP21, AP32, AP33, AP34, AP41, AP43, AP45)	Longer of 1 year or last order date[2]	Replace	Access to Juniper Mist helpdesk; Embedded Software bug fixes and updates, Hardware Product replacement for 5 years from Last Order Date as defined in the EOL Policy (subscription required)[3]
Outdoor rated Wi-Fi access points (ex: AP61 and AP63)	1 year	Replace	Access to Juniper Mist helpdesk; bug fixes and updates (subscription required)
Mist Edge server	1 year	Replace	Access to Juniper Mist helpdesk, Mist Edge Software updates and bug fixes (Mist Edge service subscription required); Support contract must be purchased for Hardware Product replacement

NOTES:

1. Warranty begins upon delivery of the Hardware Product in accordance with the shipping terms
2. See EOL/EOS Policies for more information about end of sale notification and end of life support (https://www.juniper.net/support/eol/#) (or such other URL that Juniper may designate from time to time).
3. Post-warranty Hardware replacement is provided for all indoor rated Wi-Fi Products for as long as the End User has paid for a subscription to a Juniper cloud services, driven by Mist AI, subject to the Hardware Product reaching its end of life.

6.2 Wi-Fi Access Point Hardware Replacement - RMA Process

The following is a summary of the return process for eligible Wi-Fi Products and is provided for information purposes only to assist End User in understanding the benefits of support for Juniper Mist Wi-Fi Products. A complete description of the RMA process is set forth in the Juniper Networks RMA Repair & Return Policy and Procedure https://support.juniper.net/support/rma-procedure/.

In the event of a conflict between the RMA Repair & Return Policy and the summary in this Section 6.3, the RMA Repair and Return Policy will prevail.

Any Juniper Mist Hardware Product that needs to be returned to Juniper requires an RMA.

If a Hardware Product defect is determined to be the cause of the problem and the Hardware Product is eligible for replacement, or if a Hardware Product replacement is required for any other reason, the TSE will create an RMA. The RMA number is communicated via email to the End User and linked to its Service Request.

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For eligible Wi-Fi Hardware Products, Juniper will within three (3) business days of issuing an RMA to the End Use ship a replacement unit to the Ship-To Address in advance of receiving returned defective Hardware Product. The End User can use the same packaging to return the defective unit. The End User must label the outside of the box with the RMA number to ensure proper tracking and handling.

Provided that the End User follows the instructions for return shipment provided with the RMA, Juniper will pay the costs for return shipment of the defective Hardware Product.

If any equipment arrives at a Juniper Networks shipping and receiving dock with an unnumbered RMA, and the equipment serial number cannot be verified against an existing RMA, the equipment will not be accepted and will be returned to sender at the sender's cost.

6.3 Mist Edge Hardware Advance Replacement Plan

End User may purchase a support plan for Mist Edge Hardware Product that includes next day shipment of advance replacement units. Juniper Networks will ship a Mist Edge replacement unit to the Ship-To Address in advance of receiving the returned defective Hardware Product on the next Business Day, if the RMA is issued by 3 p.m. local time (based on the regional distribution center or in-country depot if available). If the RMA is issued after 3 p.m., Juniper Networks will ship on the Business Day following the next Business Day. To receive Next-Day Shipment Support Service, the End User must have a service availability verification number to indicate that Next-Day Shipment Support Service is available where the End User has installed the Mist Edge Hardware Product. Either the End User or the Authorized Reseller can request a support availability verification number.

6.4 Returns Not Received

The End User has thirty (30) days from receipt of the replacement unit to return the defective Hardware Product under an RMA. After 30 days, Juniper Networks has the discretion to charge the End User at the price paid for the non-return of a defective unit. This notice is included in the confirmation of the RMA that is sent to the End User on the date of issuance. RMAs that are "not received" can occur in one of the following ways:

- The return is received after 30 days from receipt of the replacement unit and processed in the normal manner by the Juniper Networks RMA repair and return department.
- The End User decides not to return the equipment and the RMA is canceled when the End User issues a purchase order for the specified equipment.

7. Embedded Software Releases

During the term of your subscription to the Juniper cloud services, driven by Mist AI for each unit of Juniper Mist Hardware Product, Juniper Networks shall make available Embedded Software updates to End User solely for support of the End User's Juniper Mist Wi-Fi Hardware Product as described below. Embedded Software updates of the Hardware Products are published on the Juniper cloud service, driven by Mist AI dashboard with applicable release notes. The distribution of Embedded Software updates is under the control and at the discretion of the End User. Some new features implemented and configured through the Juniper cloud service, driven by Mist AI dashboard may be Embedded Software version dependent (must have Embedded Software version X or above for support), but no Juniper cloud services, driven by Mist AI updates will require upgrades to running Embedded Software and configuration. Additionally, there is no requirement for all Juniper Mist Wi-Fi Hardware Products in an organization or site to have the same Embedded Software version. This makes for ease of validation and testing before selectively releasing new Embedded Software and features to a wider group of sites.

7.1 Rights in Embedded Software Updates

For each Embedded Software update with regard to the Embedded Software originally embedded in the Juniper Mist Wi-Fi Hardware Product, the End User's rights in any such Embedded Software updates will be subject to those same restrictions and conditions that apply to the original Embedded Software.

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Juniper Networks will provide Support Services for Embedded Software updates for the shorter of

a) eighteen (18) months from the date of release, or b) the end of support date for the Wi-Fi Product on which the Embedded Software is running. After the end of such 18-month period (unless the end of support date for the Hardware Product occurs earlier), Juniper Networks may discontinue providing bug fixes, patches, or other workarounds, and deny any Support Service escalations for expired Embedded Software releases.

8. Self-Help Online Tools/Resources

For quick and easy problem resolution, refer to the Wi-Fi trouble shooting available here: https://www.mist.com/documentation/category/troubleshooting. You can also find easy access to the following on the www.mist.com website (or such other URL that Juniper may designate from time to time) or on the Juniper cloud service dashboard (manage.mist.com):

- Technical documentation — https://www.mist.com/documentation/ - Wi-Fi Product documentation, FAQs and product updates.
- Training materials – https://courses.mist.com/dashboard/ - videos and other instructional information on implementation, use, managing Mist Wi-Fi Products.
- Technical Bulletins (TSB): Notifications on Embedded Software updates, changes to the Mist Dashboard, End-of-Life announcements, and support news.
- Forums & Blogs: https://ideas.mist.com/ - submissions by existing customers with issues, ideas, and tips.
- API Documentation and Support is located at https://api.mist.com/api/v1/docs/Home (only available with access to manage.mist.com).
- AP Embedded Software updates: https://www.mist.com/documentation/firmware.

8.1 Use of online tools and resources is subject to the following:

End Users shall have personal, non-transferrable, non-sublicensable, nonexclusive access to the resource center in the Juniper cloud services, driven by Mist AI, dashboard, all solely for End User's internal use in support of Juniper Mist Wi-Fi Products.

Juniper Networks reserves the right in its discretion to limit or prohibit access by any End User if Juniper Networks believes that such access may give rise to violation of export control laws or regulations or any other violation of Juniper Networks' rules or the limited use terms identified above.

8.2 Product Defect (Bug) Reporting Process

End Users may check the product Release Notes on the Juniper cloud service, driven by Mist AI dashboard for the latest information on known issues or existing bugs with the Wi-Fi Products. Any new and suspected product defects (bugs) found in the field should be reported to the Juniper Mist TSE team using the problem reporting procedure described above. The TSE team verifies all issues before they are escalated to development engineering, and all known Juniper Mist Wi-Fi Product defects are documented.

8.3 Feature Enhancement Requests

The End User can submit Product feature improvement requests through the Juniper cloud services, driven by Mist AI, dashboard at https://ideas.mist.com/forums/912934-product-features.

9. 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

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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.

10. End User Responsibilities

For any technical support request identified as a Priority 1 problem, End User will provide the TSE team or its authorized service representative access to the affected Wi-Fi Product and will assign a technical contact for Juniper Networks. If an End User has selected the option in the Juniper cloud service, driven by Mist AI dashboard to remove access to its Juniper cloud service, driven by Mist AI environment by TSEs, then Juniper may request that the End User enables access to assist with a reported problem. Time to resolution may take longer without such access.

End User shall have the right to observe such access.

For Outdoor AP RMA requests, Juniper Networks is not obligated to provide replacements if the Outdoor AP is taken down prior to the RMA request. After the RMA is issued, End Users shall (i) take the Outdoor AP down by cutting the Ethernet cable(s) with 3 inches of length from the AP remaining and leaving the connectors/gland unmodified from the installation, and (ii) returning the Outdoor AP with the shortened Ethernet cable(s) and all connectors/glands installed.

End User shall maintain a reasonable number of support engineers who are trained on the Wi-Fi Products.

End User's support engineers must be proficient in the operation of the Wi-Fi Products and be able to perform basic Hardware Product and Juniper cloud service dashboard configuration and troubleshooting.

End Users will advise Juniper of any information Juniper may reasonably request about the execution of the Support Services throughout the delivery of Support 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 clear or there is reason to believe that End User will not meet any of the End User responsibilities.

11. Availability

These Support 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 Support Services may be prohibited); provided, however, that certain advance hardware replacement options are not available in certain countries.

12. Exclusions

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

- Third-party devices (hardware, software cabling, etc. not provided by Juniper Networks) or Problems associated with or arising directly or indirectly from such components;
- Problems with Wi-Fi Product that have been modified without Juniper Networks' written consent by any person;
- Wi-Fi Product that has been damaged or altered by natural causes including but not limited to lightning strikes, thunderstorms, etc.;
- Wi-Fi Product that is physically damaged by the End User or damaged from any exposure to water (except for outdoor rated Wi-Fi Products that are exposed to normal weather conditions);

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- Problems caused by the use of the Wi-Fi Product other than in accordance with applicable Wi-Fi Product documentation;
- Problems with Wi-Fi Products that were not purchased directly from Juniper Networks or any Authorized Reseller;
- Problems with Wi-Fi Products or parts thereof that are past their End of Support date.

13. Disclaimer

The service levels (for example, Juniper cloud services, driven by Mist AI availability or response times) described in this SDD are targets or objectives that Juniper strives to achieve consistently in providing Support Services to End Users. A failure to meet any one or more of the service levels will not create any liability on the part of Juniper, nor a right to any credits or to withhold payment for Juniper Mist Wi-Fi Products on the part of End Users.

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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