Mist Wireless Deployment Service - Basic

SERVICE DESCRIPTION DOCUMENT

Contents

1. Introduction

This Services Description Document ("SDD") describes Juniper Networks® Mist™ Wireless Deployment Service Basic package (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 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.

The Services provide the End User with deployment assistance for their Juniper Mist Wireless solution with a discovery workshop, providing predictive wireless design, configuration template creation, and support during the First Office Application (FOA) of the Juniper Mist wireless solution. The Service provides End Users ability to extend the deliverables with optional add-on modules for predictive design for additional wireless AP and Juniper Mist Wired Assurance deployment with add-on for configuration of additional switches.

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 an 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 End User can purchase the Services with optional add-ons.

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:

(i)   End User is using the products or is in the process of deploying the products.

(ii)   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-MWLS-DEP-BAS	Mist Wireless Deployment Service – Basic
SVC-MWLS-DEP-WA	Mist Wired Assurance Dep, addon
SVC-MWLS-DEP-PD	Wireless Predictive Design, addon 100APs
SVC-MWLS-DEP-WAE	Wired Assurance Config, addon 6 switches

3. Service Features and Deliverables

Mist Wireless Deployment Service provides End User with the initial deployment of a Juniper Mist Wireless Solution for up to 50 wireless access points (APs) supporting coverage for up to 50,000 square feet of a single site or location. If the End User has purchased the necessary optional add-ons, the Service may also provide Juniper Mist Wired Switching Deployment for connecting Juniper wireless APs in the same site or location.

Deliverables

The Services provide End User with the following base and optional deliverables (as applicable):

Base Services:

1. Discovery Workshop

2. Predictive Site Design (if needed)

3. Configuration Creation

4. FOA

Add-On Service Options:

1. Predictive Site Designs (additional floor area)

2. Wired Assurance Deployment (Juniper EX Series Switch Templates)

3. Wired Assurance Configuration (additional Switch Configuration)

1.   Discovery Workshop

Juniper Networks will conduct a Discovery Workshop to review and discuss the technical aspects of the Juniper Mist Wireless and Juniper Mist Cloud features that the End User is planning to implement. The outcome of the workshop is to provide a recommended greenfield deployment approach including the documented requirements that the solution is intended to address.

Juniper will conduct a one (1)-day discovery workshop to review the following business and technical requirements ("Requirements") for the target network as required for the Service:

1. Technical Requirements

   - Juniper Mist Wireless requirements

   - Number of users

   - Required wireless coverage and roaming capabilities

   - Existing WLAN deployments

   - Facility limitations (inaccessible areas, etc.)

   - Routing requirements and policies

   - Applications in use and traffic flow

   - VLANs, IP addressing

   - Scaling requirements and constraints

   - Wireless network reliability requirements

   - High availability requirements for wireless networks

2. Current wireless network limitations that the new design is intended to solve.

3. Security Requirements:

   - WIPS requirements

   - Past or current wireless security issues, if any

   - Guest access or captive portal capability

4. Resources to support wireless deployment:

   - Power outlet or POE (PSE) devices and locations

   - Communications closet locations

   - Ethernet switches make, model, and capabilities (in case of non-Juniper devices)

   - Access to scaled floor plans (CAD format)

Following the Discovery Workshop, Juniper Networks will create a Recommendations and Requirements Document describing how the End User's wireless networks will be configured and deployed in the End User's target network via the Juniper Mist cloud.

2. Predictive Site Design

Juniper Networks will conduct a predictive site survey using wireless RF planning software to determine an optimal wireless design capable of providing the desired wireless coverage and capacity. The survey will predominantly consider End User's site layout, floor plans, building construction material, and any End User identified sources of wireless interference.

The survey does not consider any type of field measurements of the End User site's RF characteristics.

Juniper Networks Predictive Site Survey Report may include one or more of these heatmaps, as necessary:

- AP mounting locations.

- Signal strength heatmap

- Coverage redundancy heatmap

- Data rate heatmap

- Associated access point heatmap.

3. **Configuration Creation**

Juniper Networks will build a maximum of four (4) configuration templates (WLAN templates and/or RF templates) as part of this deliverable with consideration for the following:

- Device hostname and site naming conventions

- IP addressing

- WLAN

- WLAN security

- RF templates for wireless

- Other wireless specific best practices

4. **First Office Application**

Juniper Networks will perform FOA enablement or perform go-live activity along with the End User by providing assistance for maximum of up to two (2) days (16 hours).

Juniper will perform the following as part of FOA enablement:

- Ensure configuration readiness by applying the Juniper Mist template to Juniper devices as configured in Deliverable 3 (Configuration Creation).

- Connectivity testing and verification checks

- Cutover assistance for one (1) maintenance window (up to eight (8) hours)

ADD-ON SERVICES

The following optional deliverables only apply if the Service was purchased with the relevant add-ons.

1. **Wireless Predictive Design (optional add-on)**

This optional add-on deliverable provides End User with Wireless Predictive Design for up to an additional 100 additional APs or an [additional] 100,000 square feet of area, using wireless RF planning software to determine an optimal wireless design capable of providing the desired wireless coverage and capacity. The predictive survey will consider End User's site layout, floor plans, building construction material, and any End User identified sources of wireless interference.

2. **Mist Wired Assurance Deployment (optional add-on)**

This optional add-on deliverable provides End User with Mist Wired Assurance Deployment for up to sixteen (16) access switches. Juniper Networks will review and discuss the technical aspects of the switching and Juniper Mist Wired Assurance features that the End User is planning to implement as part of the Discovery Workshop.

Following the Discovery Workshop, Juniper Networks will incorporate in the Recommendations Document a description of how the End User appointed switches will be configured and deployed in the End User target network via the Juniper Mist

cloud. The document will include recommendations for the following:

- Switch template

- Management network

- VLAN details and IP addressing

- Switch port profiles

- DHCP relay configurations

- Switch onboarding and adoption

- 802.1x authentication

- Additional CLI commands

Juniper will create up to two (2) Juniper Mist switching templates and configure up to sixteen (16) Juniper switches using the same, along with any additional CLI configuration that may be applicable.

3. **Wired Assurance Configuration (optional add-on)**

This optional add-on deliverable provides End User with Wired Assurance configuration for up to six (6) additional switches. This optional add-on does not create any new Juniper Mist switch templates, but utilizes the templates created and described in section 6.

Juniper will configure up to six (6) additional switches using the templates already created, along with any additional CLI that may be applicable.

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 consultant(s).

- 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 Juniper 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's key stakeholders. The point of contact will facilitate scheduling and communications and be the main contact 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 responses to Juniper within one (1) day from any tasks or activities completed by Juniper consultants. (If End User requests changes to the document, Juniper Networks will evaluate the requested changes and, as long as the changes fall within the extent of the deliverable, will update the document, as necessary.)

- End User to be the prime contractor 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 cooperation is required for the End User to perform the End User responsibilities, the End User shall be responsible for securing such participation and cooperation.

- 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 one (1) week in advance to schedule a cutover. Juniper reserves the right to approve the proposed date and time.

- Provide any lab test gear for validating any design, cutover, or feature testing.

- Provide POE-capable switches that provide the proper power class with sufficient power budget to support their assigned APs.

- Ensure the suitability of the PKI Infrastructure for EAP-TLS Authentication, if EAP-TLS authentication is required.

- Procurement of a valid certificate server suitable for EAP Authentication (must be a certificate trusted by the devices that will authenticate via EAP/802.1x), if 802.1x authentication is required.

- Provide access to End User's 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.

- The End User must provide the prerequisites for Predictive Site Design (and Predictive Site Design optional add-on) deliverable:

  1. Accurate floor plan or area map in CAD format

  2. Provide information about construction materials

  3. Appliances and other sources of RF interference

  4. The number of wireless users

  5. Desired coverage

  6. Identification of 2.4GHz, 5GHz, and 6GHz client types

  7. Identification of client operating systems (Android, iOS, Windows, etc.)

8. Application specific requirements

- For Wired Assurance Deployment and Wired Assurance Configuration optional add-ons, an out-of-band (OOB) management connectivity to all the wired switches is required.

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 requiring specific citizenship or security clearance.

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.

Any ongoing off-hour requests will be managed at the time of scheduling cutover window.

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. Definition

Site or location is a single continuous floor space that needs wireless coverage to be designed as part of this Service.

8. Scope

The Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing by Juniper.

The Services provide End User with below deliverables, working towards the End User's Juniper Mist solution adoption and deployment goals, with the deliverables listed previously.

The Services are designed to assist the End User in the deployment 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, or (iii) a fully deployed and functional solution.

Supported Juniper Products eligible for the Services are:

- Juniper Wireless Access Points and Juniper Mist Cloud

- Juniper Networks EX Series Switches.

The Services provide up to four (4) Juniper Mist configuration templates. Additionally, if Wireless Deployment add-on is purchased the Service will provide up to two (2) additional switching templates.

The Service provides deployment in a single site or location.

Predictive Design covers up to 50,000 square-foot floor areas in a single site, or up to 50 APs. Additionally, if Predictive Design optional add-on is purchased Juniper will provide additional Predictive Design for 100,000 square feet or up to 100 APs.

End User understands and agrees that Juniper Networks may, at its sole discretion, subcontract the performance of the

Services.

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

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

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 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.

9. 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

- Products not under an active support contract

- End User or third-party modified software code

- Any custom automation, scripting, or API integration

- Non-Juniper Networks RADIUS or Identity Credential and Access Management (ICAM) system configuration

- The Service does not include any onsite activities, including, but not limited to:

  1. Onsite support

  2. Onsite wireless survey

  3. Physical installation/mounting, cabling, power-up stack of

  4. hardware devices

- Migration from third-party products including configuration conversion.

- Wireless coverage and performance will be based on predictive design, developed with the input from End User. Any tuning of wireless performance or coverage issues post FOA, is not covered as part of this Service.

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.

Corporate and Sales Headquarters

Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
www.juniper.net

APAC and EMEA Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: 31.0.207.125.700