

# JUNIPER NETWORKS MX SERIES MIGRATION SERVICE

## SERVICE DESCRIPTION DOCUMENT

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### 1. Introduction

This Services Description Document (“**SDD**”) describes Juniper Networks® Mx Series Migration Service package (the “**Services**”) that Juniper makes available for purchase by End Users of Juniper Networks products (each, an “**End User**”) directly or through its 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 End User with migration assistance from their legacy platform(s) to Juniper Networks platform solutions with an Assessment Report, Configuration Conversion, and the Network Implementation Plan. The Service provides End Users with the ability to extend the Deliverables with optional add-on modules for Design Validation Test Plan, Migration Window Assistance, and the Technical Consultation.

### 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 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 below:

- 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

The services can be purchased using below SKU:

SKU	Description
SVC-JTJ-MIG-BAS	Juniper Networks® MX Series Migration Service – Base
SVC-DVTP-MIG	Design Validation Test Plan, optional add-on
SVC-MWRA-MIG	Migration Window Assistance, optional add-on
SVC-CONS-MIG	Technical Consultation, optional add-on

3. Service Features and Deliverables

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

As part of the Services, Juniper will use commercially reasonable efforts to provide End User with the following:

Deliverables

Juniper Networks Mx Series Migration Service – Base package deliverables

- A. Assessment
- B. Configuration Conversion
- C. Network Migration Plan

Optional Add-On packages:

- D. Design Validation Test Plan
- E. Migration Window Assistance
- F. Technical Consultation

A. Assessment

Juniper Networks will conduct a Discovery Workshop to review and discuss the technical aspects of the platform and the existing services migration. The objective of the workshop is to generate a comprehensive report detailing the technical comparison between the legacy platforms and the new Juniper Networks platforms, inclusive of current services and those slated for migration within the project scope.

As part of this task Juniper Networks will collect:

- Routing requirements and policies
- VLANs, IP addressing
- Scaling requirements and constraints
- Network reliability requirements
- High availability requirements

- A description of the services to be supported by the network infrastructure
- Scaling requirements and constraints
- Any other topic that may be identified as relevant to the Project

Assessment Report is going to cover below topics:

- Requirements Review
- Hardware & Software Feature Parity matrix
- Feedback on hardware/software analysis of the gaps and potential options for new capabilities
- Migration goals and objectives
- Identify potential risk areas

## B. Configuration Conversion

Juniper Networks shall construct a single configuration file, converting the provided legacy platform(s) configuration file(s) to a Juniper configuration, mirroring the existing functionality as an outcome of this deliverable, while considering the following:

- Consolidation (if necessary): In furtherance of the consolidation process, in instances where the quantity of source devices exceeds one but not more than three, and can feasibly be accommodated by a single target device in both capacity and function, the configurations of the source devices shall be merged into a singular configuration file.
- Configuration Cleanup: Pursuant to the preceding Assessment, Juniper engineers shall undertake requisite configuration rectification as delineated within the Hardware & Software Feature Parity matrix (developed during the Assessment phase and Exclusions identified in Section 7 in this SDD

## C. Migration Plan

Juniper Networks will develop and present Network Migration Plan document including:

- Implementation prerequisite checklist comprising:
  - Module placement and wiring
- Risk mitigation strategy
- The migration plan will provide a logical phased approach for the network migration and include:
  - Any migration prerequisites that will apply as related to the new Juniper Networks nodes or the existing third-party equipment in End User network environment will be highlighted.
  - Requirements from third-party vendor for supporting any features and routing/signaling standards will be highlighted in the migration plan. However, no configuration and guidelines for enabling the same on third-party equipment will be included.
  - Description of the tasks involved in detail, classifying each of the tasks as either non-disruptive or requiring planned maintenance windows.
  - Highlighting of resource requirements for the migration activity.
  - Description of risks involved as appropriate for each task in the migration.
  - Recommendations for validation criteria and acceptance for determining the success of a given migration.
  - Definition of the escalation chain with Juniper Networks and End User organization for extended support.
  - Description of rollback procedures for the migration.

## Optional Packages

The following optional packages only apply if they are purchased with the **Juniper Networks® MX Series Migration Service – Base package**

#### **D. Design Validation Test Plan**

- Description of End User-provided testbed involving Juniper Networks nodes along with other competitor routers for creating a suitable environment to simulate the Network topology.
- Description of required test cases with necessary protocols and features, to be able configure and simulate the network in the testbed for purpose of design verification.
- Test cases to simulate Migration Steps, in order to verify all necessary steps as related to the Migration Plan. The test cases will include any interoperability scenarios with third-party equipment as present in the existing End User Network.
- Define the success criteria for the test cases.
- Configuration of any protocol or features on Juniper Networks Equipment will also be included as necessary.

#### **E. Migration Window Assistance**

- Remote Support for Execution of the steps documented in the Method of Procedure for one (1) maintenance window (up to eight (8) hours)
- Next-day monitoring/troubleshooting remote support (up to eight (8) hours)

#### **F. Technical Consultation**

- A dedicated Juniper Consultant to answer technical questions ongoing for up to five (5) working days comprising of eight (8) hours per day, consumed in increments of four (4) hours, over the course of up to one (1) calendar month pertaining to:
  - Design Validation Testing Plan Execution support
  - Post Migration Support extension
  - Method of Procedure document creation support
  - Further migration strategy and planning support
- An operational review at the end of the one (1) month engagement to update End User on activities over the last thirty (30) days, review of all open/closed cases, answer questions, and close out activities.

### **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 Networks' obligation to provide the applicable Services is conditional upon End User meeting the following obligations.

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

- Provide up-to-date contact information and designate technical representatives, who must be the primary technical interface to the Juniper consultant(s).

- Provide information on the current network design, current software releases and configurations in their network.
- Identify the Legacy Network Device (Source Device) to be used in the Assessment, Config Conversion and Network Migration Plan deliverables.
- Provide inputs and guidance to develop the Network Migration Plan and Method of Procedure.
- Provide an End User point of contact that is familiar with 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.
- Review and provide responses to Juniper within five (5) business days 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 End User to perform End User responsibilities, 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 End User will not meet any of 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.
- For Migration Window Assistance add-on package 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.
- For Design Validation Test Plan add-on package provide any lab test gear for validating any design, cutover, or feature testing.

## 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.

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 provide End User with below deliverables, working towards End User's migration to Juniper platform solution adoption and deployment goals, with the deliverables listed previously.

Supported Juniper Products eligible for the Services are:

- MX10k4/8 (LC480, LC4800, LC9600)

Supported Juniper Products eligible to replace with MX10k4/8 as part of the Services are:

- MX240, MX480, MX960

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

The unit price for the Services is limited to:

- Populate repository with project documentation
- One (1) report of Assessment Report
- One (1) Configuration Conversion replicating current functionality for End User-selected legacy platform
- One (1) Network Migration Plan specific to the target device

Software defect validation and issue handling is limited to

- Issues observed during Configuration Conversion will be reported and tracked internally.
- In the event of a software feature issue, Juniper will attempt to recommend a solution and/or workaround to overcome the issue on the selected Junos version.
- The project scope is restricted to the features and the functionality available on the designated hardware and software at the project's onset.

End User understands and agrees that the provided configuration needs to be tested in an End User-provided testbed environment before it can be used in the production Network.

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.

## 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
- Products not under an 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:
  - Onsite support
  - Physical installation/mounting, cabling, power-up stack of hardware devices
- Re-Design of any third-party equipment or in-depth non-architectural assessment of third-party equipment that would require expert knowledge for a third-party vendor's product(s).
- Re-design, testing, resolution of any issues within the current Network, including issues unrelated to this Project.
- Physical Implementation of the Juniper Networks Products deployed within End User's Network.
- Assessment, (re)design, testing, resolution of any issues within the current Network, including issues unrelated to this Project.
- Assessment, (re)design, testing, resolution of configuration inconsistencies at current Network, including incorrect Network information provided to Juniper Networks
- Low level design of any third-party equipment.
- PCEP integration with third-party PCE
- On-box scripting, event policy, or EEM (Embedded Event Manager)
- YANG customization / Custom RPCs
- Design, test, deploy, integration and troubleshoot activities for:
  - Any third-party product/solution.
  - DHCP, RADIUS, Billing, OSS/BSS systems.
  - Lawful Interception solution.
  - Subscriber Management solution.
  - Fault Management Systems
- Anything not explicitly described in Section 6 of this SDD.

## About Juniper Networks

Juniper Networks is dedicated to dramatically simplifying network operations and driving superior experiences for End Users. Juniper solutions deliver industry-leading insight, automation, security, and AI to drive real business results. Juniper believes 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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