

# PARAGON AUTOMATION PREMIUM DEPLOYMENT SERVICE

## SERVICE DESCRIPTION DOCUMENT

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### 1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Paragon Automation™ Premium Deployment 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-notice/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.

Juniper will deploy Paragon Automation software, onboard Juniper network devices (up to ten (10)) and configure the software for Base use cases and Service Orchestration enablement. The Service provides End Users the ability to extend the deliverables with optional add-on module for Active Assurance use case enablement.

### 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-PA-PRM-DEP	Paragon Automation solution deployment to enable Base use cases and the Service Orchestration use case
SVC-PA-AA-DEP	Active Assurance use case enablement

### 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 the End User with the following:

#### Deliverables

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

Paragon Automation Premium Deployment Service:

1. Solution Design
2. Design Validation Testing
3. Software Deployment & Configuration
4. Knowledge Transfer Workshop

Add-On Service Option:

5. Active Assurance use case enablement

#### 1. Solution Design

Requirements Review Workshop

Juniper Networks will review the business and technical requirements for the Target Network as needed for the Project in a Requirements Review Workshop. Requirements information may include:

- Review of the Project scope to ensure alignment of Deliverables with requirements and expectations.
- A description of the features and services deployed in the target network.
- Hardware Inventory of the Juniper Network devices to be integrated with Paragon Automation.
- Customer or End-User defined system, routing protocol, and configuration attributes to be used for devices configured by Paragon Automation.
- Deployment requirements, including:
  - Virtualization requirements
  - Compute, memory and storage requirements
  - Software requirements
  - Network connectivity requirements

- Juniper Network devices requirements
- External connectivity requirements
- High availability requirements
- Use cases requirements

### Solution Design Document

Based on requirements and detailed information collected from the Requirements Review Workshop, Juniper Networks will produce and supply to Customer/End-User a Solution Design Document. Solution Design Document will comprise the following:

- High-level architecture, based on Paragon Automation.
- Physical location of the servers/virtual machines running Paragon Automation.
- Connectivity requirements.
- Installation process of Paragon Automation.
- High Availability Design as supported by Paragon Automation running the installed Software Release.
- Base use cases (Device Onboarding and EMS, Observability, Trust) and Service Orchestration use case.
- Device profile, interface profile, and configuration template parameters based on End-User/Customer network design standards.
- Description covering (hardware/software/name/quantity) of the Juniper Network devices within the Target Network to be integrated with Paragon Automation.
- Authentication and Authorization.

## 2. Design Validation Testing

### Design Validation Testing Plan

Juniper Networks will document a test plan based on the Solution Design Document. The test plan will include pass/fail criteria. Unless otherwise agreed, all tests will be deemed passed if no material service affecting issues are found. The tests will verify:

- Device Onboarding,
- Device Management,
- Observability,
- Trust,
- Service Orchestration,
- Paragon Platform High Availability – single node failure scenario.

### Lab Environment Description

Juniper Networks will create a detailed Lab Environment Configuration document to describe the lab topology, infrastructure and supporting equipment required for Design Validation Testing.

### Lab Environment Configuration

Once Customer / End-User has installed and powered up the lab environment, Juniper Networks will configure the Juniper Networks Products in the environment as described in the Lab Environment Description. Juniper Networks will check that the lab is functioning as expected and that the required testing capabilities are available and functional. Juniper is not responsible for resolving operational lab issues. Delays by Customer or End User in resolving such issues may result in delays to test execution.

## DVT Execution

Juniper Networks will execute the DVT plan, collect and analyze the test results. Deployment of a lab instance of Paragon Automation may be included in DVT Execution if required. Juniper Networks will update the Solution Design Document if the DVT execution highlights the need for any Solution Design Document documentation changes.

## DVT Report & Review

Juniper Networks will create a DVT report to document the test results and highlights findings and recommendations based on the results. An updated Solution Design Document will be included in this report if necessary. The report will then be reviewed with Customer.

## 3. Software Deployment & Configuration

### Software Deployment

Based on the Solution Design Document, Juniper Networks will deploy the Paragon Automation solution:

- Juniper Networks will deploy Paragon Automation Software based on the configuration parameters agreed in the Solution Design Document in accordance with the Paragon Automation Platform Software latest deployment guide published on Juniper's website.
- Juniper will onboard (up to ten (10)) Juniper Networks devices powered, connected, and ready for provisioning in Target Network and perform initial testing to verify device reachability.
- Juniper will configure user authentication based on the supported protocols.
- Juniper will create up to ten (10) Paragon user accounts using built-in Role Based Access Controls ("RBAC").
- Juniper will create Device Profiles, Interface Profiles, Configuration Templates, and Network Implementation Plan for new Juniper devices to be onboarded based on End-User/Customer network design standards.
- Juniper will assist by making minor modifications which do not affect logic or provide new service types to service orchestration templates already existing in the Paragon Automation Software Release to ensure that templates meet Customer / End-User defined standards. Modifications will be applied for up to two (2) predefined Service Designs already existing in the Paragon Automation Software Release.

### Device Onboarding

After the software is deployed, Juniper will onboard up to ten (10) greenfield devices that are connected and ready for initialization. Onboarding process for additional greenfield devices and brownfield devices will be covered in Knowledge Transfer Workshop to enable Customer / End-User to turn up the remaining devices if any.

## 4. Knowledge Transfer Workshop

Juniper will remotely conduct a Knowledge Transfer Workshop for a maximum of 1 (one) day focused on the maintenance and use of the Paragon Automation software as deployed and configured in the Target Network covering the following:

- Paragon Automation use cases overview and design key features.
- Paragon Automation Configuration and Administration Basics
- Paragon Automation deployed Solution as described in Solution Design Document
- Greenfield and Brownfield Devices Onboarding process
- Paragon Automation Upgrading and Troubleshooting

Note: This Knowledge Transfer Workshop is project specific and does not replace Juniper Networks Product training for Paragon products.

## ADD-ON SERVICES

### 5. Active Assurance Use Case enablement

Juniper Networks will review the Customer's business and technical requirements for deploying Active Assurance Test Agents (up to twenty (20)) in Customer's Target Network. Requirements information may include:

- Number of Test Agents
- Test Agent Flavour Type and Installation Strategy
- Desired Test and/or Monitor Types
- Information on the Connectivity
- Definition of Active Assurance test/monitor use cases to be implemented (up to two (2))

Based on the Customer requirements and collected information, Juniper Networks will update Solution Design Document with:

- Active Assurance features Overview and Components
- Active Assurance use case configuration
- Connectivity Matrix
- Test Agent Deployment Strategy
- Production Ready Template Definitions, Thresholds and Alerts configuration for up to two (2) use cases
- Test Agent Inventory Management

#### 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 access to key stakeholders, point of contact and technical resources required for collaboration and technical decision-making for the duration of the Project. The point of contact will facilitate scheduling and communications and be the main contact for escalations.
- Define network device, topology, and configuration standards including system, logging, routing protocols, MPLS configuration, services configurations, etc.
- Identify the Juniper Network Devices to be onboarded to Paragon Automation as part of the project scope.
- Provide inputs and guidance to develop the Network Design for new Juniper Devices to be onboarded into Paragon.
- 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).
- 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, compute resources requirements, availability of features, and functionality during the pre-sales stage or Juniper-led proof-of-concept testing, prior to the purchase of Services.
- For Design Validation Testing provide any lab test gear for validating any design or feature testing.
- Prior to Software Deployment task, complete all physical installation, power, and cabling of servers.
- Prior to Device Onboarding task, complete all physical installation, power, and cabling of routers, and ensure routers are ready for initialization.
- Provide all required server infrastructure, hypervisors, and virtual machines on which to run Paragon Automation as per minimum required specs.
- Provide a VPN connection or suitable remote access facility for Juniper to permit the delivery of the services remotely.

## 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. 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 Paragon Automation solution adoption and deployment goals, with the deliverables listed previously.

The Services are designed to assist the End User in the deployment of the Paragon Automation 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 Networks Paragon Automation platform.
- Juniper Networks Junos® supported devices.

All service deliverables in the Services are available in English only unless otherwise specified in writing by Juniper.

## 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.
- Onboarding of Brownfield network devices.
- 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 3rd Party equipment or in-depth non-architectural assessment of 3rd party equipment that would require expert knowledge for a 3rd 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 Customer's Network.
- Assessment, (re)design, testing, resolution of any issues within the current Network, including issues unrelated to this Project.
- Product feature or functionality enhancements.
- Modification of templating logic of existing templates.
- Integration with existing network.
- Network design for network to be managed by Paragon Automation.
- Knowledge Transfer of topics not directly related to Paragon Automation.
- Anything not explicitly described in Section 6 of this document.

## 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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