

Partner Support Software Advantage

SERVICE DESCRIPTION DOCUMENT

Contents

1. Introduction.....	1
2. Eligibility and Purchasing	2
3. Service Features and Deliverables.....	2
4. Service Term.....	5
5. Support Services Specialist Responsibilities	5
6. Scope	6
About Juniper Networks.....	7

1. Introduction

This Services Description Document (“SDD”) describes Partner Support Software Advantage (the “Services”) that Juniper makes available only by Juniper Networks Authorized Support Services Specialist (“Support Services Specialist”) who are under current valid Support Services Specialist Agreement (“SSSA”) with Juniper Networks (or other written primary services agreement signed by Juniper Networks and Support Services Specialist and covering within its scope the terms and conditions under which Juniper will render support and maintenance services as subcontractor for Support Services Specialist’s activities within the domain supporting End Users’ Juniper Networks products).

The Services are designed to be rendered by Juniper Networks for its qualified Support Services Specialists as assistance in the Support Services Specialist’s support of specific Juniper Networks software product owned by or leased to a specific customer of Support Services Specialist who is the end user of such product (the “End User”).

Although the Services might involve Juniper’s interaction with and assistance to the End User, Juniper Networks does so as a subcontractor of the Support Services Specialist, and no rights or duties shall arise directly as between Juniper Networks and the End User as a result of Juniper undertaking the Services.

The Services are subject to the terms of this SDD and of the SSSA.

In the event of any conflict between the terms of this SDD and that of the SSSA; the terms of the SSSA shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the SSSA. In the event of any conflict between the terms of this SDD and Partner Support Service Description Document, the terms of the Partner Support Service Description shall take precedence.

2. Eligibility and Purchasing

The Services are rendered by Juniper directly to the Support Services Specialist to support End User's Juniper Networks products. Such Juniper Networks products so supported are herein referred to as the "Support Services Specialist-Maintained Juniper Networks Products" but only as long as they are also covered under a current, valid Juniper Networks Service Contract. Juniper Networks' commitment to provide Services to the Support Services Specialist for a stated Service Period (defined below) as evidenced by a Welcome Letter is referred to herein as a **"Partner Support Services Software Advantage Contract."**

Juniper Networks (or its representatives or contractors) will render Services to that Support Services Specialist which is both (A) identified as Support Services Specialist in a Proof of Entitlement under the JPLA for the Software, and (B) identified as Support Services Specialist in a Juniper Networks **"Welcome Letter"** furnished to the Support Services Specialist confirming the purchase of Partner Support Software Advantage Services, unless the license is a Subscription License. End User (defined in the JPLA) may be different from Support Services Specialist, and Juniper's obligation is to support only the Support Services Specialist.

A minimum of twelve (12) months of Services must be purchased for all eligible software products. Except as otherwise expressly set forth herein or in the applicable Order, a decision to terminate Services or otherwise not renew Services will not terminate the applicable Software licenses (this does not apply to Subscription License Software).

If End User purchases a license to the Software for installation on a Juniper hardware appliance that it purchases, then Partner Support Services is required for the hardware appliance as a prerequisite to purchasing Partner Support Software Advantage Services.

The Services cover only those Juniper Networks software products that are identified as the supported product in the purchase order placed with and accepted by Juniper Networks, and as to which products Support Services Specialist has identified to Juniper Networks in writing:

- The name and address of the principal place of business of the End User
- The model number (SKU) of the Software; and the serial number of the software (if the software is serialized)

The Software(s) that are under a coterminous contract between Support Services Specialist and End User for support of such Software (the "Partner Support Services Software Advantage Contract"). Subscription Licensed Software is eligible Software for which a Support Services Specialist rightfully holds a Proof of Entitlement to Software under a Subscription License (as defined in the SSSA). Support Services Specialist is entitled to its End User, Services described in this SDD for the applicable subscription period stated in the Proof of Entitlement (as defined in the SSSA).

If an Order Party fails to renew Services and allows the Service Period to expire for any Software, then in order to reinstate Services, (a) Juniper may require as a condition of reinstatement that the Support Services Specialist move to the then-current latest release of the Software or another then-supported release, and (b) Support Services Specialist shall pay in advance the applicable Services fees for the new Service Period together with the Reinstatement Fee defined in the Juniper Support Reinstatement Policy (posted at <https://support.juniper.net/support/pdf/guidelines/juniper-networks-services-support-inspection-reinstatement-policy.pdf>).

3. Service Features and Deliverables

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

3.1 JTAC Access

Support Services Specialist will have access to Juniper Networks® Technical Assistance Center (JTAC) engineers by phone and online 24/7/365 and without restriction as to the number of cases Support Services Specialist may open. As a single point of contact for all support needs, JTAC engineers will help diagnose, configure, and troubleshoot products and provide workaround solutions where necessary. JTAC engineers will provide assistance with product use and Software Patches,

Software Updates, and Software Upgrades as defined below. Service availability for any particular release of software is subject to limitations and restrictions under Juniper's software End-of-Life and End-of-Support policies (now posted at <https://support.juniper.net/support/pdf/eol/juniper-networks-end-of-life-policy-procedure.pdf>).

For details about opening a case, software downloads, support procedures, and case priority guidelines, please refer to the JTAC User Guide at <https://support.juniper.net/sites/support/pdf/guidelines/jtac-user-guide.pdf>.

3.2 Software Releases

During the Service Period, Juniper Networks shall make available to Support Services Specialist the Supported Updates (defined below) of the End User's Software covered under the Partner Support Software Advantage Contract Any such Supported Update shall be subject to the terms and conditions set forth below:

3.2.1 Rights in Supported Updates. For each Supported Update with regard to the Software (as defined in the JPLA) originally embedded in, delivered with, or consisting of the End User's Support Services Specialist-Maintained Juniper Networks Product, the Support Services Specialist's rights in any such Supported Update will be subject to:

- The terms of the JPLA
- Any applicable Entitlement (as defined in the JPLA) with respect to the original Software
- Those same restrictions and conditions that apply to the original Software

3.2.2 No Authority. The Support Services Specialist shall have no authority to expand the scope of any End User's rights or waive, alter, or remove any limitations, conditions, or restrictions with respect to End User's rights to any Software or Supported Updates. Any attempt to so expand any such End User rights or to waive, alter, or remove any such limitations or conditions shall be null and void and of no effect and shall constitute a material breach of the SSSA.

3.2.3 Definitions. As used herein,

- **Software Patch** means minor modifications to the Supported Software Product to address a specific problem and help restore the system.
- **Software Update** means a release of the Software comprising primarily error corrections (a collection of Software Patches) to the supported Software, sometimes also referred to as "maintenance releases." Software Updates do not typically contain any new or additional features beyond what was provided in the latest available Software Upgrade.
- **Software Upgrade** means a software release of the supported Software that may contain some new features or enhanced functionality.
- A "Supported **Update**" (or "Supported **Software Release**") of particular Software as of a particular time means any Software Patch, Software Update, or Software Upgrade of such Software then available generally without incremental fee to Support Services Specialist who have purchased and have in force a Partner Support Services Software Advantage Contract for the Software, provided, however, that Update excludes:
 - Any Chargeable Major Software Upgrade Releases (and any other Updates based on any such Chargeable Major Software Upgrade Release) that are made available after the original Software licensed to the End User, unless End User has separately purchased a license to such Chargeable Major Software Upgrade Release, and such Chargeable Major Software Upgrade Release is itself Support Services Specialist- Maintained Juniper Networks Product
 - Any Software Update that, under then-applicable Juniper Networks standard End-of-

Life/End-of-Support policies, is no longer eligible for support

- Any third-party proprietary software that is manufactured by a party other than Juniper or its affiliates and has not been incorporated into Juniper Software or the Services of Juniper or its affiliates

3.3 Online Support

During the term of the Partner Support Software Advantage Contract, Juniper Networks provides Support Services Specialist with self- service access to the [Juniper Networks Partner Center](#) and [Juniper Support Portal \(JSP\)](#), that provide information, answers, tools, and service options solely for the Support Services Specialist's internal use in supporting the End User's Software for which it has a valid, current Partner Support Services Software Advantage Contract. Offerings include, but are not limited to:

- Online case management: create new cases, check the status of existing cases, update cases with new information, and search by case numbers, Return Material Authorization ("RMA") numbers, and End User's own internal case reference numbers.
- Juniper Knowledge Center: ability to search thousands of articles, including configuration assistance, known issues, interoperability, and compatibility information.
- Problem Report (PR) Search: ability to access the most complete and up-to-date information about known Juniper Networks operating system defects. This tool allows you to search for defects by PR number, Junos OS release version, and keyword, providing upgrade analysis and impact information. Support Services Specialist can also subscribe to PRs of interest in order to receive automated updates as specific PRs change.
- Online Tools: various tools to help analyze hardware and software information such as configuration tool, translator, migration tool, etc.
- Technical Bulletins: timely notification on new features release, end of life, known product issues, etc.
- Security Advisories: provide known security vulnerability issues to help avoid network impact.

Use of online tools is subject to the following:

- Support Services Specialist shall have personal, non-transferrable, non- sublicensable, nonexclusive access during the term of the SSSA to JSP subject to limited use terms posted at such site, all solely for Support Services Specialist's internal use in support of End User's Support Services Specialist-Maintained Juniper Networks Products covered under Partner Support Services Software Advantage Contract.
 - Support Services Specialist shall maintain an active support contract to access resources on JSP related to the End User's Support Services Specialist-Maintained Juniper Networks Products. Support Services Specialist are not entitled to access JSP resources for any product that are not covered by an active Partner Support Services Software Advantage Contract.
 - Juniper Networks reserves the right in its discretion to limit or prohibit access by any Support Services Specialist or 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.
- 1) Except as provided in the below Clause (3), the Support Services Specialist shall not thereby have any authority or right to distribute any software to End User
 - 2) End User Access to JSP: The Support Services Specialist may register its own End User for access to JSP, provided that:
 - a) The Support Services Specialist shall be solely responsible for providing Juniper Networks with all requested information regarding the End User and End User's use or intended use of any Support Services Specialist-Maintained Juniper Networks Product; ensuring that all such information so provided is current, complete,

and accurate; and that Juniper Networks is immediately provided with updated information in the event any information earlier provided is no longer accurate or complete.

- b) The Support Services Specialist has obtained End User's written acceptance of Juniper's then current terms and conditions of use for the JSP and of then current terms and conditions of the JPLA.

- 3) Distribution of Supported Updates by the Support Services Specialist. The provisions of Section 2(g) of the SSSA (Updates and Documentation) shall apply, subject to limitations and restrictions set forth in applicable link(s) at the Juniper Networks Support Offering webpage.

4. Service Term

i. Service Term. Subject to Juniper's acceptance of a valid Purchase Order from Support Services Specialist, 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. Support Services Specialist Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon Support Services Specialist meeting the following obligations.

- Support Services Specialist must maintain an active SSSA and meet all requirements of the Juniper Partner Support Services (PSS) Program.
- Register at Juniper Networks JSP, register all Supported software and Site IDs, and keep all such information current, accurate, and complete at all times.
- Contact Juniper and provide all the required information to activate the Services entitlement, such as software serial numbers, to enable the support level and delivery of services.
- Provide information on the software releases currently running in the network and current configurations as and when requested by Juniper Networks 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.
- Properly train personnel in the use and application of the Software.
- Ensure that the requirements identified for the proper working of the Juniper Networks' solution are in place. These requirements may be documented in the product documentation or user guides, or additional recommendations may be communicated by the Juniper Networks team from time to time for proper delivery of Juniper Networks' services.
- Protect and back up the data and information stored on the computers/servers on which the Software is used and confirm that such data and information is protected and backed up before contacting JTAC for support. Juniper is not responsible for lost data or information in the event of errors or other malfunction of the Supported Software or computers/servers on which the Software is used.
- Advise Juniper of any information Juniper may reasonably request about the execution of the Services throughout the delivery of Services. If third-party participation and cooperation is required in order for Support Services Specialist to perform the Support Services Specialist responsibilities, Support Services Specialist shall be responsible for getting such

participation and cooperation. Support Services Specialist shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that Support Services Specialist will not meet one or more of the Support Services Specialist responsibilities.

- All Supported Updates provided to Support Services Specialist shall be subject to the terms of the JPLA that apply to the underlying Software or to amended license terms that apply to the Supported Updates. Support Services Specialist is not required to install every Supported Update on End User's Support Services Specialist- Maintained Juniper Networks Products as it becomes available from Juniper Networks. However, Support Services Specialist acknowledges that in order to obtain Services for problems with a Software release that is not then supported by Juniper Networks, and which cannot be corrected by implementation of a preexisting workaround or problem resolution, installation of a Supported Update may be necessary to address any such problems.

6. Scope

- Services shall be delivered remotely from an authorized Juniper location unless specified otherwise.
- All service deliverables in this offering are available in English only.
- Services exclude support for the following:
 - Operation of the Software other than in accordance with technical documentation and specifications furnished along with the Software
 - Issues arising out of the use of the Software other than as licensed to Support Services Specialist except as authorized under JPLA and associated Proof of Entitlement
 - Actual or attempted modification, alteration, or addition to the Software undertaken by Support Services Specialist or any third party
 - Software that is not covered under a current and valid Partner Support Services Software Advantage contract (including, without limitation, third-party software not licensed by Juniper)
 - Any customized deliverables created by Juniper specifically for Support Services Specialist as part of consulting services
 - Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from Customer 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.

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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