

Product Issue Impact Review

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Product Issue Impact Review Service (the “Services”) that Juniper makes available for purchase, by End Users of Juniper Networks products (each an “End User”) directly or through its Juniper authorized resellers.

The Services provide an in-depth analysis of software defects (bugs) found in the field that match the End User’s network profile and help determine the potential impact and risk for your network. The Services provide a complete and tailored list of issues specific to End User’s hardware, software and features deployed.

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.

A Subscription license purchased by End User shall be treated as including a Juniper Networks Support Services Contract for Juniper Care for purposes of this SDD.

2. Eligibility and Purchasing

The Services are available for purchase only (i) by an End User who holds a valid Juniper Care Support Contract or valid Partner Support contract and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in the Reseller's PO.

The Services cover only those Juniper Networks products as to which all of the following apply:

- 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.
- iii. The Juniper products are identified in the PO(s) for the Services placed with Juniper; and
- iv. The Juniper products and the address of their installation site have been properly registered with Juniper by serial number

The Service can be purchased by the End User using any one of the following methods:

- i. Using the Service specific SKU published on the Juniper published pricelist; or
- ii. Using Flexible Services Credits (FSC) with value equivalent to the list price of the Services SKU published on the Juniper published pricelist; or
- iii. By redeeming Advanced Services Credits (ASC) for each Services request.

Note, however, that in some scenarios (e.g., language services), the purchase price for Services may exceed what is set forth on Juniper's published pricelist. For further information, please contact your local Juniper partner, Juniper field sales manager or your assigned Juniper service business manager.

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 Defect Analysis

Juniper engineers will analyze the defects that match the End User's deployed network profile and determine the potential level of impact on the network (Critical, Major, Minor, None) based on End User's specific business and networking requirements.

1. Critical

Problems that severely affect service, capacity/traffic, billing, and maintenance capabilities and require immediate corrective action, such as (including but not limited to):

- A loss of service that is comparable to the total loss of effective functional capability of an entire system
- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
- Any loss of safety or emergency capability (e.g., 911 calls)

2. Major

Problems that seriously affect system operation, maintenance, administration, etc., and require immediate attention. The urgency is less than in critical service impact situations because of a lesser immediate or impending effect on system performance, End User, and the End User's operation and revenue, such as (including but not limited to):

- Reduction in any capacity/traffic measurement function
- Any loss of functional visibility and/or diagnostic capability
- Short outages equivalent to system or subsystem outages

3. Minor

Problems that are not traffic impacting and do not significantly impair the functioning of the system or do not significantly affect service to End User's

4. None

Problems that are related to configuration assistance, misuse of product, or feature requests

3.2 Exposure of Defects Probability

Exposure probability assessment of identified defects on the scale of High and Low, that the End User will encounter in their network:

- High— It is likely the End User will see the issue.
- Low— It is unlikely the End User will see the issue.

3.3 Recommendation

Recommendation on what course of action End User should take on the reported defects to avoid potential problems based on End User-specific business and networking requirements.

3.4 Reports

Consolidated reports on product issues and impact analysis.

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 this Service is conditional upon End User meeting the following obligations. The provision of this Service assumes that the End User will:

- Provide the current software releases and current configurations running in their network infrastructure. Also when requested by Juniper Networks to enable the delivery of the service deliverables mentioned in this offering
- Provide a target software version for each Services request
- Provide software inventory along with configuration data as well and when requested by Juniper Networks to enable the delivery of the service deliverables in this offering

- Provide a primary and backup technical contact who will be responsible for providing the network information required for the service deliverables in this offering
- Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the service deliverables in this offering
- 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 communicated by the Juniper Networks team from time to time for proper delivery of Juniper Networks' services
- 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 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 aware or has reason to believe that the End User will not meet any of the End User responsibilities

6. Availability

- Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing.
- 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 Services may be prohibited by law or regulation.
- All Services deliverables in this offering are available in English only unless otherwise specified in writing by Juniper.
- Service shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, Monday through Friday, excluding Juniper-observed holidays.
- Juniper's obligation to perform any particular 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

7.1 The unit price for this service offering is limited to one (1) report and cover only one (1) target software version. The number of reports needed is determined by hardware platform, configuration technology functions (e.g., BNG, Core and Edge or Others) and target software version. The products for the purpose of creating one (1) report is defined as following:

- Juniper Networks MX Series
- Juniper Networks MX-BRAS
- Juniper Networks PTX Series
- Juniper Networks ACX Series
- Juniper Networks SRX Series
- Juniper Networks EX Series
- Juniper Networks EX9200
- Juniper Networks QFX Series

7.2 Services deliverables are based on the network profile information provided by the End User or collected through Support Automation tools. The scope of this offering may vary and be restricted if the required information and documentation are not provided completely.

7.3 The Services report includes the bugs considered relevant that have been discovered prior to the preparation of the report.

7.4 Although every attempt is made to ensure that the Product Issue Impact Review report is as comprehensive as possible, Juniper Networks can't guarantee that the review includes a complete list of issues End User may encounter due to the inherently complex nature of bugs.

8. Exclusions

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

- Maintenance window assistance *
- Problems with Products or software or parts thereof that are past their End of Support (as provided for in Juniper's EOL/EOS Policies) date
- Lab Testing *
- Code Upgrade Support *
- Unauthorized third-party products
- Gray market products
- End User or third party modified software code

** Separate services offerings available. For further information, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager.*

9. Glossary

Network profile: Network configuration, feature, and platform information for a given Juniper Networks device

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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