

# Remote Technical Consultation Service (QnA)

## SERVICE DESCRIPTION DOCUMENT

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### 1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Remote Technical Consultation Service (QnA) (the “Services”) that Juniper makes available for purchase, by End Users of Juniper Networks products (each, an “End User”) directly or through Juniper authorized resellers.

The Services is a follow-on remote technical consultation which provides End User with access to Juniper engineer who will provide technical advice or address any in-depth questions relating to the report(s) or recommendations delivered to the End User as a result of delivery of any previously requested network optimization consulting service pre-packed remote network optimization services.

The Services are subject to the terms of this SDD and of 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> or such other URL that Juniper may designate from time to time (or another written master services agreement signed by Juniper Networks and End User 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 this SDD shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the JPLA.

### 2. Eligibility and Purchasing

The Services are available for purchase only (i) by End User who holds a valid Juniper Care contract or valid Advanced

Partner Support contract or Advanced End User Support contract and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in Reseller's Purchase Order.

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

Juniper Network will use commercially reasonable efforts to provide remote technical assistance to End User for following scenarios (including but not limited to):

- Assign a designated Juniper Networks engineer to the End User
- Provide technical consultation to the End User for any questions, concerns or issues raised related to the recommendation or report(s) previously delivered by Juniper to the End User as part of any Services in the Network Optimization Consulting Services Offerings

### 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 Network's obligation to provide the applicable Service is conditional upon End User meeting the following obligations. The provision of the Service assumes that the End User will:

- Provide information on the current network design, software releases and current configurations running in their

network infrastructure. Also, when requested by Juniper to enable delivery of the Service deliverables mentioned in this offering

- Provide maintenance window information any business or technical constraints End User may have
- 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.
- All Services deliverables in this offering are available in English only unless otherwise specified in writing by Juniper.
- Services, which are delivered remotely, are available to any End User location (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.
- 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 End User understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of certain parts of the Services.

7.2 The unit price for the Services is limited up to five (5) hours within one (1) business week.

7.3 Any onsite presence requested by the End User will be at an additional price specified to the End User in writing by Juniper.

7.4 The service is limited to the network activities related to Juniper products in the End User's network.

## 8. Exclusions

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

- 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.

- Unauthorized third-party products.
- Gray market products.
- End User or third party modified software code
- Lab Testing\*
- Code Upgrade/downgrade Support and recommendations\*

\* 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

JTAC: Juniper Technical Assistance Center

## 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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