Software Lifecycle Management Service

SERVICE DESCRIPTION DOCUMENT

Contents

1. Introduction

This Services Description Document (this "SDD") describes Juniper Networks® Software Lifecycle Management Service (the "Services") that Juniper makes available for purchase by end users of Juniper Networks products (each, an "End User") directly or through authorized Juniper Networks' resellers (each, "Reseller"). The Services are an annual subscription for software release management that delivers a software selection methodology. The key deliverables are a named designated remote consulting engineer, a software selection process for the target software release, and on-going monitoring of all new major and critical bugs that are service impacting during the subscription period. The Services includes a virtual kick-off meeting and a final review meeting.

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.

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

Juniper will use commercially reasonable efforts to provide the End User with the following services features and deliverables:

3.1 Kick Off Meeting

Virtual kick off meeting with End User's key stakeholders to review the End User's requirement's, project scope and milestones, Juniper and End User's responsibilities, data collection, and the delivery process.

3.2 Assigned Technical Resource

Juniper will assign a named designated remote consulting engineer to work with the End User during the contracted subscription period.

All Services deliverables in this offering are available in English only unless otherwise specified in writing by Juniper.

3.3 Software Selection Methodology

- The software selection process includes: check End-of-Life (EOL) for hardware and software, check the earliest software supporting the planned new hardware and planned new feature, check general indication of software confidence, prioritize the Problem Reports (PRs) fixes in the target release, , and check the deployed releases.

- At Juniper's discretion, the designated remote consulting engineer may recommend committing to the original target release or may recommend another target release.

- Prioritization of the identified software fixes for critical PRs that need to be included in the target release.

- Review of the upgrade path and procedure.

3.4 Final Review Meeting

Virtual final review meeting with the End User to address concerns, answer questions, and provide general guidance.

3.5 On Going Monitoring

- Monitor all new major and critical bugs that are service impacting during the contracted subscription period.

- Monitor the PRs on the deployed release, determine the impact, and set up a regular virtual readout based on the agreed upon cadence with the End User.

- Email End User's contacts with updates as needed.

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:

- Participate in the initial kick off meeting, the final review meeting, and ongoing communications with Juniper to help in the delivery of the Service.

- Document the High-Level Design (HLD) and Low-Level Design (LLD) Method of Procedure (MOP).

- Document the Plan-of-Record.

- Provide the data requested in KB31412 and its applicable child articles: KB31413 KB31417

- Provide a primary and backup technical contact who will be responsible for providing the network information required for the service deliverables in this offering.

- Provide up-to-date network profile information.

- 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

The Services deliver a software selection process for one (1) target software release and one (1) network function during the twelve (12) month subscription period.

End User understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of certain parts of the Services.

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.

8. Exclusions

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

- Lab testing.

- Juniper developed MOP.

- Code upgrade support.

- Maintenance window assistance.

- Problems with Juniper Networks Products 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.

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.

Corporate and Sales Headquarters

Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
www.juniper.net

APAC and EMEA Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: 31.0.207.125.700