

Juniper Solution Support Service

SERVICE DESCRIPTION DOCUMENT

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1. Introduction

This Service Description Document (“SDD”) describes the Juniper Solution Support Service (the “Services”) that Juniper makes available for purchase by end users of Juniper products (the “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-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 (as defined in the JPLA) license purchased by End User shall be treated as including a Juniper Networks Support Services Contract for Juniper Care (details found at: Juniper Care Service Description Document) for purposes of this SDD.

The Services provide a supplemental support contract for Juniper solutions, including support for Juniper products, approved third-party products sold by Juniper, solutions consist of third-party vendor(s) where Juniper has a predominant participation with Juniper products, and software products delivered by Juniper Professional Services in the solution.

2. Eligibility and Purchasing

The Services are available for purchase only (i) by certain qualified End Users solely for their own internal use and (ii) by Juniper Networks authorized resellers or by Juniper authorized distributors solely for resale to the End User identified by name and address in such authorized 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 and that are under a current valid Juniper Care services contract, and, for each such product only, only during the term of its associated contract. The Services must be purchased for a fixed term lasting for a period of at least twelve (12) months unless otherwise agreed to in writing by Juniper for the purposes of co-termining an End User's multiple Service Contracts. Any such purchased commitment by Juniper to provide Services is referred to herein as a "Juniper Service Contract."

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

- (i) End User is using the products.
- (ii) End User has purchased or leased such Juniper products from either Juniper or its reseller or its distributor.
- (iii) The products are identified in the purchase order(s) for the Services placed with Juniper.
- (iv) The Products and the address of their installation site have been properly registered with Juniper by serial number.

The Juniper Networks products which satisfy the conditions set forth in clauses (i) - (iv) immediately above are referred to as the "Supported Juniper Products," but only for the term of the Juniper Service Contract [or renewal thereof] under which they are covered.)

Prerequisites include the appropriate Juniper Care, AI Care, Partner Support Service contract(s) and appropriate third-party maintenance and support contract(s). The Services as described in this document are intended to supplement product-level maintenance and support contracts from Juniper and its authorized third-party product vendors. Prior to, or in conjunction with, purchasing the Services, the End User should, at a minimum, purchase a Juniper Care contract and/or a Juniper Care Software Advantage contract covering all of the Juniper products in the solution. For third-party products in the Juniper solution, the End User should have a support contract in place with the appropriate third-party vendor(s).

3. Service Features and Deliverables

Juniper will use commercially reasonable efforts to provide the End User with the Services. The Services include access to a Juniper Solution Support Team. Each issue will be assigned and routed to a Solution Specialist, who will be accountable for the issue until resolution.

3.1 Access to Solution Specialist Team and Assigned Solution Specialist

The End User will have unlimited access to Juniper Networks® Technical Assistance Center (JTAC) Solution Specialist Team by phone and online on a twenty-four (24) hours per day, seven (7) days per week basis.

Support Cases will be assigned and routed to a Solution Specialist who will be a single point of contact, and accountable for the cases until resolution, no matter where the problem resides, whether in the Juniper products or third-party products that are authorized for use in the solution.

The Solution Specialist will manage all Support Cases, provide end-to-end case management, triage cases, data collection and analysis, engage and coordinate with third-party vendor(s), and provide support for software developed by Juniper Professional Services team, and provide workaround solutions, if necessary.

Priority issues will be escalated to senior management.

For details on how to access JTAC support, JTAC response time guidelines, problem reporting and escalation procedure, case workflow, and customer communication guidelines, please refer to the JTAC User Guide at <https://www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf>

3.2 Root Cause Analysis

For Support Cases deemed Priority 1 level (or P1) (definition and examples for Priority 1 Support Cases are as set forth in the Juniper Networks Technical Assistance Center User Guide JTAC User Guide), and where a Juniper product or solution has been deemed to be the root cause, Juniper will provide the End User with a written Root Cause Analysis report for all technical issues within the solution. Performance and availability of root cause analysis are dependent upon the third-party vendors within the solution providing the necessary information in a timely and accurate fashion. This report is available from Juniper upon the End User's request.

3.3 Reporting

As part of the Services, Juniper provides to the End User monthly reports that will show the total number of Solution Support Cases opened, closed, and pending. In addition, Juniper will provide the End User with Support Case details, including product type, issue reported, final issue resolution, and case closure time frame.

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

a) All Supported Releases provided to the End User shall be subject to the terms of the license agreements that apply to the underlying software or to amended license terms that apply to the Supported Releases. End User is not required to install every Supported Release as it becomes available from Juniper. However, End User acknowledges that in order to obtain support for problems with software that is not a Supported Release and which cannot be corrected by implementation of a pre-existing workaround or problem resolution, it may be required to upgrade to a Supported Release to address any such problems.

b) The End User must have active maintenance support contracts for all elements of the solution including Juniper products, third-party vendor(s), and software products developed by Juniper Professional Services.

c) For any problem identified as a P1, the End User will provide Juniper or its authorized service representative with access to the affected network environment and will assign a technical contact for Juniper.

Furthermore, if Juniper determines that its technical personnel need access to the End User's network in order to remotely diagnose a problem, the End User will ensure that Juniper's personnel have the necessary level of authorized access to such network. End User has the right to observe such access.

d) End User will maintain a reasonable number of support engineers who are trained on Juniper products.

e) The End User's support engineers must be proficient in the operation of all products within the solution and be able to perform basic hardware and software configuration and troubleshooting. All communication to Juniper engineers of End User's issues and responses will be conducted in English. End User shall pay for support rendered by Juniper due to modifications not authorized by Juniper at Juniper's then prevailing rates for time and materials.

f) End User shall inform Juniper about any role changes or resignations of its support engineers so that their individual Juniper Support Portal (JSP) accounts can be modified/deactivated as needed.

- g) End User is responsible for maintaining a backup of the configuration that can be used to restore the device. Juniper is not responsible for lost data or information.
- h) The End User may provide the above product information to Juniper in the purchase order for each product. If the End User physically moves any product from the original site to another location, they must notify Juniper immediately to update their support contract. Prior to Juniper's receipt of such notification, Juniper will not be liable for any lapses in service coverage or hardware delivery delays with respect to such product. Where equipment is relocated to other countries, Juniper reserves the right to charge a relocation fee on a per-chassis basis. The fee will be calculated based on the difference between service charges for the two countries as shown in the Services price list.
- i) For authorized third-party software or virtualized network functions (VNFs) in the approved Juniper solution, the End User should have a support contract in place with the authorized third-party software or VNF vendor.
- j) When requested by Juniper, the End User must provide information on the current software releases running in the network and current configurations to enable delivery of the service deliverables mentioned in this offering.
- k) The End User must provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Services.
- l) The End User must ensure that the requirements identified for the proper working of the Juniper solution are in place. These requirements may be documented in the product documentation or user guides or additional recommendations communicated by the Juniper team from time to time for proper delivery of Services.
- m) The End User must provide Juniper with any information Juniper may reasonably request about the execution of the Services throughout the delivery process. If third-party participation and cooperation is required in order for the End User to perform its responsibilities, the End User will be responsible for securing such participation and cooperation.
- n) End User shall provide written notice to Juniper as soon as it becomes clear or there is reason to believe that the End User will not meet any of its End User responsibilities.
- o) The End User must refrain from requesting any RMA in connection with a product that is not then a Juniper supported product, and refrain from requesting any RMA for third-party products.

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.

Services are available for a minimum fixed duration of twelve (12) months.

7. Scope

Services will be delivered remotely from an authorized Juniper location, unless otherwise specified.

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

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

Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from the 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:

- a) Non-approved third-party devices or product in the solution not provided by Juniper, or problems associated with or arising directly or indirectly from such components
- b) Problems with product installed by any party other than (a) Juniper or (b) a party authorized by Juniper
- c) Problems with products that have been modified without Juniper's written consent by any person (including unauthorized modifications by Support Services Specialist
- d) Problems relating to incompatibility of the product with non- approved third-party vendors' devices
- e) Product that is damaged other than through the negligence or willful misconduct of Juniper or its employees
- f) Problems caused by the use of the product other than in accordance with applicable documentation
- g) Problems with products where the End User did not provide the required product information
- h) Problems caused by the misuse or abuse of product generally
- i) Problems with software that is not a Supported Release
- j) Problems with products that were not purchased directly from Juniper or any authorized Juniper reseller unless such products have been inspected, repaired, and certified by Juniper prior to the commencement of any Juniper Services
- k) Problems with products or parts thereof that are past their end-of-life (EOL) date

Furthermore, without prior notification, Juniper is not responsible for modifying or terminating the Juniper Support Portal accounts that belong to the End User's employees who change roles or resign from their positions.

End User may, at its sole discretion, request that Juniper provide support for one or more of the above excluded problems. If Juniper does attempt to resolve one or more of the above excluded problems based on the End User's request, End User agrees to pay for such support at Juniper's applicable rates for time and materials.

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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