Juniper Care

SERVICE DESCRIPTION DOCUMENT

Contents

1. Introduction

This Services Description Document ("SDD") describes Juniper Care Services Offering (the "*Services*") that Juniper makes available for purchase by End Users of Juniper Networks products (each, an "*End User*") directly or through its authorized resellers.

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-notices/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.

The Terms of Service for Support API provided by Juniper Networks as part of the Services are subject to the Juniper Networks Support API Terms of Service, a copy of which is posted at https://support.juniper.net/support/legal/supportapitos/ (or another written terms of service document signed by Juniper Networks and End User and covering within its scope the terms and conditions under which Juniper Networks will provide the Support API) (herein, the "TOS").

2. Eligibility and Purchasing

Juniper Care Services are available for purchase only (i) by certain qualified End Users solely for their own end use 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 must be purchased for a fixed term lasting at least 12 months unless otherwise agreed to by Juniper Networks for the purposes of co-terming an End User's multiple Service Contracts. Any such purchase of Services is referred to herein as a "Juniper Networks Service Contract."

The Services cover only those Juniper Networks hardware products and software products on physical platforms as to which all of the following apply:

1) End User is using the products;

2) End User has purchased or leased from either Juniper Networks, or a Juniper Networks authorized reseller;

3) The products are identified in the Purchase Order(s) for the Services placed with Juniper; and

4) The products and the address of their installation site have been properly registered with Juniper by serial number

These Juniper Networks products are referred to as the "Supported Juniper Products," but only for the term of the Juniper Networks Service Contract (or renewal thereof) under which they are covered and only for so long as such products have not reached End-of-Support (EOS), as more specifically described in Section 3.2.2.

A Subscription License (as defined in the JPLA) purchased by End User shall be treated as a Juniper Care Core Support Service Contract for purposes of this SDD.

Table 1. Juniper Technical Support Options

	Core	Core Plus	Next-Day Delivery	Next-Day Ship	Next-Day Onsite	Same-Day	Same-Day 2-Hour	Same-Day Onsite
JTAC access	•	•	•	•	•	•	•	•
Software releases	•	•	•	•	•	•	•	•
JSP online support	•	•	•	•	•	•	•	•
Hardware Replacement Option: Return-to-Factory		•						
Advanced Hardware Replacement Option: Next- Business Day Advanced Replacement part delivery			•		•			
Advanced Hardware Replacement Option: Next- Business Day Advanced Replacement part shipment				•				
Advanced Hardware Replacement Option: Same-Day 4-Hour Advanced Replacement part delivery						•		•
Advanced Hardware Replacement Option: Same-Day 2-Hour Advanced Replacement part delivery							•	
Onsite technician					•			•
Service APIs	•	•	•	•	•	•	•	•
Juniper Software Support Evaluation Tool - JSSET	•	•	•	•	•	•	•	•
Juniper Support Insights	•	•	•	•	•	•	•	•

In addition to the technical support options provided above, Juniper also offers Juniper Care Software Advantage Support Services for certain selected Juniper Software Products. Please refer to Juniper Care Software Advantage Support Services Description Document at https://www.juniper.net/assets/us/en/local/pdf/service-descriptions/9060083-en.pdf.

3. Service Features and Deliverables

Juniper will use commercially reasonable efforts to provide End User with the Services. The Services may include access to Juniper technical support engineers, software releases, online tools, Hardware Replacement Options (including the Advanced Hardware Replacement Options set forth in Table 1 below).

There are eight (8) service contracts from which the End User can choose based on business needs. These include Core, Core Plus, Next- Day Delivery, Next-Day Ship, Next-Day Onsite, Same-Day, Same-Day 2-Hour, and Same-Day Onsite. Please see Table 1 for a breakdown of the features included in each service contract option. In the event that Software licenses are offered and sold separately from the Juniper Hardware, and Juniper offers separately chargeable Services for such Software licenses ("Software Service Contract"), then where End User has purchased such Software Service Contract, Juniper Networks will only provide Juniper Care Core Services for such Software licenses, and such Software Services are not included in any separately purchased Hardware Replacement Options Service Contracts.

3.1. JTAC Access

With Juniper Networks Technical Assistance Center (JTAC) support, End User will have unlimited access to JTAC engineers by phone and online 24/7/365. JTAC engineers will help diagnose system problems, configure, troubleshoot, and provide workaround solutions where necessary. Automatic escalation alerts to senior management are triggered on all priority issues.

For details on the JTAC support center structure, how to access JTAC support, JTAC response time guidelines, problem reporting and escalation procedures, case workflow, and customer communication guidelines, please refer to the JTAC User Guide at https://www.juniper.net/content/dam/www/assets/resource-guides/us/en/jtac-user-guide.pdf

3.2. Software Releases

During the term of the Juniper Networks Service Contract, Juniper Networks shall make available the Supported Updates (as defined below) to End User solely for support of the End User's Supported Juniper Product, 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 Supported Juniper Product, the End User's rights in any such Supported Update will be subject to:

- The terms of the EULA

- Any applicable Entitlement (as defined in the EULA) with respect to the original Software

- Those same restrictions and conditions that apply to the original Software

3.2.2. Definitions

(1) (As used herein, "Supported Updates" (or "Supported Release") as of a particular time means any Update (as defined in the JPLA) of the Software consisting of or then available generally to End Users of the Juniper Networks product, provided, however, that Supported Update excludes:

Any Chargeable Releases (defined below) (and any other Updates based on any such Chargeable 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 Release, and such Chargeable Release is itself Juniper Networks product.

Any Separately Licensable Feature (as defined in the JPLA) embedded in or otherwise associated with the Software (and any Updates of any such Separately Licensable Feature), unless End User has separately purchased a license to such Separately Licensable Feature, and such Separately Licensable Feature is itself a Supported Juniper Product; and

Any Update that is no longer eligible for support under applicable Juniper Networks standard End-of-Life/End-of- Support policies.

For the avoidance of doubt, after a Juniper Supported Release reaches End-of-Support (EOS), Juniper will have no obligation to perform support services of any kind for the affected Supported Release.

Note that availability of such release at any particular time is subject to then current software End-of-Life and End- of-Support policies posted at https://support.juniper.net/support/pdf/eol/juniper-networks-end-of-life-policy-procedure.pdf

(2) "Chargeable Release" means a release of Software that, due to its enhancements in functionality or performance from prior releases, is made available by Juniper Networks only upon payment of a separate license fee specifically for that release.

3.3. Online Support

During the term of the Juniper Networks Service Contract, Juniper provides End User with self-service access to the Juniper Support Portal (JSP) online portal, which provides information, answers, tools, and service options for End User's use in supporting Supported Juniper Product. 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, 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. End User 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:

- End Users shall have personal, non-transferrable, non- sublicensable, nonexclusive access during the term of the JPLA to Juniper Support Portal (JSP) subject to limited use terms posted at such site, all solely for End User's internal use in support of Juniper Networks product covered under Juniper Networks Service Contract.

- End User shall maintain an active support contract to access resources on JSP related to the Supported Juniper Products. End Users are not entitled to access JSP resources for any product that are not covered by an active Juniper support contract.

- Juniper Networks reserves the right in its discretion to limit or prohibit access by any 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.

3.4. Hardware Repair/Replacement Options

There are five (5) Hardware Replacement Options that End User may select based on business needs:

- Return-to-Factory
- Next-Day Delivery
- Next-Day Ship
- Same-Day
- Same-Day 2-Hour

3.4.1. Definitions of key related terms:

- "Business Day" in connection with a particular JTAC facility, service manager, or other Juniper Networks resource supporting Juniper Networks Services means Monday through Friday, 8:00 a.m. to 5:00 p.m., in the time zone where such resource is located, excluding local holidays.

- "FRU" means the hardware component or subassembly that Juniper determines is replaceable. (Furnishing of supplies, accessories, or the replacement of expendable parts such as cables, power cords, and rack mounting kits are not included.)

- "Ship-to Address" means a warehouse or other person-operated facility within the applicable Service Availability Area and which is either (i) the installation site of affected product or other facility of End User (or of the End User's agent or contractor) designated by the End User in its request for RMA, but only if the End User also designates therein in writing the name and office address (including country name) of that End User and of such End User agent or contractor, as applicable; or (ii) otherwise, the End User's facility.

- "Service Availability Area" means with respect to any Juniper Networks Service Contract or renewal, the city and zip/postal code associated with the Support Availability Verification Number (as generated by Juniper's online Support Availability Tool) designated in the Purchase Order for such contract or renewal.

3.4.2. Hardware Support Exclusion

After a Juniper Supported Product that is hardware (including a FRU) reaches End-of-Support (EOS), Juniper will have no obligation to perform support services of any kind for such product. If a FRU and the chassis in which it is designed for use are under separate End-of-Life Notifications (EOLNs), then the earlier of the separate milestone date will take precedence with respect to the FRU.

3.4.3. Hardware Replacement Options description:

- Return-to-Factory

Juniper Networks will replace or repair the field-replaceable unit (FRU) identified in the Juniper-issued RMA and ship the replacement or repaired FRU, as applicable, to the Ship-to Address within 10 Business Days after Juniper's receipt of the defective FRU at the specified RMA return location. The repaired or replacement FRU may be shipped from a Juniper regional distribution center.

- Next-Day Delivery

Juniper Networks will deliver FRU replacements at the Ship-To Address in advance of receiving returned defective hardware on the next Business Day, provided that the RMA is issued by 3 p.m., local time (based on ship-to address), on a Business Day. If the RMA is issued after 3 p.m., Juniper Networks will deliver the replacement FRU on the 2nd Business Day. "Next-Day Delivery" is subject to availability.

- Next-Day Ship

Juniper Networks will ship FRU replacements to the Ship-To Address in advance of receiving returned defective hardware on the next Business Day if the RMA is issued by 3 p.m. local time (based on ship-to address. If the RMA is issued after 3 p.m., Juniper Networks will ship on the Business Day following the next Business Day. The replacement FRU will be shipped from regional distribution center. "Next-Day Ship" is subject to availability.

- Same-Day

Juniper Networks will deliver FRU replacements to the Ship-To Address, 24 hours a day, 7 days a week, within 4 hours of issuance of RMA in advance of receipt of defective hardware. "Same Day" is subject to availability.

- Same-Day 2-Hour

Juniper Networks will deliver FRU replacements to the Ship-To Address, 24 hours a day, 7 days a week, within 2 hours of issuance of RMA in advance of receipt of defective hardware. "Same Day 2-Hour" is subject to availability.

3.5. Onsite Technician

Depending on the installed location and service availability, upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to the installed site. Once there, the service technician coordinates with JTAC and End User for final resolution of the problem, and End User will return the defective product to Juniper Networks.

If End User requires on-site support but has not purchased a Juniper Networks Services Contract that includes on-site support, then, upon End User's request and subject to payment of fees described below, Juniper Networks will use commercially reasonable efforts to dispatch a technician to the installed site within a timeframe to be determined by Juniper Networks based upon the availability of resources. In such case, End User will be billed at Juniper Networks' then-applicable standard rates for time and materials, and for reasonable travel and living expenses. In either case, provision of onsite support is subject to the following limitations:

i) On-site support is limited to Hardware replacement only; Juniper Networks does not provide On-site assistance for software troubleshooting, or any software related issues.

ii) On-site support may not be available for some Juniper Networks products or in some geographic regions and may require a "set-up" period before they can be made available to End User. During such set-up period, Juniper Networks will use commercially reasonable efforts to provide to End User the closest available service with

respect to such product line or in such geographic region.

iii) End User acknowledges that Juniper Networks intends to subcontract to local affiliates or third parties the performance of On-site Support in certain countries, in which case such subcontractor shall be directly and primarily liable to End User for performance of such subcontracted services.

3.6. Service APIs

As part of the Services, Juniper Networks grants End Users access to and usage of the Juniper Service APIs.

The Case API is a well-defined set of REST APIs that enable clients (Juniper customers) to integrate their support CRM/ticketing systems with Juniper's support CRM system. As part of this B2B integration, clients can:

- Automatically create a case/service request (SR) in Juniper's support CRM system based on a case/ticket/incident in their system;
- Manage the case/SR lifecycle via this API channel (for example, to update the case, attach files, escalate the case, or request case closure); and
- Receive asynchronous updates to the case/SR made by Juniper support engineers, and/or other channel updates, without the need to poll.

The Juniper Quote, Asset, Contract, and EOX APIs allow customers to automate development and manage the lifecycle around Juniper devices.

For detailed API onboarding, documentation, definition, and support models, please refer to the documentation found on the Juniper Developer Portal.

3.7. Juniper Software Support Evaluation Tool-JSSET

As part of the Services, Juniper Networks grants to End User access to and usage of the Juniper Software Support Evaluation Tool (JSSET). JSSET is a secure web portal that provides the ability to build customized queries of Junos OS software defects that may have a critical or major impact on the customer's network. The queries are based on a defined customer profile (Junos version and hardware inventory). The results can be previewed in the portal in order to make an impact assessment and export the relevant data to pre-formatted reports for offline review and actioning.

3.8. Juniper Support Insights

To the extent that End User has purchased an active subscription thereto, End User will have access to and usage of Juniper Support Insights (JSI). Access and use are subject to the terms and conditions of the Juniper Purchase and License Agreement ("JPLA").

Juniper Support Insights extends AI-driven support to Junos devices, giving IT and network operations teams proactive, operational health insights across their entire network. Juniper Support Insights connects Junos-based platforms to the Juniper Cloud for actionable intelligence that can be used to optimize the network and streamline network operations. Data is collected, correlated with Juniper support data, and then curated into actionable insights. Juniper Support Insights provides access to a secure portal, as part of the Juniper Support Portal, to manage device onboarding and discovery as well as view the JSI Operational Dashboards and Reports. For specific details on (i) JSI in general, refer to the then-current JSI data sheet (JSI Data Sheet), and ii) JSI security and privacy, refer to the JSI Security and Privacy Overview Technical Brief.

3.9. Additional Limitations

The turnaround time commitments above shall not apply in cases where End User submits bulk RMAs (either more than one (1) of the same FRU or more than five (5) of different FRUs on the same RMA.). In those cases, Juniper Networks will support bulk RMAs subject to FRU availability. All FRUs within a chassis must be covered by the same support level as the chassis.

Same site support requires any customer to have the same level of support coverage for all like products at a specific site location, including chassis, PSU, line cards, and all components that encompass a single product.

Support for the software (including subscription software license) installed on the Juniper hardware device can be

supported only if the installed hardware device is under an active support contract.

For the initial term of a Service Contract, Juniper will begin stocking local depots with FRU replacements upon the Juniper Networks Service Contract start date. Until the depots are stocked, Juniper will use commercially reasonable efforts to meet the replacement delivery obligations in the Service Contract. Commercially reasonable efforts to meet delivery obligations in the Service Contracts while local depots are being stocked will also apply to the following scenarios:

- Moving Supported Juniper Products to a different location (without enough advance notice to Juniper).

- Upgrading existing Services to Same-Day 2-Hour, Same-Day, or Next-Day Service options.

- Reinstating lapsed Services.

It is the End User's responsibility to confirm the availability of a Service Contract in a particular location in the Juniper Services Availability Tool, currently available at: https://serviceavailability.juniper.net/ serviceavailability/

In the event a Service Contract is purchased for a location where the chosen Hardware Replacement Option is not available, Juniper Networks reserves the right to terminate the Service Contract and will work with the End User to identify Hardware Replacement Options that are available in such location.

For Same-Day 2-Hour, Same-Day, Same-Day Onsite, Next-Day or Next-Day Onsite Service contract, service delivery times are subject to weight and size of the replacement unit. For replacement units exceeding a gross weight of 32 kgs/70lbs, special requirements may be necessary to deliver (ship, load, and unload) or install. The site accepting the delivery will require a heavy load receiving capacity to ensure occupational safety. Juniper shall use commercially reasonable efforts to deliver the replacement unit in a timely manner.

3.10. End of Life

From time to time, Juniper Networks may find it necessary to discontinue products and services and announce their end of life. The Services are subject to the product End of Life Notification and Juniper End of Life policy located at https://www.juniper.net/support/eol/ and follow the below guidelines. Any defined terms used in this Section 3.10 and not otherwise defined in this SDD have the meanings ascribed thereto in Juniper's End of Life policy.

   3.10.1. End of Life guidelines on Products:

   a.   Effect of LOD:

      i.   New Support Services Contracts: After LOD, no further new contracts for support services for the affected product(s) will be sold.

         1.   Exception: Where a product warranty lapses after the LOD, then new support contracts for that product may still be purchased prior to the warranty lapse date.

      ii.   Support Contract renewals: Customers may purchase support contract renewals after the LOD, but only if the renewal period commences on the date the existing support contract period expires. In other words, post-LOD, no renewal is available after a lapse of support service coverage.

      iii.   Support Contract upgrades: Customers may NOT upgrade support contract levels after LOD, regardless of whether the upgrade is sought in mid contract term or on renewal of the contract. For example, after LOD, a Core contract may not be upgraded to Core Plus, Next Day or Same Day.

      iv.   Reinstatements: No reinstatement of support services contracts will be allowed after LOD date.

   b.   Effect of Hardware Replacement Step Down Date:

   For a product part number that has an EOL/LOD date prior to June 1st 2018, the following RMA step down policy applies subject to different terms specified in the applicable EOLN:

      - RTF (Return-to-Factory) support generally is available until EOS.

      - Juniper's commitment to furnish Same Day and Same Day Onsite replacement services generally ends two (2) years after LOD; From that day ("Same Day Support Discontinued" or "First Service Step Down Date"), the available services offerings for the affected product will be capped at Next-day and Next-day Onsite support.

- Juniper's commitment to furnish Next Day, Next Day Ship and Next Day Onsite support services generally ends four (4) years after LOD; From that day ("Next Day Support Discontinued or "Second Service Step Down Date"), the available services offerings for the affected product will be capped at RTF and AR-5 support. Next-day and Next Day Onsite support will be discontinued.

- Juniper's commitment to furnish AR-5 repair/replacement service level to Support Services Specialists under PAR-type service contracts generally ends on EOS date.

- If a customer has purchased an RMA repair/replacement service level that is discontinued under this EOL policy, the customer shall be afforded service at the highest service level still available.

For a product part number that has an EOL/LOD date on or after June 1st 2018, the following policy applies subject to different terms specified in the applicable EOLN:

- RTF (Return-to-Factory), AR-5 service, Next Day, Next Day Onsite, Same Day, Same Day 2-Hour and Same Day Onsite levels are available until EOS.

c. Effect of EOS:

After EOS, Juniper will not be under obligation to perform support services of any kind for the affected hardware or the embedded operating system software supporting the affected product.

EOL of Field Replaceable Units:

Effect of Chassis-based EOLN on FRUs - General Rule: Subject to the paragraphs below in this Section 3, the lifecycle of Field Replaceable Units (FRUs) (e.g. Physical Interface Card (PIC), Flexible PIC Concentrator (FPC), line cards, power supplies and fan trays) follow that of the chassis in which they are installed, except as expressly stated in the paragraphs below. In other words, an EOLN for a chassis generally applies to the FRUs installed in that chassis. All aspects of the EOL policy (LOD, EOE, etc.) apply to those FRUs as installed in those chassis as of LOD. All FRUs in the chassis will be supported at the same service delivery level as the chassis.

Effect of Chassis-based EOLN on FRU's supporting multiple chassis: Often, FRUs are sold for use not only in the EOL'd chassis, but in one or more additional chassis that are NOT subject to any EOLN. In that case, those FRUs will remain available for purchase for use in those additional chassis. For those FRU's installed in non-EOL'd chassis, support services will remain fully available.

Effect of FRU-based EOLN: A FRU may be the subject of its own separate EOLN. In that case, EOLN for that FRU shall dictate the EOL milestones for that FRU. If the FRU and the chassis in which it is designed for use are each under separate EOLN's, then in the case of inconsistency between milestones and milestone dates, the earlier of the conflicting milestone dates will take precedence with respect to the FRU.

Special Repair/Replacement Rules for FRU's subject to FRU-based or Chassis-based EOLN: After LOD for a FRU, in lieu of repairing or replacing an RMA'd defective FRU with a same model (that is, same SKU #) Juniper may (but is not obliged to) replace the RMA'd FRU with a new or refurbished FRU with substantially similar functionality to that of the RMA'd FRU. Juniper Networks reserves the right to charge the customer the price difference for the replacement FRU if the replacement FRU provides significant improvements to performance, capability or capacity over that of the defective FRU. Furthermore, use of any such replacement FRU may require that customer install a different software Release or Version than that currently used by the customer, and also may require that the customer purchase peripheral enhancements to render the enhanced FRU fully functional. If the affected FRU is replaced by a similar version, the replaced FRU will be covered by the existing support services contract.

3.10.2. End of Life guidelines on Software Releases Under a Particular Version

A "Version" is a series of Releases of a particular software product with a common "x.y" denomination in the first two places of the Release identifier. A "Release," on the other hand, is a particular image issued under a particular Version. For example, Junos 12.2R1 through Junos 12.2R8 are all Releases under the same Version 12.2, whereas Junos 12.2R1 and Junos 12.3R1 are Releases under different Versions. Releases within a particular Version generally have common features and functionality.

The following guidelines govern EOE and EOS for the software Releases under any particular Version ("Release

EOE" and "Release EOS", respectively).

End of life milestone deadlines for Releases are not triggered by an EOLN. Instead, a product-specific Process Support Notification posted on Juniper's public website at or before general availability of the first Release under the applicable software Version will specify rules for Release EOE and Release EOS. Juniper may modify those rules from time to time by posting on its public website.

End-of-Life milestones for Releases under one Version do not affect support commitments relating to Releases for other Versions:

   i. Effect of Release EOE: After Release EOE Juniper will not be under obligation to perform any further software fixes, code changes. No further Releases will be developed or distributed for that Version.

   ii. Effect of Release EOS: After Release EOS Juniper will not be under obligation to perform support services of any kind for any Releases under the applicable Version. Juniper will not be under any obligation to keep any such Releases available for download after Release EOS.

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

All Supported Releases provided to 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 they become available from Juniper Networks. 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 Work Around or Problem Resolution, it may be required to upgrade to a Supported Release to address any such problems.

For any Problem identified as a Priority 1 Problem, End User will provide Juniper Networks or its authorized service representative access to the affected network environment and will assign a technical contact for Juniper Networks. Furthermore, if Juniper Networks determines that its technical personnel need access to the End User's network in order to remotely diagnose a problem, End User will ensure that Juniper Networks' personnel have the necessary level of authorized access to such network. End User shall have the right to observe such access.

End User shall maintain a reasonable number of support engineers who are trained on Juniper Networks Products.

End User's support engineers must be proficient in the operation of the Products and be able to perform basic Hardware and Software configuration and troubleshooting. All communication to Juniper Networks' engineers of customer issues and responses will be conducted in English. End User shall pay for Support rendered by Juniper Networks due to modifications not authorized by Juniper Networks at then prevailing rates for time and materials.

End User shall inform Juniper about the role changes or resignation of its support engineers so that their individual JSP accounts can be modified/ deactivated as needed.

End User is responsible to maintain a backup of the configuration that can be used to restore the device.

In order for Juniper Networks to provide the appropriate level of Support promptly and efficiently, End User must provide to Juniper Networks the following information for each Product under a Support plan:

   • Product license key or serial number

- Configuration
- Installation address
- Site contact person control laws.

End User may either provide the above Product information to Juniper Networks in the purchase order for each Product. Depending on installed location and service availability, if End User physically moves any Product from the original Site to another location, End User must notify Juniper Networks immediately to update their support contract. Prior to Juniper Networks' receipt of such notification and until depots are stocked, Juniper Networks shall 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.

Register product serial numbers on the Juniper Networks website and update the install base data if there is any add, change, or move to your install base. End User must follow Juniper Networks Product Registration and Install Base Management process, as described in more detail in the JSI Data Sheet. Juniper Networks will not be held accountable for not meeting the hardware replacement service level agreement for products that are not registered or do not have an accurate install base record.

Register and update install base record at Juniper Networks JSP, register and update install base all Supported Juniper Products and Site IDs, and keep all such information current, accurate, and complete at all times.

Provide information on the current software releases 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.

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 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 getting such participation and cooperation. End User shall provide written notice to Juniper Networks as soon as it becomes clear or there is reason to believe that End User will not meet any of the End User responsibilities.

Refrain from any use of any JTAC or JSP resources, except in support of a Juniper Product under active support contract. Refrain from requesting any RMA in connection with a product that is not then a Juniper Supported Product.

End User must order the Juniper Support Insights (JSI) Lightweight Collector (LWC) for Juniper Support Insights if the End User chooses to connect to Juniper through the LWC.

End User must install on-prem and configure the LWC based on its environment and parameters as the means of data collection and ingest to the Juniper Cloud for the Operational Dashboards & Reports on JSI, each as described in more detail in the JSI Data Sheet. Install and configure details for the LWC are covered in the JSI DayOne+ Guide, on the JSI Tech Library, also as described in more detail in the JSI Data Sheet.

End User must ensure the LWC and managed devices have connectivity (as per the LWC Hardware Guide, on the JSI Tech Library) on an ongoing basis for the daily data collection i) from the LWC to the devices onboarded and to be managed, and ii) from the LWC to the Juniper Cloud.

End User of JSI must be register via the User Registration portal for access to the Juniper Support Portal and require JSI user role (Admin or Standard) assignment via either Juniper Customer Care or their Juniper Services team.

In order to leverage the Service APIs, the End User will need to fully understand and develop against the Service APIs as defined by the [Service API definition and documentation](#).

Compliance with Laws; Export Requirements. End User shall comply with all applicable laws and regulations. End User acknowledges and agrees that it and Juniper Networks are subject to regulation by agencies of the United States Government, including the U.S. Department of Commerce, which prohibits export or re-export of the Products to certain countries. End User warrants that it has not received any Product through any export or re-export in violation of US or other applicable laws or regulations, that it is not on any Denied Persons list or other list published by the US Government of parties to whom exports or re-exports of products subject to export controls are forbidden, that no Product is located in or controlled from a site in a Group E country (Cuba, Iran, North Korea, Syria, or Sudan), and that it is not using any Product to support activities in support of development, manufacture, or use of nuclear fuel or weapons, missiles, or chemical or biological weapons. End User further covenants that it will immediately notify Juniper if at any time such warranties and representation become no longer accurate as such time. Regardless of any disclosure made by End User to Juniper Networks of an ultimate destination of the Products, End User warrants that End User will not export, either directly or indirectly, any Products without first obtaining any and all necessary approvals from the U.S. Department of Commerce or any other agency or department of the United States Government is required. End User understands and agrees that certain restrictions on services described herein may be imposed by Juniper in order to avoid violations of export control laws.

6. Availability

These Services available to End Users are dependent on their postal code of the installed location. These 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); provided, however, that certain advance Hardware Replacement Options and onsite services are not available in certain countries. Services are available for a minimum fixed duration of 12 months.

7. 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 unless otherwise specified by Juniper.

- 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:

- Third-party devices (hardware, software cabling, etc. not provided by Juniper Networks) or Problems associated with or arising directly or indirectly from such components;

- Problems with Product that have been installed by any party other than (A) Juniper Networks or (B) a party authorized by Juniper Networks;

- Problems with Product that have been modified without Juniper Networks written consent by any person (including unauthorized modifications by Support Services Specialist);

- Problems relating to incompatibility of the Product with third-party devices;

- Product that is damaged other than through the negligence or willful misconduct of Juniper Networks or its employees; Problems caused by the use of the Product other than in accordance with applicable Documentation;

- Problems with Products where Customer did not provide the required Product information; Problems caused by the

misuse or abuse of Product generally;

- Problems with Software that is not a Supported Release;

- Problems with Products that were not purchased directly from Juniper Networks or any authorized Juniper Networks reseller unless such products have been inspected, repaired, and certified by Juniper Networks prior to the commencement of any Juniper Networks Services;

- Problems with Products or parts thereof that are past their End- of-Life date; For SONiC on QFX5210-64C switches, the following exclusions apply:

    o Services cover support on the Juniper SONiC driver only, all other SONiC-related issues are the End User's responsibility.

    o Hardware Repair/Replacement Options support QFX hardware replacement, if purchased.

    o Services do not cover any migration effort required to migrate existing QFX devices to SONiC.

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

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

9. Customer Services Policies

The JTAC User Guide and RMA Repair & Return Policy and Procedure and Hardware Replacement Services Guide are provided for information purposes only to assist End User in understanding the Service Contract benefits.

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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