

JUNIPER SOFTWARE LIFECYCLE MANAGEMENT SERVICE

SERVICE DESCRIPTION DOCUMENT – MARCH 2022

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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 of the Juniper Networks Master Purchase and License Agreement, a copy of which is posted at www.juniper.net/support/guidelines.html (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) (herein, the “Master Purchase and License Agreement” or “MPLA”).

In the event of any conflict between the terms of this SDD and that of the MPLA, 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 MPLA.



2. Eligibility and Purchasing

The Services are available for purchase only (i) by certain qualified End Users solely for their own end use, and (ii) by Resellers solely for resale to the End User identified by name and address in the Reseller's purchase order. The Services cover only those Juniper Networks products of End User purchased from Juniper Networks or a Reseller ("Juniper Networks Products") and that are under a current, valid Juniper Care Support Services contract (each, a "Service Contract"), and, for each such product, only during the term of such contract. The Services are purchased for a twelve (12) month term unless otherwise agreed to by Juniper Networks in writing for the purposes of co-terming an End User's multiple Service Contracts.

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

- (i) End User is using such products;
- (ii) End User has purchased or leased such products from either Juniper Networks or a Reseller;
- (iii) Such products are identified in the purchase order(s) for the Services placed with Juniper or a Reseller; and
- (iv) Such 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 Service Contract (or renewal thereof) under which they are covered.

A Subscription (as defined in the MPLA) license purchased by End User shall be treated as including a Service Contract for Juniper Care Software Advantage for purposes of this SDD.

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 requirements, project scope and milestones, Juniper and End User responsibilities, data collection, and the delivery process.

3.2 Assigned Theater Resource

Juniper will assign a named designated remote consulting engineer to work with the End User during the contracted subscription period. The named designated remote consulting engineer will be located in the theater that the End User is located in. Our goal is to deliver non-English language support for that theater if that resource is available.

3.3 Software Selection Methodology

- Delivers a software selection process for one (1) target software release and one (1) network function.
- 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, ensure that the Problem Reports (PRs) are fixed in the target release, engineering validation for PR fix, 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.

- High 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, provide general guidance, and confirm End User sign off.

3.5 On Going Monitoring

- Monitor all new major and critical bugs that are service impacting during the contracted subscription period.
- Set up End User meeting(s) to review the outcome, monthly PR touch point call until End User receives the correct release.
- Email End User's contacts with updates as needed.
- 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.

4. End User Responsibilities

In order to receive the Services, End User must do the following:

- 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: [KB31412](#) [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 Services offering.
- Ensure that the requirements identified for the proper working of the Services 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 the 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 co-operation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for securing such participation and co-operation.
- End User shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that End User will not meet any of the End User responsibilities.

5. Availability

These Services are available worldwide excluding countries listed in Group E under the U.S. Export Administration Regulations (currently, Cuba, Iran, North Korea, 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.

6. Scope

Services shall be delivered remotely from an authorized Juniper location unless otherwise specified in writing by Juniper.

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.

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

7. 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.

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