

Implementation Support

Service Description Document – October 2010

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1. Introduction

Implementation Support Services (“Services”) are described in this Services Description for Services delivered by Juniper Networks to Juniper Care Plus customer or Juniper Operate Specialist (“Customer”).

Juniper Networks’ Implementation Support Services provide remote engineering assistance on critical network changes such as migration, software upgrades, and feature rollout. The Juniper Networks engineer will work with Customer to identify the information about the network change implementation via knowledge transfer and will be able assist by analyzing events experienced during the change and providing recommendations.

2. Eligibility and Purchasing

Services are available only to End User who holds a valid Juniper Care Plus contract or Juniper Operate Specialist who holds a valid Advanced Partner Support contract or Advanced Customer Support contract. Services may be purchased using consulting credits.

3. Service Features and Deliverable Description

As part of the Services, Juniper Networks will use commercially reasonable efforts to provide Customer with the following:

3.1. Network Change Implementation Support

Juniper Networks engineers are available during the network change implementation window to assist the Customer with any questions, concerns or experienced problems during the implementation.

- Assign a designated Juniper Networks engineer to address any question, concern or issue raised by the Customer during network change implementation.
- Diagnose and troubleshoot remotely on unforeseen issues that may happen during implementation if escalated by the Customer.
- Recommend solutions to any identified issues and provide support for any proposed solution implementation.
- Transition any outstanding issues to Service manager for follow-up and escalation to engineering and Juniper Networks technical support teams following change control maintenance window.
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3.2. Post Network Change Review

- Juniper Networks engineers discuss the network change with the Customer to assess the success and possible areas of improvement following changes if appropriate.
- Setup and coordinate a post network change review with the Customer to discuss the network change compared with the original goal and agree changes to the plan for future changes if the review highlights areas requiring additional change.

4. Customer Responsibilities

Juniper Networks’ obligation to provide the applicable Services is conditional upon Customer meeting the following obligations. The provision of the Services assumes that Customer will:

- 4.1. Provide remote connection to their network to enable Juniper Networks engineer to provide diagnostic on potential issues escalated during implementation.
- 4.2. Provide a written notification at least fourteen days (14 days) in advance of the network change.
- 4.3. Contact the designated Service Manager to confirm the Juniper Networks resource availability to support the scheduled implementation.

- 4.4. Provide detailed network change implementation plan and deployment schedule.
- 4.5. Provide any design documentation related to the network change.
- 4.6. Provide maintenance window information and any other business or technical constraints.

5. Availability

- 5.1. Services shall be delivered during the hours of 9:00 a.m. to 5:00 p.m., local time, Monday through Friday (or as otherwise stated), excluding Juniper Networks observed holidays, unless stated otherwise.
- 5.2. Services shall be delivered remotely from an authorized Juniper Networks location unless specified otherwise. Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of part of the Service.

6. Scope

- 6.1. The Services require one (1) consulting credits if redeemed using the Consulting Credits purchased by the Customer
- 6.2. The Services contract includes access to deliverables as defined in the “Services Feature and Deliverables Description” section that are delivered remotely. Any onsite presence requested by the Customer will be at an additional price. The scope of this service is limited to one (1) maintenance window (max continuous up to five (5) hours) during any 24 hour period.
- 6.3. The service is limited to the Juniper Networks products and services purchased by the Customer

7. Glossary

- **Service Manager:** a named Juniper Networks resource assigned to the Customer’s account as part of the Juniper Care Plus services.

About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.

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