

# PRODUCT ISSUE IMPACT REVIEW

March 2023

## Contents

1. Introduction .....	1
2. Eligibility and Purchasing .....	1
3. Service Features and Deliverable Description .....	2
4. End User Responsibilities .....	2
5. Availability .....	3
6. Scope .....	3
7. Exclusions .....	3
8. Glossary .....	4

## 1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Product Issue Impact Review Service (the “Services”) that Juniper makes available for purchase, by End Users of Juniper Networks products (each an “End User”) directly or through its Juniper authorized resellers.

The Services provide an in-depth analysis of software defects (bugs) found in the field that match the End User’s network profile and help determine the potential impact and risk for your network. The Services provide a complete and tailored list of issues specific to End User’s hardware, software and features deployed.

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](http://www.juniper.net/support/guidelines.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) (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.

A Subscription license purchased by End User shall be treated as including a Juniper Networks Support Services Contract for Juniper Care for purposes of this SDD.

## 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 and corresponding list price on the Juniper published price list; or
- ii. Using Flexible Services Credits with value equivalent to the list price of the Services specific SKU on Juniper published price list; 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 price list. For further information, please contact your local Juniper partner, Juniper Networks field sales manager or your assigned Juniper service business manager.

### 3. Service Features and Deliverable Description

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

#### 3.1. Defect Analysis

Juniper engineers will analyze the defects that match the End User's deployed network profile and determine the potential level of exposure on the network (Critical, Major, Minor, None) based on End User's specific business and networking requirements.

##### 3.1.1. Critical

Problems that severely affect service, capacity/traffic, billing, and maintenance capabilities and require immediate corrective action, such as (including but not limited to):

- A loss of service that is comparable to the total loss of effective functional capability of an entire system
- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
- Any loss of safety or emergency capability (e.g., 911 calls)

##### 3.1.2. Major

Problems that seriously affect system operation, maintenance, administration, etc., and require immediate attention. The urgency is less than in critical service impact situations because of a lesser immediate or impending effect on system performance, End User, and the End User's operation and revenue, such as (including but not limited to):

- Reduction in any capacity/traffic measurement function
- Any loss of functional visibility and/or diagnostic capability

- Short outages equivalent to system or subsystem outages

##### 3.1.3. Minor

Problems that are not traffic impacting and do not significantly impair the functioning of the system or do not significantly affect service to End User's

##### 3.1.4. None

Problems that are related to configuration assistance, misuse of product, or feature requests

#### 3.2. Assessment of Probability

Assessment on the probability (High, Low, To Be Determined (TBD)) that the End User will encounter the reported defects on their network:

- High— It is likely the End User will see the issue.
- Low— It is unlikely the End User will see the issue.
- TBD— Not enough information available to correctly identify the probability of the issue at this time.

#### 3.3. Recommendation

Recommendation on what course of action End User should take on the reported defects to avoid potential problems based on End User-specific business and networking requirements.

#### 3.4. Reports

Consolidated reports on product issues and impact analysis.

### 4. End User Responsibilities

Juniper Networks' obligation to provide this Service is conditional upon End User meeting the following obligations. The provision of this Service assumes that the End User will:

- Provide the current software releases and current configurations running in their network infrastructure. Also when requested by Juniper Networks to enable the delivery of the service deliverables mentioned in this offering
- Provide a target software version for each Services request.
- Provide software inventory along with configuration data as well and when requested by Juniper Networks to enable the delivery of the service deliverables in this offering
- Provide a primary and backup technical contact who will be responsible for providing the network information required for the service deliverables in this offering
- Participate in ongoing communications with Juniper Networks' primary contact(s) that will help in the delivery of the service deliverables in this offering

- 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 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

- 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 Service 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.

## 6. Scope

- 6.1. The unit price for this service offering is limited to one (1) report and cover only one (1) target software version. The number of reports needed is determined by hardware platform, configuration technology functions (e.g., BNG, Core and Edge or Others) and target software version. The grouping of the products for the purpose of creating one (1) report is defined as following:
- Juniper Networks M Series, T Series, and MX Series
    - MX-BRAS \*

- PTX Series
- Juniper Networks ACX Series
- Juniper Networks SRX Series
- Juniper Networks EX Series
  - EX9200 \*
- Juniper Networks QFX Series

\* A separate report is required for this product as it cannot be grouped in one (1) report. For further information, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager.

- 6.2. Services deliverables are based on the network profile information provided by the End User or collected through Support Automation tools. The scope of this offering may vary and be restricted if the required information and documentation are not provided completely.
- 6.3. The Services report includes the bugs considered relevant that have been discovered prior to the preparation of the report.
- 6.4. Although every attempt is made to ensure that the Product Issue Impact Review report is as comprehensive as possible, Juniper Networks can't guarantee that the review includes a complete list of issues End User may encounter due to the inherently complex nature of bugs.

## 7. Exclusions

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

- Maintenance window assistance \*\*
- Problems with Products or software or parts thereof that are past their End of Support (as provided for in Juniper's EOL/EOS Policies) date
- Lab Testing \*\*
- Code Upgrade Support \*\*
- Unauthorized third-party products
- Gray market products
- End User or third party modified software code

\*\* Separate services offerings available. For further information, please contact your local Juniper partner, Juniper Networks field sales manager, or your assigned Juniper service business manager.

## 8. Glossary

**Network profile:** Network configuration, feature, and platform information for a given Juniper Networks device

## About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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