
Juniper Accelerated Resolution Care Services

SERVICE DESCRIPTION DOCUMENT

Contents

1. Introduction	1
2. Eligibility and Purchasing	2
3. Service Features and Deliverables	2
4. Service Term	4
5. End User Responsibilities	4
6. Availability	4
7. Scope	5
8. Glossary of Additional Terms	5
9. Exclusions	5
About Juniper Networks	6

1. Introduction

This Services Description Document ("SDD") describes Juniper Networks® Accelerated Resolution Care Services (the "Services") that Juniper makes available for purchase by End Users of Juniper Networks products (each, an "End User") directly or through its Juniper Networks 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-notice/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.

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.

The Services provide the End User with access to one or more designated engineers with extensive experience and highly focused troubleshooting skills relevant to End User's network profile and operations requirements. These designated engineers will work with End User to develop network and feature knowledge that enables the provision of tailored support services. It will also provide End User with confidence that network issues are being handled by experienced professionals

who fully understand the End User's network environment and its complexity.

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 Juniper Networks authorized resellers solely for resale to the End User identified by name and address in 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 Advanced Care Version 2.0 or Juniper Premium Care contract; or Juniper Support Services Specialists who hold a valid Advanced Customer Support contract, and, for each such product, only during the term of its associated contract. The Services must be purchased for a fixed term lasting at least twelve (12) months unless otherwise agreed to by Juniper Networks in writing for the purposes of co-termining 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 products as to which all of the following eligibility requirements apply and are referred to as "Supported Juniper Products" in the Scope section below:

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

3. Service Features and Deliverables

Juniper will use commercially reasonable efforts to provide the End User with the following Services features and deliverables:

Accelerated Resolution Care Services

Provide End User access to one or more designated engineers who have in-depth knowledge of technologies and are familiar with the End User's network environment for operational support for the management and resolution of Support Cases. This access applies to Support Cases for all priority levels, (Definitions and examples for Priority 1, 2, 3 and 4 Support Cases are as set forth in the Juniper Networks Technical Assistance Center User [Guide JTAC User Guide](#).)

The designated engineers are up-to-date on the End User's network and possess knowledge such as network topology, features, configurations, and service history, and collaborate with other Juniper resources for cases escalation.

Juniper provides End User access to the Services on a twenty-four (24) hours per day, seven (7) days per week basis.

Designated Engineers

One or more named engineers assigned to Juniper's technology platforms to which the End User is subscribed.

Onboarding Guidance

Kickoff meeting to introduce the designated engineers, engagement process, and collection of End User's up-to-date information such as but not limited to designs, topologies, and requirements,

Provide onboarding guidance and oversight to ensure that the End User has access to the service deliverables in this Services offering.

Diagnostics and Root Cause Analysis

Utilize best efforts to replicate the End User issues in Juniper Networks' lab environment to determine and document the root cause of the issue, verify a fix, and provide recommendations on the proposed solution.

The in-depth diagnostics are intended to determine the solution for immediate network impacting issues, and also help determine the best way to prevent the issues from recurring.

Provide ownership of cases or sensitive End User issues and ensure prompt network service restoration and issue resolution to the End User's satisfaction by using a systematic problem-solving approach.

Network Level Support

Support Cases are reviewed at a network level with a more holistic approach by designated engineers to address symptoms beyond the device taking into consideration End User-specific factors.

Operations Review Meeting

Participate in End User regularly scheduled meetings and/or quarterly services review meetings (part of Juniper Advanced Care Version 2.0 or Premium Care service contract) to discuss and review the status of cases, identify and document dependencies, recommendations for corrective actions, and risks and issues associated with the delivery of the Services.

Knowledge Transfer

Provide updates on technical knowledge related to resolution of specific cases, based on issues and trend analysis for improving End User's operational processes and procedures.

Enhanced Support Response Time

Enhanced Support Response Time provides the End User with the following targets for initial response and communication times to End User regarding support issues. These targets are based on the priority assignment of Support Cases. A Support Case is initiated by the End User when there is an issue, then Juniper creates a case and response time for the case types as follows:

Response Time Target for:

- Priority 1: within fifteen (15) minutes;
- Priority 2: within thirty (30) minutes;
- Priority 3: within two (2) hours;
- Priority 4: within four (4) hours.

Restoration Time

Restoration Time provides the End User faster target time for Service Restoration of the End User's network and reduces adverse effects of incidents on business operations. These targets are based on the priority levels assignment of Support Cases.

Restoration Time Target for:

- Priority 1: within four (4) hours
- Priority 2: within eight (8) hours

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

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

- Contact Juniper and provide all the required information to activate the Services entitlement such as contact information, up-to-date network diagrams, topology maps, product serial numbers, and the current software configurations and releases running in the End User network to enable the delivery of Services.
- Provide up to date contact information and designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the Juniper services teams.
- 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.
- Ensure End User's contact personnel are available to provide information and to participate in regularly scheduled meetings and call.
- Understand that the End User's employees interfacing with Juniper End User support teams may be required to undergo the Juniper recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide. It is strongly recommended that the engineers designated by the End User hold at least Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.
- 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, the End User shall be responsible for securing such participation and co-operation.
- Provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Services. Preconfigured access to the End Users network is highly recommended to help identify and resolve issues quickly.
- The End User shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that the End User will not meet any of the End User responsibilities.

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.

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

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

The Services are available twenty-four (24) hours a day, seven (7) days a week.

7. Scope

Products eligible for the Services include Juniper Networks MX Series Universal Routing Platforms, EX Series Ethernet Switches, SRX Series Services Gateways, QFX Series Switches, PTX Series Packet Transport Routers, ACX Series Routers, NFX Series Network Services Platforms, T Series Core Routers, vSRX Virtual Firewall, vMX Virtual Router, Virtual Route Reflector, JRR Route Reflector, cSRX Container Firewall, Apstra Intent-based System, Contrail Networking, Contrail Service Orchestration, Juniper Cloud-Native Router, and Paragon Automation Suite products.

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 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.

The Services are provided solely as described in this Service Description Document. Juniper will use commercially reasonable efforts to provide Services. All service delivery under this Service Description Document will stop and be considered complete on the last day of the Services contract.

8. Glossary of Additional Terms

The following terms used within this document are defined below:

Response Time is defined as the time period starting from Support Case creation and ending with the first response from a Juniper engineer either by telephone or e-mail to End User.

Service Restoration is defined as a point after an incident or operational failure when the service has been restored to a pre-incident state, notwithstanding actions outside of Juniper's control. The qualifying conditions of Service Restoration only applies to: 1) total loss of production network or continuous instability of mission-critical functionality or substantial loss of service; or 2) issues that are impairing or adversely impacting production operations on an on-going basis.

Restoration Time is defined as the time period starting from Support Case creation and ending when a Juniper engineer provides technical information and support that will restore the Juniper Product to basic operating functionality, minus the Customer Time, for Priority 1 (P1) and Priority 2 (P2) Support Cases. The metrics associated with Juniper's delivery of hardware replacement, onsite technician or any third party product are not covered under Restoration Time.

Customer Time is defined as the time period starting from a Juniper engineer's request for End User to conduct activities (provide data, testing a proposed solution, site access, etc.) in order to proceed for analysis, troubleshooting and diagnostics and ending when End User completes the action.

9. Exclusions

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

- Maintenance window assistance not directly associated with resolving an open Support Case.
- Problems with Products or parts thereof that are past their End-of-Support date (as provided for in Juniper's EOL/EOS Policies).
- 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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