



JUNIPER ADVANCED CARE PLUS

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Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Juniper Advanced Care Plus (the “Services”) that Juniper makes available for purchase, by End Users of Juniper Networks products (“End User”) directly or through its authorized resellers.

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.

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 that the End User purchased from Juniper Networks or an authorized Juniper Networks reseller and that are under a current, valid Juniper Care Support Services 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 apply:

- (i) End User is using the products
- (ii) End User has purchased or leased 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 that 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.

A Subscription (as defined in the Juniper Network Master Purchase and License Agreement that is located at the following URL (or such other URL that Juniper may designate from time to time): <http://www.juniper.net/support/eula.html> (“MPLA”)) license purchased by End User shall be treated as including a Juniper Networks Support Services Contract for Juniper Care for purposes of this SDD.

Service Features and Deliverables

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

Escalation Management Desk (24x7)

The Escalation Management Desk provides the End User access to a remote team after normal business hours to ensure cases reach the next level of escalation properly:

- Dedicated phone number
- Single Point of Contact (SPOC) team to facilitate all case escalations
- SPOC to keep a watch on the case progress, end to end
- Follow up and status reports to the End User until all escalation requests are completed

On Boarding Assistance

The Technical Services Advisor will set up assistance to ensure that the End User has access to the service deliverables listed in this SDD and appropriate resources within Juniper Networks.

The Technical Services Advisor schedules a meeting that provides information needed for the End User to receive their entitled service deliverables, such as user accounts set up, case opening process and guidelines, process to receive services credits, case escalation process, software license activation process, key contact information, and support tools.

Customized Reports

The Customized Reports feature provides the End User with a quarterly consolidated report based on the End User’s network. It includes a summarized view of the following:

- Install Base (IB) and Entitlement report – list of devices covered and not covered by a Support Services contract
- Juniper product End-of-Life (EOL) information based on the End User’s current IB
- Support case history report highlighting case volume trends - by product/type/priority

- Return Materials Authorization (RMA) report highlighting RMA trends by status, product line, and case volume
- Monthly report highlighting major and critical bugs based on different product categories in the End User’s IB covered by a current Support Services contract.

Best Practice Knowledge Transfer

Best Practice Knowledge Transfer provides the End User quarterly interactive webinars to share best practices and use cases:

- Juniper Subject Matter Expert (SME) will host a webinar and field customer questions.
- Topics/Use cases could include, but may not be limited to: Technical Troubleshooting, Installation, Configuration, Release Management, and Patch Management.
- Webinar will be recorded and posted.

Expert to Expert Access

The Expert to Expert Access feature provides the End User 24x7 access to open and pursue Priority 1 and Priority 2 cases directly with a team of senior JTAC engineers with extensive experience, advanced troubleshooting skills, and demonstrated capability to quickly drive the End User’s high-priority issues to resolution (definitions and examples for Priority 1 and Priority 2 cases are as set forth in the JTAC User Guide).

Enhanced Support Response Time

Enhanced Support Response Time provides the End User with the following targets for initial JTAC response and communication times to End User regarding support issues. These targets are based on the priority assignment of the Tech Case. A Tech Case is initiated by Juniper when the End User reports an issue.

- Priority 1: within 30 minutes
- Priority 2: within 30 minutes
- Priority 3: within 4 hours
- Priority 4: within 4 hours

We recommend that all Priority 1 cases be opened by phone to ensure proper response times. Priority 1 cases opened via the web will have response times at the defined Priority 2 targets.

Response Time is defined as the time it takes a technical support engineer to contact the End User (either by phone or email) after the End User creates the Tech Case.

Each issue is unique and carries a different set of complexities and challenges. Juniper Networks will make all reasonable efforts to provide a response within the assigned target. Additional details can be found in the JTAC User Guide. To ensure a quality response, Juniper does not accept new Tech Cases via e-mail. However, e-mail can be used to update and track the status of a Tech Case once it is opened.

Technical Services Advisor

The Technical Services Advisor is a named/designated Juniper Networks contact as the single point of contact for the End User, who provides assistance on case progression, proactive technical notifications, software release guidance, and informal Q&A. The Technical Services Advisor is available remotely during normal business hours.

The Technical Services Advisor is responsible for:

- Assistance in Progression of High Impacting Network Issues (P1 and P2)
- Proactive Technical Notification Consultation and Guidance
- Software Release Upgrade Guidance
- Periodic Operational Review Meetings
- Knowledge Transfer related to Juniper Products

Assistance in Progression of High Impacting Network Issues

The Technical Services Advisor interfaces between the End User and JTAC on a reactive basis, provides consultative technical inputs to facilitate and expedite problem resolution, and minimizes the business impact of high impacting technical cases.

Proactive Technical Notification Consultation and Guidance

The Technical Services Advisor will monitor and review Proactive Bug Notifications (PBNs), Technical Services Bulletins (TSBs), and Juniper Security Advisories (JSA) relevant to the End User based on their current known Install Base and configuration, and then follow up with the End User to discuss specific technical updates and provide necessary technical consultation for any work around or appropriate action if necessary.

Software Release Upgrade Guidance

The Technical Services Advisor will assist the End User with preparing and planning software release decisions, such as feature functionality and discussion of potential problems, working to identify risks and benefits for the software release to help prevent potential issues.

Operational Review Meetings

Upon End User's request, the Technical Services Advisor will conduct an operational review call to review and provide an update to the End User on technical cases activities and ensure progress is being made.

Knowledge Transfer Related to Juniper Products

Informal Q&A through e-mails or calls allowing End User to get consultative guidance from the Technical Services Advisor for questions related to Juniper products.

End User Responsibilities

To receive the Services, End User must do the following:

Contact Juniper and provide all the required information to activate the Services entitlement such as contact information for the resource who will work directly with the Juniper Advanced Care Services team and JTAC. The End User must also provide access to the current software running in the End User network to enable the delivery of Services.

Designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to Juniper services teams.

Participate in ongoing communications with Juniper to help in the delivery of the Best Practice Knowledge Transfer.

Provide up-to-date contact and network profile information.

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.

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 senior 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 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.

Availability

These Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations, which are 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.

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

The Technical Services Advisor is available during his/her local business hours Monday through Friday, excluding Juniper observed holidays.

- AMERICAS: 8 a.m. to 5 p.m.
- EMEA: 9 a.m. to 5 p.m.
- APAC: 9 a.m. to 5 p.m.

Scope

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

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.

End User named contacts who can open cases with Expert to Expert Access and interface with the Technical Services Advisor are limited to six. In addition to the named contacts, Certified (JNCIE, JNCIP, and JNCIS) experts can also receive access.

Exclusions

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

- Maintenance window assistance.
- Problems with 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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