

JUNIPER ADVANCED CUSTOMER SUPPORT

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1 Introduction

This Services Description Document (“SDD”) describes Juniper Networks Advanced Customer Support (“**Services**”). The Services are for purchase only by Juniper Networks-authorized Support Services Specialist (“**Support Services Specialist**”) who are under current valid Support Services Specialist Agreement with Juniper Networks (or other written master services agreement signed by Juniper Networks and Support Services Specialist and covering within its scope the terms and conditions under which Juniper will render support and maintenance services as subcontractor for Support Services Specialist’s activities within the domain supporting End Users’ Juniper Networks products) (herein, the “**SSSA**”).

The Services are designed to be rendered by Juniper Networks for its qualified Support Services Specialists as assistance in the Support Services Specialist’s support of specific Juniper Networks hardware or software product owned by or leased to a specific customer of Support Services Specialist who is the end user of such product (the “**End User**”).

Although the Services might involve Juniper’s interaction with and assistance to the End User, Juniper Networks does so as a subcontractor of the Support Services Specialist, and no rights or duties shall arise directly as between Juniper Networks and the End User as a result of Juniper undertaking the Services.

The Services shall be subject to the terms of this SDD and of the SSSA. In addition, the Support Services Specialist’s use of the Juniper Networks® Junos® Space Service Now software shall be subject to the terms of the Juniper Networks End User License Agreement as posted at <http://www.juniper.net/techpubs/software/software-license.html> as of the date that the Support Services Specialist purchases the Service (“EULA”), with the Support Services Specialist treated hereunder as “Customer.” Where, instead, reference herein is made to the EULA in the context of End User’s use of Updates, Junos Space Service Now, or other Software (as defined in the EULA), End User shall be treated under the EULA as the “Customer.”

In the event of any conflict between the terms of this SDD and those of the SSSA or EULA, the terms of the SSSA and EULA shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the SSSA.



2 Eligibility and Purchasing

Juniper Advanced Customer Support Services is available for purchase only by Support Services Specialists under valid SSSA who register with the Juniper Networks Customer Service Center.

To purchase or renew the Services, Support Services Specialist must submit to a written purchase order with the proper Juniper Networks regional selling entity as per terms of the SSSA. Any purchase order placed for the Services shall identify the End User by name and address.

The Services shall support only those Juniper Networks products covered under a valid, unexpired Partner Support maintenance contract. (Such Juniper Networks products of End User are herein referred to as the "Supported Juniper Products")

The Services must be purchased for a term lasting at least 12 months. Fees are due and payable in advance unless otherwise expressly provided in the SSSA.

3 Service Features and Deliverable Description

Juniper Networks will use commercially reasonable efforts to provide the following with respect to the Supported Juniper Product of the End User identified to the Advanced Customer Support Services contract during the Services term and any purchased renewal thereof:

3.1 Service Manager

Juniper Networks shall appoint a Juniper Service Manager as the named contact to manage all Service-related operational activities during local business hours. The key deliverables of a Service Manager include the following:

- Point of contact within Juniper Networks to oversee the delivery of all Services.
- Provide account set up assistance and ongoing account management to ensure Support Services Specialist and End User have access to the Service deliverables and appropriate resources within Juniper Networks.
 - Have an onsite kickoff meeting with the End User and Support Services Specialist to provide information needed for them to receive entitled Service deliverables such as user accounts set up, review case notification process, case opening guideline, case escalation process, key Juniper contact information, and regular meeting schedule.
 - Ensure the Support Services Specialist account is set up correctly internally within Juniper to be able to open cases and to enable End User to contact Expert to Expert Team.
 - Provide a Service Support Plan, which includes the following:
 - JTAC User Guide
 - Contact matrix for Juniper, Support Services Specialist and End User including escalation process
 - Customer device remote access procedure
 - Guidelines on any special outage procedure, if applicable, to help minimize disruption of End User's network.
 - Information on how to use Web-enabled Juniper support tools on Juniper's online Customer Support Center
- Manage the Support Services Specialist's escalations to Juniper Networks on behalf of the End User related to service support working with JTAC.
- Coordinate Services-related communications between Juniper Networks and End User, and between Juniper Networks and Support Services Specialist.

- Conduct periodic conference calls to report status on outstanding issues and discuss key future network activities.
- Conduct operational review meetings (onsite or remote) with Support Services Specialist and End User to discuss End User-specific product and service performance metrics (cases, problem reports/bugs), related trends, and services activities planned for the next quarter. Operational review meeting frequency will set between Support Services Specialist, End User and Service Manager (maximum 4 per year).
- Provide case trend analysis including a regular review of End User reports to identify repeat tactical hardware, software, or operational issues. Coordinate with Juniper support organizations and End User to identify corrective actions on the Supported Juniper Products and make training recommendations, if required, to help End User close knowledge gaps.
- Provide proactive case planning, help in coordinating JTAC resources and provide relevant information for End User identified (pre-planned) events (for example, software upgrade) to help ensure efficient response.

Juniper Networks reserves the right to substitute the Service Manager with another Service Manager at any time by giving notice to the Support Services Specialist and the End User.

3.2 End User Limited Access to the Juniper Expert to Expert Team

- This feature provides Support Services Specialist and End User's named contacts phone access to the Juniper Expert to Expert Team on a 24x7 basis. The phone access is limited to Priority 1 issues only and for software troubleshooting issues only (after JTAC initial troubleshooting of a Support Services Specialist-initiated Case and determination that the Case presents a software-related issue). All hardware issues need to be handled by the Support Services Specialist and are outside the scope of the Services.
- Juniper Networks' Expert to Expert Team is comprised of senior engineers with extensive experience, advanced troubleshooting skills, and demonstrated capability to quickly drive End User's high-priority issues to resolution. The Case has to be opened with the Support Services Specialist first, prior to the End User calling Juniper Networks.
- Definition and Examples for Priority 1 cases are as set forth in the Support Services Specialist Agreement.

4 Support Services Specialist Responsibilities

Juniper Networks performance of the Services is contingent on Support Services Specialist fulfilling its responsibilities listed below. Support Services Specialist agrees to perform its responsibilities as follows:

- Ensure that End User instances of Junos Space and Service Now are installed and set up properly for End User.
- Abide by the terms and conditions of the EULA in all use of Junos Space and Service Now.
- Deploy Service Now in Partner Proxy Mode if requested by End User. If Support Services Specialist furnishes Juniper access to End User Service Now data, Support Services Specialist warrants and agrees that it does so with End User's written consent.
- Ensure that necessary hardware for Junos Space and Service Now is available at all applicable sites (Juniper does not provide hardware for Junos Space.)
- Determine one or more Juniper-registered site ids used to open Cases for End User Juniper Product under Support Services Specialist Agreement using Service Now- and an email address of a primary contract for each such site id.
- If Support Services Specialist and End User desire Service Now to connect to Juniper Support Systems (JSS), Support Services Specialist shall perform such set-up, including establishing with End User any potential firewall settings.
- Create an "organization" in Service Now using one of the site ID's and contacts linked to the Support Services Specialist maintenance contract. This step registers and licenses the Junos Space appliance and Service Now application.
- Discover Supported Juniper Products using Junos Space device manager, and if Service Now is deployed in Partner Proxy mode, work with End User to discover Supported Juniper Products using Service Now)
- Deploy AI-Scripts on Supported Juniper Networks Products using Service Now, and if Service Now is deployed in Partner Proxy mode, work with the End User to deploy AI-Scripts on Supported Juniper Products using Service now)
- Escalate P1 software cases simultaneously with Juniper when End User opens the case with Support Services

Specialist.

- Provide 24x7 Level 1 and Level 2 support and allocate resource for all End User related escalations.
- To the extent that Support Services Specialist gives Juniper Networks access to End User information or materials, Support Services Specialist shall first secure End User's written consent to giving Juniper Networks such access.
- Contact Juniper Networks and provide all the required information to activate the Services entitlement such as Supported Juniper Product serial numbers of each system level piece of hardware under Support Services Specialist maintenance contract to enable the support level and End User designated contacts
- Designate senior technical representatives to be the primary technical interface to the Service Manager and other Juniper Networks services teams, if appropriate. The Support Services Specialist representative shall be senior engineers with the authority from Support Services Specialist to make any necessary changes to the network configuration.
- Participate on the call with Juniper Networks and End User during the case troubleshooting process.
- Provide resolution to all RMA cases (own cases from the point when the case is identified as RMA).
- 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 Support Services Specialists will get the greatest benefit from the Services if its employees interfacing with Juniper Partner Support Teams undergo the Juniper recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide. It is recommended that the senior engineers designated by the Partner hold at least Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.
- Support Services Specialist shall provide written notice to Juniper Networks as soon as it becomes aware or has reason to believe that Support Services Specialist will not meet any of the Support Services Specialist responsibilities.
- As Juniper may rely upon and accept such instructions, information and materials as End User may communicate to it with respect to any Case, Support Services Specialist shall be responsible for communicating regularly with End User and Juniper Networks regarding Case status. Juniper Networks shall have no liability for any recommendation or action taken in reliance on instructions, information or materials furnished by End User or Support Services Specialist. Juniper Networks shall have the right but not the obligation to furnish any Service deliverables directly to End User.
- Ensure that End User fulfills its responsibilities under sections 5 and 7, below.

5 End-User Responsibilities

Juniper Networks' duty to perform Services is contingent upon End User's fulfillment of the following conditions:

- Obtain service ticket from the Support Services Specialist before calling Juniper Networks for support.
- Agree to and abide by the terms and conditions of the EULA in all use of Junos Space and Service Now.
- Provide Juniper Networks access to servers, equipment, information, logs, infrastructure and resources that are necessary to perform troubleshooting.
- Provide information on the current software releases running on the network and current configurations as and when requested by Juniper Networks to enable delivery of the service deliverables mentioned in this offering.
- Provide Juniper Networks accurate and complete information regarding installation sites and network configuration for Supported Juniper Product.
- Coordinate with Support Services Specialist to keep Support Services Specialist informed on all Cases opened with Juniper Networks.
- Designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the designated contact of Service Manager and other Juniper Networks services teams, if appropriate. The End User will designate contacts who are senior engineers with the authority to make any necessary changes to the network configuration.
- Where requested by Juniper Networks, cause End User employees interfacing with Juniper Customer Support Teams to undergo the Juniper Networks recommended training conducted by Juniper Networks or Juniper Networks Authorized Education Centers worldwide.
- Senior engineers designated by the End User must hold at least Juniper Networks Certified Internet Specialist

(JNCIS) level certification (where available) in the relevant technologies to get phone access to the Expert to Expert Team.

- Juniper Networks reserves the right to suspend or deny Services to the extent it may determine necessary in order to avoid violation of any export control or other laws or regulations that may affect its performance of the Services.

6 Availability

- These Services are available (excluding countries listed in Group E under the US 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); provided, however, that certain advance replacement and onsite services are not available in certain countries.
- Service Manager is available during his/her local business hours Monday through Friday, excluding local holidays.
 - AMERICAS: 8am - 5pm
 - EMEA: 9am - 5pm
 - APAC: 9am - 5pm
- These Services are available for a minimum fixed duration of 12 months.

7 Scope

- The scope of this Service is limited to the Supported Juniper Products.
- Services shall be delivered remotely from an authorized Juniper Networks location unless stated otherwise.
- End User named contacts who can open cases via the phone with the Expert to Expert Team and interface with the Service Manager is limited up to six (6). In addition to the named contacts, Certified (JNCIE, JNCIP, JNCIS) experts can also have access to the Expert to Expert Team in accordance to the scope limitation.
- Support Services Specialist and End User's named contacts phone access to the Expert to Expert Team is limited to Priority 1 issues only and for software troubleshooting issues only.
- All Service deliverables in this offering are available in English only.
- The Service Manager is available during local business hours Monday through Friday, excluding Juniper Networks observed holidays.
- Service is limited to one End User and only one Service Manager is provided by Juniper Networks in one time zone. If End Users requires additional Service Manager support (for example, for business hours coverage by Service Manager over multiple time zones) then such additional support must be purchased by Support Services Specialist at an added fee.
- End User can only call the Expert to Expert Team on P1 cases after a ticket or case is created by the End User with their Support Services Specialist.
- Case status can only be tracked from the Support Services Specialists' site.
- Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from Support Services Specialist, End User and third parties 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.

8 Glossary

- **Case:** a service request generated by the End User related to an incident.
- **RMA:** Return Materials Authorization.
- **JTAC:** Juniper Networks Technical Assistance Center.

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.

Corporate and Sales Headquarters

Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100
www.juniper.net

APAC and EMEA Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: 31.0.207.125.700
Fax: 31.0.207.125.701

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