

Juniper Government Network Support Services

SERVICE DESCRIPTION DOCUMENT

Contents

1. Introduction	1
2. Eligibility and Purchasing	2
3. Service Features and Deliverables	2
4. Service Term	3
5. End User Responsibilities	3
6. Availability	3
7. Scope	3
About Juniper Networks	4

1. Introduction

This Service Description Document (“SDD”) describes Juniper Government Network Support Services (“Services”) rendered by Juniper directly to the End User of Juniper Networks products (“End User”). Available only in the United States, these Services are intended to supplement a current support agreement for the eligible Juniper products and are only available when all eligible product(s) in the End User’s network are supported through a minimum of Juniper Care Core service support contract.

The End User is identified by name and address in the order for the Services (whether placed by an authorized Juniper Partner or otherwise). The Services cover only those Juniper Networks End-User products purchased from Juniper Networks or an authorized Juniper Networks reseller, and that are specified in the Purchase Order for the Services placed by the End User or an Authorized Juniper Networks reseller, and, for each such product, only during the term of the Juniper Care Services Contract. (Such Juniper Networks products of the End User are herein referred to as the “*Supported Juniper Products*.”)

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.

2. Eligibility and Purchasing

Juniper Government Network Support Services are available for purchase only by qualified End Users or Juniper Networks authorized resellers on behalf of an End User identified by name and address in the Purchase Order, which End Users have one or more Juniper Networks products under Juniper Care Services contract and who register themselves and their Supported Juniper Products with the Juniper Networks Customer Service Center (“CSC”).

The Services must be purchased together with Juniper Care Services. All purchasing conditions applied to Juniper Care Services must be followed. Any such purchased as Juniper Networks commitment to provide Services to the End User is referred to herein as a “*Juniper Networks Service Contract*.”

The Services cover only those Juniper Networks products (hardware including any associated Embedded Software or Separately Licensable Features, as such capitalized terms are defined in the JPLA) that are identified as the supported products in the Purchase Order placed with and accepted by Juniper Networks, and as to which products the reseller or End User has identified to Juniper Networks in writing:

- The name and address of the principal place of business of the End User
- The serial number of the product (if the product is serialized) and of the Juniper Networks hardware product on which it is installed, if applicable

Such Juniper Networks products so supported are herein referred to as the “Supported Juniper Products,” but only as long as they are also covered under a current, valid Juniper Care Services Contract.

3. Service Features and Deliverables

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

3.1 Government Network Technical Support

This feature provides the End User with access to Juniper Technical Support Engineers who are eligible to apply for Security Clearance (“Secure Technical Support Engineers” or “STSEs”) and who reside in the United States to be the case owner for the duration of the case. The End User has unlimited access to the STSEs by phone and online 24/7/365 on all eligible products (except CTP series and J series products, please see Section 6 Scope for details).

As a single point of contact for all support needs, STSEs help diagnose system problems, configure, troubleshoot, and provide work-around solutions when necessary.

3.2 Case Workflow Within Juniper Technical Assistance Center (JTAC)

A case can be opened by calling Juniper Customer Care or on the Juniper support website. Customer Care agents might or might not be eligible for Security Clearance.

Once a Case is opened, a STSE is assigned and resolves the issue as quickly as possible. The STSE updates the customer contact via telephone or e-mail as well as updates the Case notes so that they are viewable by the customer via the Web.

If escalation is required, the case is assigned to an appropriate subject matter expert (SME) within JTAC who is not guaranteed to be eligible for Security Clearance to work on the case. If the SME is not eligible for Security Clearance, the STSE can remain as the case owner (at the End User’s discretion) and act as the primary interface for the customer for the duration of the case.

Either the STSE or SME can engage other resources within JTAC and engineering teams who have additional product and technology knowledge specific to the case to help resolve the issue in a timely manner. These resources are not guaranteed to be eligible for Security Clearance.

For End Users who have a Juniper Care Plus, Juniper Optimum Care or Customer Focused Technical Support contract, in addition to Juniper Care and Government Network Support Services contracts, the case is assigned to a STSE first. If the assigned STSE is not part of the Expert-to-Expert Access or Customer Focused Technical Support team (please see Juniper Care Plus, Juniper Optimum Care and Customer Focused Technical Support Services Description Documents for details), the STSE escalates the case to someone on that team but remains the primary interface and case owner for the duration of the case (at the End User's discretion).

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

- Sanitize data first before sending it to Juniper to help resolve the case. This process removes any data that the End User considers sensitive prior to sharing the data with Juniper.
- Register at Juniper Networks CSC, register all Supported Juniper Products and Site IDs, and keep all such information current, accurate, and complete at all times.
- Contact Juniper and provide required information to activate the Services entitlement, including serial numbers for each system-level piece of hardware, to enable the support level and delivery of services.
- Provide information on the current software releases running in the network and current configurations as and when requested by Juniper Networks to enable delivery of the service deliverables mentioned in this offering.
- Provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Service.
- Ensure that the requirements identified for the proper working of the Juniper Networks solution are in place. These requirements can 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 Services.
- Advise Juniper of any Information Juniper can reasonably request about the execution of the Services throughout the delivery of Services. If third-party participation and cooperation are required for the End User to perform the End User's responsibilities, the End User shall be responsible for getting such participation and cooperation. The End User shall provide written notice to Juniper Networks as soon as it becomes clear, or there is reason to believe, that the End User cannot meet any of the End-User responsibilities.

6. Availability

These Services are available for End Users in the United States only. Services are available for a minimum fixed duration of 12 months.

7. Scope

- Products eligible for the Services include Juniper Networks® M Series Multiservice Edge Routers, T Series Core Routers, MX Series 3D Universal Edge Routers, EX Series Ethernet Switches, SRX Series Services Gateways, QFX

series, PTX series, LN series, CTP series and J series products.

- Services coverage is 24x7 on all eligible products above except CTP series and J series. Services coverage is 8x5 (local JTAC business hour) on CTP series and J series.
- Services shall be delivered remotely from authorized Juniper location(s) in the United States unless otherwise specified.
- All service deliverables in this offering are available in English only.
- Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from the End User such cooperation, network access, consents, information, and materials that Juniper can 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.

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.

Corporate and Sales Headquarters

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

Copyright 2024 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Juniper, and Junos are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.