

JUNIPER PREMIUM CARE

SERVICE DESCRIPTION DOCUMENT – AUGUST 2022

Version 1.0

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1. Introduction

This Services Description Document (“SDD”) describes Juniper Networks® Juniper Premium Care (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 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 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 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-terming 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 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:

3.1 Escalation Management Desk (24x7)

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

- Dedicated phone number.
- Single Point of Contact (SPOC) team to facilitate all case escalations.
- Facilitate case progress end to end on all cases escalated by the End User, follow up and report status to the End User until all escalation requests are completed.

3.2 On Boarding Assistance

Account set up assistance to ensure that the End User has access to the service deliverables in this SDD and appropriate resources within Juniper Networks:

- Kick-off 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.

3.3 Customized Reports

Customized Reports provides the End User with a quarterly consolidated report based on the End User's network and includes a summarized view of 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.

3.4 Best Practice Knowledge Transfer

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

- 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, Patch Management, and more.
- Webinar will be recorded and posted.

3.5 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](#)).

3.6 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 Service Request (SR). A SR is initiated by the End User when there is an issue, then Juniper creates a case.

- Priority 1: within 15 minutes
- Priority 2: within 30 minutes
- Priority 3: within 2 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 Service Request.

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 Service Requests via e-mail. However, e-mail can be used to update and track the status of a Service Request once it is opened.

3.7 Service Manager

The Juniper Service Manager is a named Juniper Networks contact as the End User's advocate and the single point of contact for all service-related activities and entitlements and is available remotely during normal business hours. The Service Manager will assist the End User with all Services related escalations, including but not limited to, Service support, service readiness, and service planning. The Service Manager will coordinate and host the on-site kick-off meeting with the End User to provide information needed for the End User to receive the entitled Services deliverables.

The Named Service Manager is responsible for:

- The Customer Support Plan.
- Bi-weekly/Quarterly Review.
- Asset Tracking and Management.
- Incident and Escalation Management.
- Proactive Account Management.

Customer Support Plan

The Customer Support Plan is developed and administered by the Service Manager. The Customer Support Plan includes the following topics: account set-up and management, management and reporting for all entitled Services, case escalation, case management, case trend analysis, proactive case planning, operational and logistical assistance, guidance for support automation set-up and management, Bi-weekly/Quarterly Reviews, training requirements and coordination, Install Base (IB) guidance, JTAC User Guide review, Contact Matrix (for both Juniper Networks and the End User, including escalation process) formulation, and remote access device procedures. The Customer Support Plan also includes the coordination and agreement sign-off to receive access to the End User's network, guidelines on any special outage procedures, and how to use web-enabled Juniper Networks support tool(s).

Bi-weekly/Quarterly Review

A deliverable within the Customer Support Plan and administered by the Service Manager, the Bi-weekly/Quarterly Review provides the End User with an overview and status of all outstanding Services issues, including all closed and open cases, and Return Materials Authorizations (RMA's). The review also includes planned network activities, planned services activities, product performance metrics, and service performance metrics.

Asset Tracking and Management

Asset Tracking and Management provides the End User with a support automation tool that tracks and manages Supported Juniper Products within the End User's Install Base (IB). The Service Manager will provide guidance on support automation tool set up and management.

Incident and Escalation Management

Incident and Escalation Management is administered by the Service Manager and provides the End User with assistance in handling, escalating, and managing high priority cases to achieve faster problem resolution and timely case closure. The Service Manager owns the escalation through the issue resolution lifecycle, coordinating the remediation plan with Juniper Networks internal delivery teams and ensuring timely communication and resolution.

Proactive Account Management

Proactive Account Management is administered by the Service Manager and provides the End User with guidance for mapping business requirements to network function and capability, software bug notification and remediation, End of Life (EOL), End of Service (EOS), End of Engineering (EOE) (in each case as defined in Juniper's EOL/EOS Policies) guidance and planning, software feature and release recommendations, device utilization and configuration optimization recommendations.

The Service Manager will proactively monitor and review Technical Services Bulletins (TSB's) relevant to the End User based on their current known IB, and then follow up with End User to ensure awareness. TSB's include notifications on software and hardware updates, new software releases, End-of-Life announcements, and service and support news.

4. End User Responsibilities

In order 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, and the current software releases 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 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

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 Service Manager 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.

6. 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 Service Manager are limited to six. In addition to the named contacts, Certified (JNCIE, JNCIP, and JNCIS) experts can also receive access.

7. 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

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net

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