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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.

Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit www.juniper.net/us/en/products-services.

Juniper Networks Customer Team

The Juniper Networks Customer Team consists of several groups within Juniper, all working together to quickly answer questions and resolve network issues. In addition to Juniper Networks® Technical Assistance Center (JTAC), there are two other primary support groups that make up the Customer Team: Customer Care and Support Delivery Logistics.

Customer Care

Juniper Networks Customer Care organization is the primary owner of non-technical problem resolution and provides the following non-technical services to Juniper customers:

- Juniper Networks Support portal
- Juniper Digital Assistant and Live Chat
- Account access, and password reset
- Support entitlement
- Entitlement to software downloads
- License key administration and management
- Product mis-ship monitoring, and communication
- Transfer of product ownership, inspection, and support reinstatement
- Communication of customer policies and business procedures
- General inquiries on Support Delivery Logistics

(RMA) status

- General inquiries on warranty, support contract status, and setup

Juniper Networks Global Customer Care Centers

Juniper Networks has two Customer Care centers located around the world. They are your focal point of contact for non-technical questions and issues 24x7x365.

Customer Care Contact Information

Juniper Networks customers can open Admin Case online, chat, or via telephone. Admin Cases will be routed to the Customer Care team who would then take appropriate actions to resolve the query and deliver a flawless Customer Service experience.

- To create an Admin Case online visit the Juniper Networks Admin Apex Support Portal tool at https://apex.juniper.net
  - Note: A valid Juniper Networks login account is required for access.
- Phone: +1-888-314-5822 (toll-free, U.S. and Canada) or +1-408-745-9500 (U.S. and Canada)
- If outside U.S. or Canada, use a country number listed here: https://support.juniper.net/support/requesting-support/
- Juniper Digital Assistant - Pex is our real-time networking assistant. Access the Juniper Digital Assistant on self-service portals – look for the chat button on the bottom-right of the page.

For non-English speaking customers, our Customer Care representatives can provide support in several languages such as Mandarin, Japanese, Korean and Spanish. They also have access to translation services to help facilitate communication in most other business languages.
Government Customer Care

U.S. based, U.S. citizen, Customer Care team will deliver a flawless Customer Service experience 24x7x365 and ensure Customer Success for our highest-level customers that purchase Juniper Government Advanced or Premium Care Services. For all technical and non-technical inquiries call:

+1 833-900-1454 (toll free, US & Canada)
+1 408-216-7007 (all other Countries)

Open cases on the Secure APEX Government Support Portal: http://govsupport.juniper.net/

Refer Apex Gov Support FAQ for an overview

Support Delivery Logistics

If JTAC determines that your product is defective or hardware is considered Dead on Arrival (DOA), a Return Material Authorization (RMA) number is issued. The RMA is dispatched to an RMA specialist within the Support Delivery Logistics team for processing. You will receive RMA acknowledgement and various status notifications via e-mail during the RMA lifecycle.

Self-Help Online Tools/Resources

For quick and easy problem resolution, Juniper Networks has various online self-service facilities that can be accessed via the Apex Support Portal

How to Obtain a Juniper Networks - APEX Support Portal Login and Password

Creating a Juniper Networks account will enable you to access secure resources within the Apex Support Portal. To create an online account, please complete the four (4) easy steps outlined on the Web form located at: https://userregistration.juniper.net/

A registered account is required for Juniper support system access and recommended for related communications (i.e., chat, email, text) regarding support cases, RMAs, or other support data within Juniper systems.

Apex Support Portal

Apex Support Portal, powered by Salesforce, is designed for ease of use. It will enable an intelligent multi-channel customer support experience. For information on initial capability, watch this brief video: Apex Support Portal Overview. Additional training resources are available today at Apex Support Portal Training and Information and will be available from inside Apex Support Portal via the "Quick Links" menu.

The initial Apex Support Portal release will enable you to troubleshoot issues, create and manage cases, view assets and RMAs, and even connect with a Juniper Support agent, all from within a single platform.

You can access this via https://apex.juniper.net

Apex Support Portal upgrades and simplifies the support
Integrated Customer and Partner support portal

- Enables post-sales support and services
- Powered by Salesforce Community Cloud, a state-of-the-art Customer Relationship Management solution

Supports ability to:
- Create and view support cases
- View contracts, assets, RMAs
- Identify assets with announced end-of-life (EOL) dates

Replacement for Case Manager and MyJuniper

Juniper Digital Assistant and Live Chat
Customers can save time by obtaining quick, automated answers to common support questions. If needed, seamlessly transfer to a live agent for additional help.

The Juniper Digital Assistant (Pex) assimilates the information supplied by the customer during the chat and offers solutions accordingly.

Available from Juniper’s online Support pages, Pex provides support when and where you need it for the following topics:

- Product support
- Welcome letter - email a copy of your J-CARE confirmation letter
- RMA status and product return instruction
- Software downloads - check entitlement and download SW/FW images
- Live Agent chat - Get live assistance when you require more than Chatbot assistance
- Knowledge-based support new

NOTES:

- To see Pex, be sure to disable browser protection (Firefox) or enable cookies (Chrome). You can find Pex in the lower right corner on any of the Support pages.
- Our support chatbot has a new name: Pex (formerly known as Juniper Digital Assistant Chatbot; or JDA Chatbot)

Forgot Your Password?
If you have forgotten your password for the Apex Support portal, you can request an e-mail notification to unlock your account and reset your password here: https://userregistration.juniper.net/resetpassword

Product and Support Contract Management
You can use online tools to view and update your installed base or validate product registration and support entitlement.

Register Product
Juniper Networks auto-registers products based on the end customer information provided at the point of sale. However, it is critical that customers validate product registration accuracy and update their product installed base information as required. For more details on product registration and installed base management, please refer to KB: https://kb.juniper.net/ KB99177

Update Installed Base
It is important that we have an up-to-date record of your installed base so that our depots are stocked with the correct parts to support you, and we can provide you with an accurate and timely renewal quotation.

The Juniper Partner or the End Customer is required to update their install base data if there is any add, change, or move to your install base. Juniper Networks will not be held accountable for not meeting the hardware replacement service level agreement for products that do not have an accurate install base record.

If the contracted SLA cannot be supported at the new site address, Juniper Networks will inform you and provide you with the next available hardware delivery option. Upon your acceptance, location will be updated, and the contracted SLA will be updated to reflect the next available SLA.

Upon completion of location / configuration update and until stock is repositioned at the correct location, hardware replacement support will be provided as best effort.

You can submit your installed base location or configurations update via Admin Case in the Apex Support Portal and choosing the Install Base Update as the Request Type and filling the associated templates.

Search Products and Contracts
To search for products and contracts registered under your profile, please use the APEX Support Portal

Customers with an active support contract (PAR support excluded) are entitled to 24x7 phone and Web support. Note that serial number verification is required to open a Technical Admin Case.

To search for service entitlement information by entering product serial number, software support reference number (SSRN) or contract ID, please visit: Apex Support Portal

If the provided serial number is not entitled to support and the warranty has expired, the following options are available for obtaining support:

Additional guidance on the usage of Apex Support portal to view assets and contracts can be accessed via Apex Support Portal Training and Information - Juniper Networks

To purchase or renew a new support contract, please contact an authorized Juniper Partner to purchase or renew a support
contract by visiting: www.juniper.net/us/en/partners/locator/

**Agile Licensing Portal**

Juniper Networks has designed a state-of-the-art, online, self-service portal called the Agile Licensing Portal which enables customers to activate, retrieve, and find their product license key(s) as well as performing license transfers on RMA devices.

**Activate a Product Software License**

Upon purchase of the required software license via an authorized Juniper Networks partner, you will receive a license activation code which you can use to activate and download the license activation keys to enable product features via out licensing systems. Please refer to:

- Manage Junos Software Licenses - https://license.juniper.net/licensemanage/
- Manage Non-Junos Software Licenses - https://lms.juniper.net/lcrs/license.do

Where the software license requires no license unlocking key you will receive a Right to Use (RTU). This RTU should be maintained in a safe place and serves as the customers proof of purchase.

**Register and Retrieve Subscription License**

For the first time a subscription license is purchased, you can activate the subscription license activation code via the Juniper Agile Licensing Portal: https://license.juniper.net/licensemanage/

Once the subscription is activated, you can invoke a request from the product to retrieve the license unlocking keys via the internet if the product is configured and connected to the Internet.

For a subscription license renewal, a license authorization code will not be delivered. You will receive a “welcome letter” notification as a confirmation of your renewal. Juniper products are programmed to automatically contact the Agile Licensing Portal (JAL) via the Internet and download a renewal subscription activation key as they near the end of their subscription period. This automatic download only works if (a) the product is configured and connected to the Internet; and b) the renewal is processed before the original key expires.

Once a subscription license authorization code is activated or license renewal order confirmed, you also have the option to access the Agile Licensing Portal and download the license keys manually. To do this, please visit: https://license.juniper.net/licensemanage/

**Generate Replacement License for RMA Device**

If you have received an RMA replacement for your Juniper appliance and the defective appliance has a product activation key, you may self-serve the transfer of the license activation key from the defective to a replacement unit by visiting:

- RMA Transfer Junos software licenses - https://license.juniper.net/licensemanage/mlalt
- RMA Transfer Non-Junos software licenses - https://lms.juniper.net/lcrs/generateRMA.do

For further details on RMA license transfer, please refer to KB article https://kb.juniper.net/KB13500/

**Reporting and Resolving Problems with Customer Care**

**General Questions and Problems**

Juniper Networks has designed state-of-the-art, online, self-service options. If you have a question or issue that you cannot resolve yourself and it is not of a time-sensitive nature, please follow these guidelines to receive a quick and reliable solution.

For more details, please visit the sites below:

- Find support guidelines and policies: www.juniper.net/support/guidelines.html
- Chat with the Juniper Digital Assistant (Pex) for a 24/7 real-time issue resolution: https://support.juniper.net
- Find solutions and answer questions using our Knowledge Base: http://kb.juniper.net
- Browse Product Information and Technical Documentation using the Juniper TechLibrary: https://www.juniper.net/documentation/

**How to Open a New Admin Case**

Non-technical Admin Cases can be opened via the Apex Support Portal. You may then follow up with a phone call to Juniper Customer Care if you require immediate attention to the issue.

Create an Admin Case for the following types of non-technical issues:

- Account Registration
- Login Assistance
- Product Registration
- Entitlement to Download Software
- License Key management
- Warranties & Contracts

Follow the below steps to create a new Admin case via the Apex Support Portal

1. Log into Apex Support Portal
2. Select the **Cases tab** at the top of the page

3. Click **Create Case**.

4. On the New Case page:
   - Select Admin if you have a non-technical issue.
   - Click Next.

5. In the New Case: Admin page,
   - Select the appropriate Request Type and Request Sub Type based on the nature of the query
   - Select the case Priority based on the critical level of the issue.
   - Select the required contact method from the Initial Follow-up Method drop-down menu.
   - Enter a contact number in the Preferred Callback Telephone Number field
   - Enter a short summary about the inquiry in the Summary field
   - Enter the detailed information about the inquiry in the Description field and click Next
   - Enter the Serial #/ Software Support Reference # if available and click the green arrow.
   - The Product Series and Platform fields are auto populated.
   - Click Finish

6. A Customer Care representative will contact you via phone or e-mail within 24 hours.

**Open a Customer Care Admin Case by Telephone**

1. Telephone +1-888-314-5822 (toll-free, U.S. and Canada) or +1-408-745-9500 (International outside of U.S. and Canada) to obtain the latest information on your Admin Case.

2. Enter your 12-digit Admin Case ID followed by the pound or hash (#) sign. Please do not include the dashes (example, 2019-0111-01201 is entered as 2019011101201#)

**How to Track an Existing Admin Case or RMA**

Via Apex Support Portal
You may track your Admin Cases or RMAs online by accessing **Apex Support Portal**

- Search by Admin Case ID using format YYYY-MMDD-NNNNN where NNNNN is the number of the Case (example: 2019-0101-01236).
- Search by RMA number using format RNNNNNNNNN (example: R21056835)

**Additional guidance on the usage of Apex Support portal to view cases and RMA's can be accessed via Apex Support Portal Training and Information - Juniper Networks**

Manage an Admin Case by Telephone

1. Telephone our global support at the local number listed. Call +1-888-314-5822 (U.S. and Canada) or +1-408-745-9500 (International outside of U.S. and Canada) to obtain the latest information on your Admin Case.

2. Enter your 12-digit Admin Case ID followed by the pound or hash (#) sign. Please do not include the dashes (example, 2019-0111-01201 is entered as 2019011101201#)

3. Be prepared to provide the Customer Care representative with the following information:
   - Serial number, contract number, license information (if applicable)
   - Definition of the problem in detail
   - Priority level and impact of the problem
   - Software version
Quick Reference Guide for Opening a Customer Care Admin Case

*Figure 2: Quick Reference Guide for Opening a Customer Care Admin Case*

1. Open an Admin Case online using Apex Support Portal
   - Customer Care provides 24 x 7 x 365 assistance
   - Is this an escalation on the weekend or a holiday?
     - Yes: Send to Customer Care
       - Customer Care contacts the customer
     - No: Admin Case waits in queue until the next business day

2. Open an Admin Case by calling Customer Care 1-888-314-5822 (US or Canada) or 1-408-745-9500 (all other countries)
   - Customer Care provides 24 x 7 x 365 assistance
   - Is this an escalation on the weekend or a holiday?
     - Yes: Send to Customer Care
       - Customer Care contacts the customer
     - No: Close Admin Case

Customer Care provides 24 x 7 x 365 assistance.
Admin Case Workflow Within Customer Care

Once a non-technical Admin Case is opened with Juniper Networks, the Customer Care representative will resolve the issue as quickly as possible. If escalation is required, the Admin Case will be handed off to a Customer Care team member to resolve the issue.

Customer Care Responsibilities

Once you have initiated an Admin Case with Juniper Networks, the Customer Care representative will take the following actions:

- Take ownership of your Admin Case
- Provide assistance
- Provide you with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at your request.
- Close the Admin Case when you agree the problem has been resolved

You can monitor the Admin Case progress by logging into the Apex Support Portal. Please note that you have access to those Admin Cases you initiate or those which are initiated against accounts to which you have an association in the records.

Customer Communication Guidelines

The chart below provides Global Customer Care targets for providing response, communication, and resolution to customer issues. These targets are based on the priority assignment of the Admin Case.

Table 1: Priority Ranking Guidelines for Admin Case

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<th>Priority</th>
<th>Impact and Response Time</th>
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<tr>
<td>P1: Critical</td>
<td>Immediate response is required. Customer Care to respond within 2 hours. It is highly recommended that you call Customer Care in this situation. (For example, Critical license issue).</td>
</tr>
<tr>
<td>P2: High</td>
<td>Affects business operations. 24-hour response time. (For example, Software download requests, License Issue).</td>
</tr>
<tr>
<td>P3: Medium</td>
<td>Limited impact to business operations. Response time is within 2 business days. (For example, Support activated against wrong SN and needs to be moved, Need activation code/License).</td>
</tr>
<tr>
<td>P4: Low</td>
<td>No effect on business operations. Response time within 3 business days. (For example, User Registration Issue).</td>
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Response and Resolution Guidelines

Our systematic escalation process is intended to notify and brief various levels of management throughout the lifecycle of an Admin Case. Escalation timeframes are measured on a 24x7x365 basis.

If the issue is not resolved to your satisfaction or in the expected timeframe, call the Customer Care number +1-888-314-5822, or +1 408-745-9500 and ask for your Admin Case to be assigned to a Customer Care team member. For P1 escalations occurring on weekends or after office hours, please request to have the on-call Customer Care person contacted.

Customer Care managers are available 7x24x365 for management escalations. Upon reaching Customer Care, please provide your Admin Case number and ask for the escalation manager.

Mis-shipment Process

Mis-shipment requests should come from the customer who placed the order directly with Juniper Networks. Eligible mis-shipment requests are those submitted within 90 days of the product being shipped.

The classification of a mis-ship is as follows:

- A non-technical end customer/partner reported problem with the original delivery of product(s) ordered. This includes the following:
  - Missing or incorrect component parts and/or subassemblies
  - Missing or incorrect documentation

Customer Care will assist in opening the Admin Case and provide updates and a tracking number once the correct part has been shipped.

Grey Market/Reinstatement

For Juniper Networks Service and Support Inspection and Reinstatement Policy, please refer to: https://support.juniper.net/support/pdf/guidelines/990222.pdf.

This Services & Support Inspection & Reinstatement Policy applies to all Juniper hardware, software, and cloud services. Requirements for support and licensing are dependent on whether the requesting party is the original purchaser of the hardware, software license and/or cloud services subscription. The original purchaser is the legal entity which originally purchased the new or Juniper Certified Pre-Owned product from an authorized Juniper partner or Juniper Networks.

The Gray Market is where products are traded through distribution channels that are often legal, but are unofficial, unauthorized, or unintended by the original manufacturer. Therefore, Juniper products that are sold by an unauthorized intermediary (e.g., unauthorized reseller or brokers) and advertised as ‘new,’ ‘used,’ or ‘refurbished’ will be considered Gray Market Product.
Additional details on Gray Market can be found under the below links
https://support.juniper.net/support/pdf/guidelines/gray-market-product-support-faq.pdf

**Return Materials Authorization (RMA) Procedures**

RMAs fall into four standard categories. Juniper Networks processes RMAs in accordance with product warranty or contracted support entitlement related to these RMA types:

- Advance Replacement
- Return to Factory Repair
- Dead on Arrival (DOA)

Please refer to Product Warranty Policy details at: https://support.juniper.net/support/warranty/.

Please refer to Juniper Care Services data sheet for more details on service entitlement at: https://www.juniper.net/assets/us/_en/local/pdf/service-descriptions/9060093-en.pdf

Please refer to the Repair and Return Policy and Procedures for further detail on RMA procedures at: https://support.juniper.net/support/rma-procedure/

Please note that hardware replacement under End User Support Agreement excludes physical damages caused by fire or “acts of God” such as floods, hurricanes, etc. RMA requests for such hardware damages will not be accepted.

Please refer to https://support.juniper.net/support/guidelines/ page 3, 2.e. iii) for more details.

Please note that the Repair Centers follow an internal Agile system for loading JUNOS at the time of repair. As a result, the latest software version in the replacement device is not guaranteed.

For RMA return instruction details, please visit:

US and Canada: https://support.juniper.net/support/pdf/rma/9060006-EN.pdf

Latin America: https://support.juniper.net/support/pdf/rma/9060005-EN.pdf

EMEA EU: www.juniper.net/support/9060007-EN.pdf

EMEA Non-EU: https://support.juniper.net/support/pdf/rma/9060007-EN.pdf

Asia Pacific: https://support.juniper.net/support/pdf/ma/9060008-EN.pdf

Juniper Networks Logistics has worldwide RMA return locations. A complete list of return locations can be found by visiting: https://support.juniper.net/support/rma-locations/

**RMA Troubleshooting**

In most cases, troubleshooting of the unit is conducted before an RMA is issued to confirm that the unit is defective. The following process typically takes place:

1. Customer contacts the Juniper Technical Assistance Centre (JTAC) through initiation of a Technical Admin Case (Tech Case).
2. Problem is described to the TSE (Technical Support Engineer).
3. TSE performs diagnostics and if the product is determined to be defective, the TSE creates an RMA request.
4. After a request for RMA is created, customer will receive an email to validate the RMA shipping address before an official RMA can be created and product is shipped. In the Open RMAs list view, these RMAs will display a “Status” of “Pending Customer Validation”.
5. If the RMA displays any other status such as Open or Customer Verified and customer needs to make a change or cancel the RMA, they can chat with Pex, or contact a Juniper support agent. If after 30 minutes the RMA has not been validated, an RMA specialist will create the RMA to avoid any delays in shipping the replacement.
6. After the RMA is dispatched to Support Delivery Logistics, it is processed according to warranty or service contract, and an RMA notification is sent out. Further E-Mail notifications will be sent throughout the RMA process and copied to the Technical Admin Case.
7. Customer returns the faulty unit to Juniper for repair or receives replacement equipment with instructions on how to return the defective unit.

**Handling of Returned Goods**

Whenever a product is determined to be defective, an RMA is generated. All returns must include a valid RMA number and be returned in accordance with Juniper RMA return procedures:

Important: Label the outside of the box with the RMA number to ensure proper tracking and handling.
Please refer to https://support.juniper.net/support/rma-locations/ for specific addresses, as return locations vary by country.

**Returns Not Received**

Juniper Networks has a ten (10) business day standard return policy for Advance Replacement support contracts, after this time Juniper Networks has the discretion to charge full list price for the non-return of a defective part. This notice is included in the confirmation of the RMA that is sent to you on the date of issuance.