



# JUNIPER OPTIMUM CARE SERVICE

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## 1. Introduction

Juniper Optimum Care Service (“**Service**”) is as described in this Service Description Document (“SDD”). The Service is rendered by Juniper directly to the End User of Juniper Networks products (the “End User”), who is identified by name and address in the order for the Service (whether placed by an authorized Juniper Partner or otherwise).

The Service is subject to the terms of the Juniper Networks End User Support Agreement, a copy of which is posted at <http://www.juniper.net/support/guidelines.html> (or other written master service 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 for End User) (herein, the “**End User Services Agreement**” or “**EUSA**”).

In the event of any conflict between the terms of this SDD and those of the EUSA or Juniper’s End User License Agreement (“EULA”); the terms of the EUSA and EULA shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the EUSA.

## 2. Eligibility and Purchasing

The Service is only available to End Users for support of Juniper products. For the purpose of this SDD, Supported Juniper Products means those products that are part of the Juniper Networks SRX Series Gateways, M Series Multiservice Edge Routers, MX Series 3D Universal Edge Routers, EX Series Ethernet Switches, or QFX Series product families and are currently covered under a Juniper Care Support Service contract.

The Service is available to the End User directly from Juniper or via a Juniper Networks Authorized Reseller. The Service may be purchased for 12 month periods based on the size of the network on the effective date of the Service.

## 3. Service Features and Deliverable Description

The Service delivers comprehensive operational support for Supported Juniper Products, with its Service Management, Software Life Cycle Management, Configuration Analysis, Product Performance Optimization, Remote Technical Consultation (QnA), and Proactive Communications components detailed in this section.

### 3.1 Service Manager

The Juniper Networks Service Manager is a named contact assigned as End User’s advocate within Juniper Networks to manage all End User service-related

operational activities during local business hours. The key deliverables of a Service Manager include the following:

- Act as primary point of contact within Juniper to oversee the delivery of all entitled Services in this offering
- Provide account setup assistance and ongoing account management to ensure that the End User has access to the service deliverables in this service offering and appropriate resources within Juniper Networks
- Have onsite kickoff meeting with the End User to provide information needed for the End User to receive entitled Service deliverables such as user accounts setup, review of case notification process, case opening guidelines, case escalation process, key Juniper Networks contact information, and regular meeting schedule
- Ensure that the End User account is correctly set up internally within Juniper to be able to open cases and notify internal teams that need to provide Services deliverables to the End User
- The Service Manager will proactively monitor and review Technical Services Bulletins (TSB's) relevant to the End User's current known IB, follow up to ensure the End User is aware and can take action as needed. TSB's include notifications on software and hardware updates, new software releases, End-of-Life announcements, and service and support news.
- Provide a Customer Support Plan, which includes the following:
  - Juniper Networks Technical Assistance Center (JTAC) User Guide
  - Contact matrix for both Juniper Networks and the End User, including escalation process
  - End User device remote access procedure; also, coordinate the agreement sign-off to receive access to End User's network, if required
  - Guidelines on any special outage procedure, if applicable, to ensure End User satisfaction
  - End User information on how to use web-enabled Juniper Networks support tools
- Support the End User to maintain accurate installed base data
- Track and plan all End User entitled service deliverables
- Assist in service planning based on End User's specific needs and where they are in the Service life cycle; engage with the account team and the End User in planning for future projects
- Proactively manage customer escalation related to service support, service readiness, and service planning, working with Juniper internal delivery teams.
- Conduct periodic conference calls to report status on outstanding issues and discuss key future network activities
- Conduct operational review meetings (onsite or remote) to discuss End User-specific product and service performance metrics such as cases, problem reports/bugs, Return Materials Authorizations (RMAs), related trends, and Service activities planned for the next quarter; operational review meeting frequency to be set between 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 Networks support organizations and the End User to identify corrective actions on products and make training recommendations, if required, to help the End User close knowledge gaps
- Provide logistical and operational assistance working with Juniper Networks Logistics to coordinate all escalations on parts shipped back from the End User for failure; provide status updates and drive issues with the global delivery organizations, as required, to ensure that the contract commitment is being met
- Provide proactive case planning, assistance in coordinating JTAC resources, and relevant information for End User identified (pre-planned) events (e.g., software upgrade) to help ensure efficient response
- 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

### 3.2 Expert to Expert Access

The Expert to Expert Access feature allows End User to open and pursue Priority 1 and Priority 2 cases directly on a 24x7 basis, with access to 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. (Definition and examples for Priority 1 and Priority 2 cases are as set forth in the End User Support Agreement.)

### 3.3 Software Life Cycle Management

Software Life Cycle Management ensures that the End User is running supported software optimized to their network and business needs, providing ongoing guidance based on industry experience deploying Juniper equipment.

Juniper will:

- Provide software recommendations for optimal support of existing and new hardware/feature implementation to reduce potential risk and increase success of deployment
- Provide best practice upgrade procedures to minimize risk associated with deployment of new software
  - Provide risk analysis of recommended software version upgrades
  - Identify and recommend software version targets for devices which may be reaching End of Life or End of Support

### 3.4 Configuration Analysis

Configuration Analysis ensures that the End User's device configurations are optimally implemented based on industry experience deploying Juniper equipment.

Juniper will:

- Identify and recommend product configuration optimization opportunities for existing implementations
- Review new configurations prior to new deployment or implementation
- Provide improvement recommendations to standardized configurations and templates

Recommendations provided in the Configuration Analysis are based on Juniper Networks' best practices and do not include:

- Security policy review
- Normal provisional, routine, or user configuration changes
- Lab verification related to the changes

### 3.5 Product Performance Optimization\*

This service provides reports, every two months, to analyze performance trends of the Juniper Supported Products by establishing a baseline and then periodically sampling Juniper device data.

Juniper will:

- Routinely collect device health data and perform analysis to identify areas which may require corrective action or awareness
- Identify areas of concern for potential malfunctioning hardware components, undetected problems, data abnormalities, and unexpected trends

- Recommend actions and improvements to identify areas of concern
- Establish data trend analysis for device health and scale

(\*Note that the Product Performance Optimization service is not yet available on the QFX Series product line but if made available during the term of the Service, it will be included in the scope of Services provided.)

### 3.6 Remote Technical Consultation Service—Access to Subject Matter Expert (QnA)

Juniper will provide technical advice and consultation via direct phone call or e-mail during regular business hours to assist End User with questions related to report results in the following areas: Software Life Cycle Management, Configuration Analysis and Product Performance Optimization.

## 4. End User Responsibilities

Juniper Networks' obligation to provide the applicable Service is conditional upon the End User meeting the following obligations:

- Determine and register the site ID associated with the Juniper Optimum Care contract with Juniper Networks, and provide an e-mail address of a primary contact for the site ID.
- Set up Internet access of Service Insight to connect to Juniper Support Systems, including any potential firewall settings.
- Contact Juniper and provide all of the required information to activate Service entitlement, such as serial numbers of each system, 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 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.
- 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 the Service Manager and other Juniper service 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.
- Participate in ongoing communications with Juniper Networks' primary contact(s) who will help in the delivery of knowledge transfer and other proactive communications.
- Participate in meetings that are scheduled ahead of time to discuss service deliverables.

- 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 they may be additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Services.
- Understand that the End User's employees interfacing with Juniper End User support teams may be required to undergo the recommended training conducted by Juniper or JNAECs 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.
- Provide Juniper with any information Juniper may reasonably request about the execution of the Service throughout the delivery of Service. If third-party participation and cooperation are required for the performance of End User responsibilities, End User shall be responsible for getting such participation and cooperation. End User shall provide written notice to Juniper as soon as it becomes aware or has reason to believe that End User will not meet one or more End User responsibilities

## 5. Availability

The Service is available worldwide (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); provided, however, that certain advance replacement and onsite services may not be available in certain countries. Service deliverables are available in English only.

- 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., or as Juniper defines normal business hours
- **EMEA:** 8 a.m. to 5 p.m., or as Juniper defines normal business hours
- **APAC:** 8 a.m. to 5 p.m., or as Juniper defines normal business hours
- The Services are available for a minimum fixed duration of twelve (12) months.

## 6. Scope

The scope of Service is limited to the Juniper Networks products and services purchased and in use by the End User.

- Service shall be delivered remotely from an authorized Juniper location unless stated otherwise.
- End User named contacts who can open cases with Expert to Expert Access and interface with Service Manager are limited to six (6). In addition to the named contacts, Certified (JNCIE, JNCIP, and JNCIS) experts can also receive access.
- All service deliverables in this offering are available in English only.

## 7. About Juniper Networks

Juniper Networks challenges the status quo with products, solutions and services that transform the economics of networking. Our team co-innovates with customers and partners to deliver automated, scalable and secure networks with agility, performance and value. Additional information can be found at Juniper Networks or connect with Juniper on Twitter and Facebook.

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