



# JUNIPER CARE PLUS

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## 1. Introduction

Juniper Care Plus services (the “Services”) are described in this Services Description Document (“SDD”). The Services are rendered by Juniper directly to the end user of Juniper Networks products (each, an “End User”), which 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 End User Juniper Networks products purchased from Juniper or an authorized Juniper Networks reseller. Products must be under a current and valid Juniper Care Support Services contract, and each such product only qualifies for Services during the term of its associated contract. (Such Juniper Networks products of End User are herein referred to as the “Supported Juniper Products”)

Services are subject to the terms of the Juniper Networks End User Support Agreement (a copy of which is posted at [www.juniper.net/support/guidelines.html](http://www.juniper.net/support/guidelines.html), 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 for End User’s Juniper Networks products (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, the terms of the EUSA or Juniper’s End User License Agreement (“EULA”), which is located at the following URL (or such other URL that Juniper may designate from time to time): [www.juniper.net/support/eula.html](http://www.juniper.net/support/eula.html); 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 EUSA.

## 2. Eligibility and Prerequisites

The Services are available for purchase only (i) by an End User who have one or more Juniper products under a valid Juniper Care Support Service or valid Advanced Partner Support contract or Advanced End User Support contract and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in the Reseller’s PO.

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 Service contract, and, for each such product, only during the term of its associated contract.

The Services must be purchased for a term lasting at least 12 months.

### 3. Service Features and Deliverables Description

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

#### 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:

- Point of contact within Juniper to oversee the delivery of all entitled services in this offering
- Provide account set up 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, process to receive training credits, Advanced Services Credits, 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 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.
- Provide a Service 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, including training credits, Advanced Services Credits, and provide a report to the End User on credit usage and balance
- Assist in service planning based on End User's specific needs and where they are in the Services lifecycle; 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. 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
- 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 Services 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

### 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 Training Credits and Webcasts

This feature provides End Users with access to webcasts and also a limited number of Juniper Networks Training Credits (JTCs) that can be used to gain access to any publicly available, open enrollment, instructor-led (either in-person or online), and e-learning courses at Juniper Networks Education Centers or any participating Juniper Networks Authorized Education Center (JNAEC) worldwide, private or onsite training, and certification exam vouchers.

The End User is entitled to 100 training credits if the pricing band purchased is band 1, band 2, or band 3; 200 training credits if the pricing band purchased is band 4, band 5, or band 6; and 300 training credits if the pricing band purchased is band 7, band 8, or band 9. If the pricing is custom, then the training credits will be customized per contract.

**Note:** Training credits are not available if the pricing band purchased is band 0.

For further information on Juniper Training Credits, please refer to the datasheet: [www.juniper.net/assets/us/en/local/pdf/datasheets/1000247-en.pdf](http://www.juniper.net/assets/us/en/local/pdf/datasheets/1000247-en.pdf)

### 3.4 Advanced Services Credits (ASC)

Under these Services, Juniper Networks makes available to the End User the number of Advanced Services Credits calculated below. ASC will be applied against any set of prepackaged network optimization services offerings ("Services Offerings"), each of which has assigned to it a set number of ASC.

Juniper reserves the right to modify, add, or delete Services Offerings at any time; provided, however, that any such change shall have no effect on the Services Offerings that an End User has ordered prior to the effective date of such change.

The End User can choose from a menu of pre-packaged network optimization services offerings ("Services Offerings") delivered remotely by Juniper engineers and redeem using a fixed number of ASC. Please see below.

### Standard Services Offerings and number of ASC required to redeem each service.

- Product Issue Impact Review - 4
- Software Upgrade Recommendation and Review - 5
- Product Health Check - 5
- Configuration Analysis and Change Review - 2.5
- Implementation Support- 1
- Remote Technical Consultation (QnA) - 1\*

*\*The End User may need to purchase additional credits if the scope of the request exceeds the initial scope of the Service Offering*

For more details on each of the Services Offerings listed above, please see Juniper Network's Network Optimization Consulting Services data sheet: [www.juniper.net/assets/us/en/local/pdf/datasheets/1000345-en.pdf](http://www.juniper.net/assets/us/en/local/pdf/datasheets/1000345-en.pdf)

The End User will be entitled to 5 ASC if the pricing band purchased is band 1, band 2, or band 3; 10 ASC if the pricing band purchased is band 4, band 5, or band 6; and 15 ASC if the pricing band purchased is band 7, band 8, or band 9. If the pricing is custom, then the quantity of ASC will be customized per contract. ASC must be consumed no later than the expiration date of the one-year term of the Juniper Care Plus contract.

ASC are not available if the pricing band purchased is band 0.

The actual delivery time required is subject to End User-specific requirements and Juniper Networks resource availability. End User and Juniper Networks will coordinate and agree on scheduling promptly after End User requests the particular Services Offerings.

Juniper reserves the right to modify, add, or delete Services Offerings at any time; provided, however, that any such change shall have no effect on the Services Offerings that an End User has ordered prior to the effective date of such change.

End Users will have the option to purchase additional ASC in blocks of ten (10) or twenty-five (25) or fifty (50). The credits can only be used for services on the menu. Once purchased, such additional ASC are valid until 12 months from the date of purchase. ASC unused at the expiration of that period will expire.

(For additional details, please see the Service Description documents for each service).

## 4. End User Responsibilities

- Contact Juniper and provide all of the required information to activate Services 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 Services 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 but not more than six senior technical representatives, who must be the primary technical interface to the designated contact of the Service Manager and other Juniper 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.
- 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 Juniper 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 Services throughout the delivery of Services. 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

- 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); provided, however, that certain advance replacement and onsite services are not available in certain countries. Services 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.
  - EMEA: 9 a.m. to 5 p.m.
  - APAC: 9 a.m. to 5 p.m.

**All Services deliverables in this offering are available in English only, unless otherwise specified in writing by Juniper.**

These Services are available for a minimum fixed duration of 12 months.

## 6. Scope

- The scope of Services is limited to the Juniper Networks products and services purchased and in use by the End User.
- Services 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. In addition to the named contacts, Certified (JNCIE, JNCIP, and JNCIS) experts can also receive access.
- ASC can only be used to redeem Services Offerings (i.e., Remote Network Optimization Consulting Services) as previously listed above in this SDD

## 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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