1. Introduction

This Services Description document ("SDD") describes Juniper Care Services ("Services") rendered by Juniper directly to the end user of Juniper Networks products ("End User"). 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 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 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 (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 Supported Juniper Products) (herein, the "End User Services Agreement" or "EUSA"). In addition, End User’s use of Juniper Networks® Junos® Space Service Now shall be subject to the terms of the Juniper Networks End User License Agreement as posted at www.juniper.net/techpubs/software/software-license.html as of the date that End User purchases the Service ("EULA"), with End User being treated under the EULA as the “Customer.”

In the event of any conflict between the terms of this SDD and those of the EUSA or 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

Juniper Care Services are available for purchase only by Juniper Networks authorized resellers on behalf of an End User identified by name and address in the Purchase Order (or by certain qualified End Users), 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 for a term lasting at least 12 months. Any such purchased Juniper Networks commitment to provided 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, standalone Software, or Separately Licensable Features, as such capitalized terms are defined in the EULA) that are identified as the supported product in the Purchase Order placed with and accepted by Juniper Networks, and as to which products 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 Networks Service Contract.

A Subscription License (as defined in the EULA) purchased by End User shall be treated as a Juniper Networks Service Contract for purposes of this SDD.

3. Service Features and Deliverable Description

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

3.1. Technical Support

This feature provides End User access to Juniper technical support engineers, software releases, online tools, and hardware replacement options.

There are seven (7) support options from which the End User can choose based on business needs. These include Core, Core Plus, Next-Day Delivery, Next-Day Ship, Next-Day Onsite, Same-Day, and Same-Day Onsite. Please see Table 1 for a breakdown of the features included in each option.

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<th>Feature</th>
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JTAC Access

With Juniper Networks Technical Assistance Center (JTAC) support, End User will have unlimited access to JTAC engineers by phone and online 24/7/365. As a single point of contact for all support needs, JTAC engineers have extensive experience in supporting large-scale networks and will help diagnose system problems, configure, troubleshoot, and provide work-around solutions where necessary. To ensure that JTAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

Software Releases

During the term of the Juniper Networks Service Contract, Juniper Networks shall make available the Supported Updates (as defined below) to End User solely for support of the End User’s Supported Juniper Product, subject to the terms and conditions set forth below:

i) Rights in Supported Updates. For each Supported Update with regard to the Software (as defined in the EULA) originally embedded in, delivered with, or consisting of the End User’s Supported Juniper Product, the End User’s rights in any such Supported Update will be subject to:

(1) The terms of the EULA
(2) Any applicable Entitlement (as defined in the EULA) with respect to such original Software
(3) Those same restrictions and conditions that apply to such original Software
ii) Definitions.

(1) As used herein, “Supported Updates” (or “Supported Release”) as of a particular time means any Update (as defined in the EULA) of the Software consisting of or then available generally to End Users of the Juniper Networks product, provided, however, that Supported Update excludes:

(a) Any Chargeable Major Releases (defined below) (and any other Updates based on any such Chargeable Major Release) that are made available after the original Software licensed to the End User, unless End User has separately purchased a license to such Chargeable Major Release, and such Chargeable Major Release is itself a Supported Juniper Networks product

(b) Any Separately Licensable Feature (as defined in the EULA) embedded in or otherwise associated with the Software (and any Updates of any such Separately Licensable Feature), unless End User has separately purchased a license to such Separately Licensable Feature, and such Separately Licensable Feature is itself a Supported Juniper Product

(c) Any Update that is no longer eligible for support under applicable Juniper Networks standard End-of-Life/End-of-Support policies

Note that availability of such release at any particular time is subject to then current software End-of-Life and End-of-Support policies posted at www.juniper.net/support/eol/#software under the title, “EOL and EOS Notification Policy and Procedures.”

(2) “Chargeable Major Release” means a release of Software that, due to its enhancements in functionality or performance from prior releases, is made available by Juniper Networks only upon payment of a separate license fee specifically for that release.

• Online Tools

During the term of the Juniper Networks Service Contract, Juniper provides End User with self-service access to the Juniper Networks Customer Service Center (CSC) online portal, which provides information, answers, tools, and service options for End User’s use in supporting Supported Juniper Product. Offerings include, but are not limited to, software downloads, technical alerts and bulletins, Return Materials Authorization (RMA) requests, and the Juniper Networks Knowledge Base. Use of online tools is subject to the following:

End Users shall have personal, nontransferrable, non-sublicensable, nonexclusive access during the term of the EUSA to Juniper’s online Customer Support Center (CSC) (currently at the URL: www.juniper.net/support) subject to limited use terms posted at such site, all solely for End User’s internal use in support of Juniper Networks product covered under Juniper Networks Service Contract.

Juniper Networks reserves the right in its discretion to limit or prohibit access by any End User if Juniper Networks believes that such access may give rise to violation of such export control laws or regulations or any other violation of Juniper Networks’ rules or the limited use terms identified above.

• Hardware Repair/Replacement Options

There are four (4) hardware replacement options that End User may select based on business needs:

- Return-to-Factory
- Next-Day Delivery
- Next-Day Ship
- Same-Day

Below are the definitions of key related terms:

• “Business Day” in connection with a particular JTAC facility, service manager, or other Juniper Networks resource supporting Juniper Networks Services means Monday through Friday, 8:00 a.m. to 5:00 p.m., in the time zone where such resource is located, excluding local holidays.

• “FRU” means the hardware component or subassembly that Juniper determines is replaceable. (Furnishing of supplies, accessories, or the replacement of expendable parts such as cables, power cords, and rack mounting kits are not included.)

• “Ship-to Address” means a warehouse or other manned operating facility within the applicable Service Availability Area and which is either (i) the installation site of affected product or other facility of End User (or of the End User’s agent or contractor) designated by the End User in its request for RMA, but only if the End User also designates therein in writing the name and office address (including country name) of that End User and of such End User agent or contractor, as applicable; or (ii) otherwise, the
End User’s facility.

• **Service Availability Area** means with respect to any Juniper Networks Service Contract or renewal, the city and zip/postal code associated with the Support Availability Verification Number (as generated by Juniper’s online Support Availability Tool) designated in the Purchase Order for such contract or renewal.

Below is the description of each hardware replacement option:

• **Return-to-Factory**

Juniper Networks will replace or repair the field-replaceable unit (FRU) identified in the Juniper-issued RMA and ship the replacement or repaired FRU, as applicable, to the Ship-to Address within 10 Business Days after Juniper’s receipt of the defective FRU at the specified RMA return location. The repaired or replacement FRU may be shipped from a Juniper global distribution center.

• **Next-Day Delivery**

Juniper Networks will deliver FRU replacements at the Ship-To Address in advance of receiving returned defective hardware on the next Business Day, if the RMA is issued by 3 p.m. (local JTAC time) on a Business Day. If the RMA is issued after 3 p.m., Juniper Networks will deliver on the Business Day following the next Business Day. “Next-Day Delivery” is subject to availability.

• **Next-Day Ship**

Juniper Networks will ship FRU replacements to the Ship-To Address in advance of receiving returned defective hardware on the next Business Day if the RMA is issued by 3 p.m. (local JTAC time). If the RMA is issued after 3 p.m., Juniper Networks will ship on the Business Day following the next Business Day. The replacement FRU will be shipped from a Juniper in-country depot.

“Next-Day Ship” is subject to availability, and is a limited offering that is only available where Next-Day Delivery would otherwise be available but for the fact that no in-country depot is close enough to Ship-to Address to accommodate Next-Day Delivery.

• **Same-Day**

Juniper Networks will deliver FRU replacements to the Ship-To Address, 24 hours a day, 7 days a week, within 4 hours of issuance of RMA in advance of receipt of defective hardware. “Same Day” is subject to availability.

**Additional Limitations:**

- The turnaround time commitments above shall not apply in cases where End User submits bulk RMAs (exceeding five FRUs). In those cases, Juniper Networks will support the RMA subject to FRU availability.

- Same site support requires any customer to have the same level of support coverage for all like products at a specific site location, including chassis, PSU, line cards and all components that encompass a single product. For instance, all the SRX-100 may be covered under Juniper Care Core Plus and all the SRX-650 may be covered under Juniper Care Next-Day at the same site location.

• **Onsite**

Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to the affected site. Once there, the service technician coordinates with JTAC and End User’s in-house contact for final resolution of the problem, and End User will return the defective product to Juniper Networks. Juniper Networks Onsite support offerings do not provide assistance for software troubleshooting or configuration support.

For all hardware replacement options, the parties shall follow Juniper’s RMA Policy and Procedures in effect as of the date of the request for RMA. Those RMA Policies and Procedures are posted at [www.juniper.net/support/rma-procedure.html](http://www.juniper.net/support/rma-procedure.html) and are subject to change from time to time. For your convenience, the terms of the RMA Policies and Procedures in effect as of the release date of this SDD are set forth below.

Note: Actual delivery times may be affected by events beyond Juniper’s reasonable control or by applicable export or import controls and licensing requirements or by local customs processes.

• **Advance Replacement**

In the event of a hardware failure, please contact Juniper Networks to obtain an RMA number. If Customer has purchased a hardware replacement option, then Juniper Networks will provide replacement part(s) to Customer in accordance with the hardware replacement option stated above. The replacement part may be refurbished, or substituted with similar products at the option of Juniper Networks. Juniper cannot guarantee that new replacement units will be shipped against RMAs.

All returned material must have a valid Juniper RMA number. This number is necessary to ensure proper tracking and handling of returned material at the factory. Do not return any hardware until an RMA is issued. Juniper Networks reserves the right to refuse shipments that do not have an authorized RMA number. Refused shipments will be returned to the shipper via collect freight.
Customer must return the defective parts to Juniper Networks at the RMA return location specified by Juniper within ten (10) business days of receipt of the replacement unit, or be billed for the replacement unit at full purchase price.

- **Return to Factory Repair**

  All claims filed for hardware units that fail will be repaired or replaced (with refurbished equipment) at the sole discretion of Juniper Networks. For those customers located outside the U.S., it should be noted that certain Juniper repair center(s) are in the U.S. and additional time (shipment days) should be factored into the overall repair time for transit to and from those locations. Units returned under a valid RMA number will receive a ninety (90) day hardware warranty or the remainder of the original hardware warranty or active maintenance contract, whichever is longer.

- **Dead on Arrival (DOA)**

  For hardware that is considered Dead On Arrival (DOA) within the first thirty (30) days from the shipment date of product from Juniper’s manufacturing facilities, Juniper Networks will provide an expedited replacement of the affected FRU. A new unit will be made available for shipment from a designated Juniper Networks manufacturing facility within two (2) business days of RMA issuance.

  For customers located outside the U.S. and Canada, Juniper’s freight forwarding company will assist with the shipment and delivery of the new unit to an international location. Defective product must be returned within ten (10) days from receipt of replacement unit to the return location specified by Juniper, or customer will be invoiced the full purchase price of the replacement part. Non U.S. customers should allow for additional transit time due to international customs clearance. Juniper Networks’ Asset Recovery organization can assist the customer in facilitating the return of a defective DOA unit. Please do not send a DOA unit back to RMA locations posted at: [www.juniper.net/support/rma-procedure.html](http://www.juniper.net/support/rma-procedure.html) unless instructed by a Juniper authorized representative.

- **Non-Contracted/Out of Warranty**

  There are additional requirements for units that are not currently under a maintenance contract or are no longer under warranty: JTAC will confirm the hardware failure and inform the Customer that a Logistics Customer Service Representative (CSR) will be contacting them. The CSR will provide a quote to the Customer for the repair or replacement of the hardware. The Customer is required to provide a P.O. for the repair or replacement costs associated with the hardware failure. Once the P.O. is received via fax or email, the CSR will process the RMA and send further instructions to the Customer or shipment details. Defective product must be returned within ten (10) days from receipt of replacement unit to the RMA return location specified by Juniper, or customer will be invoiced the full purchase price of the replacement part.

### 3.2. Junos Space Service Now and Service Insight

As part of the Services, Juniper Networks grants to End User a personal, nonexclusive, non-sublicensable, and non-transferrable license for the term of the Juniper Networks Services Contract to install and use the Junos Space network management software platform and the Service Now and Service Insight application modules (i) solely in combination with each other and (ii) solely for End User’s internal purposes to monitor the Supported Juniper Product only.

Under the Juniper Networks Services Contract for the Services, End User is not licensed to use, and it shall not use the Junos Space software platform EXCEPT in combination with the Service Now and Service Insight application modules.

The license so granted as part of the Services is subject to all terms of the EULA except to the extent those terms are inconsistent with the terms of this section of the SDD.

Junos Space Service Now software provides service automation capabilities for detecting network issues and collecting diagnostic information on Junos OS-based devices. The following is a more detailed description of the Junos Space Service Now software-enabled features:

- **Automated Incident Management**

  This feature gives users the ability to automatically detect, analyze, troubleshoot, and report incidents on specific device events. Juniper Networks will provide the following deliverables as part of this feature:

  - Access to knowledge and software components required in the setup of Service Now. Please refer to Service Now User Guide for details. The user guide can be found at: [www.juniper.net/support/products/space/](http://www.juniper.net/support/products/space/).

  - Ongoing access to the latest incident-driven Advanced Insight Scripts (AI-Scripts). AI-Scripts help detect, collect, and report relevant diagnostic data as specific events happen, and they trigger automatic event alerts for the user’s operations staff.

  The types of events that AI-Scripts currently support focus on device operation (i.e., not networks or interfaces) and generally fall into one of three categories:
- Hardware failures
- Software failures
- Issues caused by resource exhaustion

Examples of specific events that are covered are ASIC errors, daemon crashes, and memory allocation issues. New AI-Scripts are continuously being developed and made available to the user on an ongoing basis.

AI-Scripts do not cover events outside the scope of the above categories such as reboots, card swaps, loss of power, and cable disconnects. Their capabilities do include:

- Capability to select and report specific events that are detected by AI-Script to Juniper Networks. The cases will be automatically populated with relevant device and incident information. End User can also receive case update notification alerts automatically.
- Capability to manage automated incident management infrastructure via Junos Space platform, including assigning resource and generating case summaries by product, organization, and defect.
- As specific events occur on Junos OS-based products in your network, incident-driven AI-Scripts detect, collect, and report relevant diagnostic data, sending this to Juniper Support Systems (JSS) to help JTAC engineers handle any reported case efficiently by providing necessary software and hardware configurations.
  - Automatically identifies specific RMA events in Junos OS and creates special RMA Incidents. RMA Incidents in Service Now include information about the failed part and its location in the device. It also adds device location and ship-to address to the body of the incident, if available, so when the incident is submitted, it includes all information needed by JTAC to create an RMA ticket. Part of the Express RMA feature in Service Now is a workflow where customers can manage and assign location and ship-to addresses to devices or groups of devices. This information is displayed in various ways in Service Now and can be used for auditing or quick access to location information.
  - Inventory Management Assistance
    This feature enables End Users to automatically collect and record the most up-to-date device inventory information for all devices managed by Service Now. Juniper Networks will provide the following deliverables as part of this feature:
    - Infrastructure to automatically collect and record the most up-to-date device inventory information, such as device name, software version, platform, serial number, and chassis inventory details for all devices managed by Service Now
    - Ability to download consolidated reports on inventory data

Service Insight is an intelligent application supported by Junos Space to deliver proactive reports and notifications regarding Junos OS-based product. The reports and notifications are generated by Juniper experts and automatically sent to the End User. The following is a more detailed description of the Junos Space Service Insight software enabled features:

- Targeted Proactive Bug Notification
  This feature provides the End User notification on new reported critical and major software bugs that may impact the End User’s network. The key deliverables consist of:
    - Notification on software bug information that matches the End User device profile
    - Information needed to interpret the bug such as bug description, synopsis, versions where the bug has been resolved, possible trigger, known symptoms and workarounds, if available
    - Ability to choose a device and see all Proactive Bug Notifications that match that device
    - Information that is stored in the application for the End User to review as needed

Service Insight will provide notification on Critical and Major bugs that meet the following criteria:

1. Have a workaround/service restoration (or)
2. Have been fixed (or)
3. Have a clear trigger or symptom defined

Definition for Critical and Major Bugs

Critical: Problems that severely affect service, capacity/traffic, billing, and maintenance capabilities and require immediate corrective action such as:
- A loss of service that is comparable to the total loss of effective functional capability of an entire system
- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
- Any loss of safety or emergency capability (e.g., 911 calls)
Major: Problems that seriously affect system operation, maintenance and administration, etc., and require immediate attention. The urgency is less than in critical service impact situations because of a lesser immediate or impending effect on system performance, End Users, and the End User’s operation and revenue, such as:

- Reduction in any capacity/traffic measurement function
- Any loss of functional visibility and/or diagnostic capability
- Short outages equivalent to system or subsystem outages
- On-demand End-of-Life (EOL), End-of-Service (EOS), End-of-Engineering (EOE) report

This feature provides the End User ability to automatically pull EOL/EOS/EOE reports that match with the End User’s Junos OS-based Juniper Networks products (including purchasable FRUs). The report is generated based on Juniper Networks official EOL/EOS/EOE announcements. The key deliverables consist of:

- Ability to automatically pull EOL/EOS/EOE reports that match the End User's current deployed network inventory. Also includes reports showing all EOL product including quantities of each and status per device.
- Ability to choose device(s) and see EOL/EOS/EOE milestone dates for individual FRUs. The products approaching EOL are flagged and corresponding replacement part numbers are shown.
- Ability to view Microsoft Excel reports for network planning purposes.
- Ability to receive e-mails with Excel reports attached.

The intelligent reports above are generated based on information collected through Service Now from products on the End User’s network.

3.3. Knowledge Transfer

This feature provides access to e-learning courses on Juniper’s product troubleshooting features leveraging expert training staff with deep technical and industry knowledge.

4. End User Responsibilities

- Install and set up Junos Space Service Now and Service Insight.
- Provide all necessary hardware required for Junos Space Service Now and Service Insight.
- Determine a Juniper Site ID to use to open cases with Service Now and an e-mail address of a primary contact for the Site ID.
- 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.
- Set up Internet access of Service Now and Service Insight to connect to Juniper Support Systems (JSS) including any potential firewall settings.
- Create an organization in Service Now using the Site ID and contact linked to the Juniper Care Services contract. This step registers and licenses the Junos Space appliance and Service Now/Service Insight application.
- Discover devices using Junos Space device manager.
- Deploy AI-Scripts on devices using Service Now, if you choose to use the AI-Scripts deployment method.
- Contact Juniper and provide all of the 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 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 Services.
- 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 cooperation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for getting such participation and cooperation. End User shall provide written notice to Juniper Networks as soon as it becomes clear or there is 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 (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 are available for a minimum fixed duration of 12 months.

6. Scope

- The scope of this service is limited to the Juniper Networks products and services purchased by the End User.
- Services shall be delivered remotely from an authorized Juniper location unless specified otherwise.
- 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 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.

7. Glossary

- **Advanced Insight Scripts**: AI-Scripts are written by Juniper Networks JTAC experts and when installed on Junos OS devices, work within Junos OS software to intelligently collect and create discrete packages of incident-based and intelligence-based data and information. Advanced Insight Scripts can securely transfer a Juniper Message Bundle containing collected data for further processing via a secure protocol such as Secure FTP (SFTP).
- **Juniper Support Systems (JSS)**: JSS is located within Juniper Networks premises and uses Juniper Networks Knowledge Base, engineering expertise, and specialized tools to resolve incident cases that you open using Service Now.
- **JTAC**: Juniper Technical Assistance Center.
- **RMA**: Return Materials Authorization.
- **Case**: A service request generated by the End User related to an incident.

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](http://www.juniper.net).