1. Introduction

Product Issue Impact Review Services ("PIIR Services") are described in this Services Description Document ("PIIR SDD"). The Services are furnished by Juniper Networks only to Juniper Care end-user customers ("Customer") who also purchase PIIR Services. The terms and conditions of the Juniper Care Services Description Document ("JCSDD") apply to PIIR Services, except to the extent the terms are inconsistent, in which case the terms of this PIIR SDD shall take precedence.

Juniper Networks PIIR Services provide in-depth analysis on hardware and software defects (bugs) found in the field that match Customer’s network profile to help determine the potential impact and risk for your network.

2. Eligibility and Purchasing

PIIR Services are made available only through Juniper’s authorized support services resellers and only to Customers that hold a valid, unexpired Juniper Care contract. PIIR Services may be purchased using consulting credits.

3. Service Features and Deliverable Description

As part of the PIIR Services, Juniper Networks will use commercially reasonable efforts to provide Customer with the following: In-Depth Product Issue Impact Review and Recommendations.

Juniper Networks engineers analyze the defects that match the Customer’s deployed network profile and provide an assessment and recommendation on the potential network impact. The risk is evaluated based on the Customer’s specific business and networking requirements.

3.1. Defect Analysis

Analyze the defects identified in the Product Issue Report that match the Customer’s deployed network profile and determine the potential level of exposure on the network (critical, major, minor, none) based on Customer’s specific business and networking requirements.

3.3.1. 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)
3.3.1. Major

Problems that seriously affect system operation, maintenance, 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, customers, and the Customer’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

3.3.1. Minor

Problems that are not traffic affecting and do not significantly impair the functioning of the system or do not significantly affect service to customers -- non-traffic impacting

3.3.1. None

Problems that are related to configuration assistance, misuse of product, or feature requests

3.1. Assessment of Probability

Assessment on the probability (high, low, indeterminate) that the Customer will encounter the reported defects on their network:

- High—Probability for issue to happen in live network is high.
- Low—Probability for issue to happen in live network is low.
- Indeterminate—Issue is seen under very unusual circumstances or is irreproducible.

3.1. Recommendation

Recommendation on what course of action Customer should take on the reported defects to avoid potential problems based on Customer-specific business and networking requirements.

3.1. Reports

Consolidated reports on product issues and impact analysis.

4. Customer Responsibilities

Juniper Networks’ obligation to provide the applicable PIIR Services is conditional upon Customer meeting the following obligations. The provision of the PIIR Services assumes that Customer will:

- Provide information on the current software releases running in their network infrastructure and current configurations as and when requested by Juniper Networks to enable delivery of the service deliverables mentioned in this offering
- Provide hardware and software inventory along with configuration data as and when requested by Juniper Networks to enable delivery of the service deliverables in this offering
- Provide a primary and backup technical contact who will be responsible for providing the network information required for the service deliverables in this offering
- Participate in ongoing communications with Juniper Networks’ primary contact(s) that will help in the delivery of the service deliverables in this offering

5. Availability

PIIR Services shall be delivered during the hours of 9:00 a.m. to 5:00 p.m. local time, Monday through Friday (or as otherwise stated), excluding Juniper Networks’ observed holidays.

PIIR Services shall be delivered remotely from an authorized Juniper Networks location unless otherwise specified. Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of certain parts of the PIIR Service.

Product Issue Impact Review Service reports are available in English only.
6. Scope

6.1. Credits

PIIR Services require four (4) consulting credits if redeemed using the consulting credits purchased by the Customer.

6.2. Unit Price

Unit price for this PIIR Services offering is limited to one Product Issue Impact Review Report. The number of reports needed is determined by technology groupings and Software versions used, with one report covering only one of the groupings running one SW version. The grouping of the products for the purpose of creating one (1) report is defined as the following:

- Juniper Networks® J Series Services Routers, Juniper Networks M Series Multiservice Edge Routers, Juniper Networks MX Series 3D Universal Edge Routers, Juniper Networks T Series Core Routers
- Juniper Networks SRX Series Services Gateways
- Juniper Networks Junos® Space
- Juniper Networks EX Series Ethernet Switches
- Juniper Networks QFX Series switches
- Juniper Networks ACX Series Universal Access Routers

Contact your SBM (Service Business Manager) for any questions about availability of products not listed.

6.3. PIIR Service Deliverables

PIIR Service deliverables are based on the network profile information provided by the Customer or collected through Junos Space Service Now and Junos Space Service Insight. The scope of this offering may vary and be restricted if the required information and documentation are not provided completely.


PIIR report includes the bugs considered relevant that have been discovered prior to the preparation of the report. Although every attempt is made to ensure that the Product Issue Impact Review report is as comprehensive as possible, Juniper Networks can’t guarantee that the review includes a complete list of issues Customer may encounter due to the inherently complex nature of bugs.

7. Glossary

Service Now: a Juniper Networks technology supported by Junos Space to deliver automated incident management and inventory management assistance features

Service Insight: an intelligent application supported by Junos Space and generated by Juniper experts automatically to the customer that delivers proactive reports for devices running Juniper Networks Junos operating system

Network profile: configuration, feature, and platform information for a given Juniper Networks device

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.