



The JTAC Fact Sheet provides a quick reference on how to engage with Juniper Networks for problem resolutions. For complete details, please visit the JTAC User Guide located at: www.juniper.net/customers/support/downloads/710059.pdf

JTAC FACT SHEET

For quick and easy problem resolution, Juniper Networks has designed a state-of-the-art online self-service portal called the Customer Support Center (CSC) that provides you with the following features:

- A Knowledge Base (KB) (<http://kb.juniper.net>). Access current articles including configuration assistance, known issues, interoperability and compatibility information. The KB also searches Juniper product documentation and the J-Net User Forums.
- J-Net Discussion Forums. Discuss issues, ideas, and tips with community of network professionals, or read current Juniper technical blogs.
 - Complete product documentation www.juniper.net/techpubs/
 - The latest software updates www.juniper.net/customers/csc/software/
 - Complete online case (support request) management via the CSC Case Manager: www.juniper.net/cm/

Opening a Case with JTAC

You can open a Case with JTAC via the CSC or telephone.

- Case Manager via CSC: www.juniper.net/cm/
- U.S. Toll Free +1-888-314-JTAC (+1-408-745-9500)

NOTE: For outside the United States or direct dial options in countries without toll free numbers, please visit us at: www.juniper.net/support/requesting-support.html

When requesting service via phone, be prepared to provide the following information for new cases:

- Serial number
- Definition of the problem in detail
- Priority Level and impact of the problem
- Brief problem description
- Software version
- Configuration data

JTAC Escalation Procedures

Response and Resolution Guidelines

Our systematic escalation process notifies and briefs various levels of Juniper Networks management throughout the life cycle of a Case. Escalation time frames are measured on a 24x7x365 basis.

OWNER	PRIORITY 1 CRITICAL	PRIORITY 2 HIGH	PRIORITY 3 MEDIUM	PRIORITY 4 LOW
Manager, Technical Support	1 hour	12 hours	15 days	30 days
Director, Customer Service	2 hours	24 hours		
Vice President, Customer Service	4 hours	96 hours		
Vice President, Engineering and Sales	24 hours			

What if I've found a Security Vulnerability?

There are two ways for customers to report a suspected security vulnerability to Juniper. The first is through the normal JTAC process, letting the JTAC engineer know it is a security issue. You can also contact Juniper's Security Incident Response Team (SIRT) directly via E-mail using PGP encryption to maintain confidentiality of the information.

- Call Juniper TAC about a Security Vulnerability:
 - JTAC Numbers throughout the world are listed at: www.juniper.net/support/requesting-support.html
 - JTAC will open a CASE and contact the SIRT Team
 - "I need to talk to your SIRT Team."
 - "I have a potential vulnerability to report."
- Contacting the SIRT Team directly via E-mail:
 - sirt@juniper.net
 - We encourage the use of PGP – public keys are posted on our web site and other key public PGP Keyservers.
 - www.juniper.net/support/security/report_vulnerability.html

About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.

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