



# JTAC Fact Sheet

## Customer Support Center (CSC) – Self-Help Online Tools/Resources

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:

- Search for known bugs: <http://www.juniper.net/kb/>
- Find Product Documentation <http://www.juniper.net/techpubs/>
- Find solutions and answer questions using our Knowledge Base: <http://kb.juniper.net/>
- Download the latest versions of software and review your release notes: <http://www.juniper.net/customers/csc/software/>
- Search Technical Bulletins for relevant hardware and software notifications: <https://www.juniper.net/alerts/>
- Join and participate in the Juniper Networks Community Forum: <http://www.juniper.net/company/communities/>
- Open a Case online in the CSC Case Manager: <http://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: <http://www.juniper.net/cm/>
- + 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: <http://www.juniper.net/support/requesting-support.html>

## Priority Definitions

- P1: Critical Catastrophic impact to mission critical functionality.
- P2: High Significant impact to mission critical functionality.
- P3: Medium Minimal impact to business operations.
- P4: Low No impact to business operations.

## JTAC Escalation Procedures

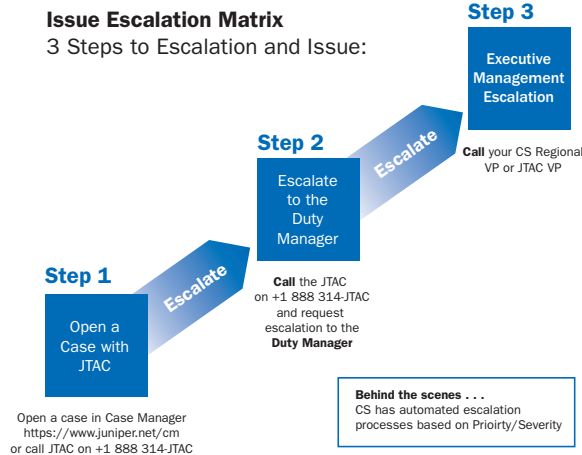
### Response and Resolution Guidelines

Our systematic escalation process is intended to notify and brief various levels of Juniper Networks management throughout the life cycle of a Case. Escalation timeframes 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 hour	24 hours		
Vice President, Customer Service	4 hours	96 hours		
Vice President, Engineering and Sales	4 hours			
Executive Vice President, Operations and Field Operations	24 hours			

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: <http://www.juniper.net/customers/support/downloads/710059.pdf>

## How to escalate an existing JTAC Case



## Return Materials Authorization (RMA) Procedures

Additional details may be found at  
<http://www.juniper.net/support/rma-procedure.html>

### Requesting an RMA

1. Customer contacts the JTAC.
2. Problem is described to the TSE.
3. TSE opens a Case and conducts diagnosis.
4. If the product is determined to be defective, the TSE creates an RMA and dispatches it to the appropriate Global Logistics RMA queue.
5. After the RMA is dispatched to the queue, a Global Logistics Customer Service Representative (CSR) processes the RMA according to warranty or service contract and updates customer with the RMA Number.
6. Customer receives equipment with instructions on how to return defective unit.

### Tracking RMAs via Case Manager

The RMA search page in Case Manager provides the following details from left to right:

- Status (Open or Closed)
- RMA ID Number (with a hyperlink to the RMA itself)
- Part Number (of the RMA'd part)
- Serial Number (of the RMA'd part)
- Case ID Number (with a hyperlink to the Case itself)
- Create Date (date and time RMA was created with the time listed as United States Pacific Time Zone)

## Contact Information

### Customer Care

The Juniper Networks Customer Care Center is available on a 24x7x365 basis to anyone who needs non-technical assistance for the following types of issues:

- CSC Account Registration
- Product Registration in CSC
- Support Certificate issues and questions
- Downloading software within the CSC
- License Key management (VYSYS, SSL)
- Warranty and Contract questions and issues
- Activating e-Certificates

### Customer Care Contact Information

- Open a Customer Care Case via Case Manager located at <http://www.juniper.net/cm/>
- Call +1-888-314-JTAC (U.S. and Canada and Mexico) select option 2 for Customer Care
- Call +1-408-745-9500 outside of the United States and select option 2

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

### JTAC Contact Information

You have the option of submitting an issue via the web or by phone.

- Case Manager via CSC: <http://www.juniper.net/cm/>
  - +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:  
<http://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
- Indication of the activity that was being performed when the problem occurred
- Software version
- Configuration data

