1. Introduction

This Service Description Document ("SDD") describes Juniper Government Network Support Services ("Services") rendered by Juniper directly to the End User of Juniper Networks products ("End User"). Available only in the United States, these Services are intended to supplement a current support agreement for the eligible Juniper products and are only available when all eligible product(s) in the End User’s network are supported through a minimum of Juniper Care Core service support contract.

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 the 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 the 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 and Juniper Care Service Description Document, a copy of which is posted at www.juniper.net/support/guidelines.html (or another written master services agreement signed by Juniper Networks and the End User and covering within its scope the terms and conditions under which Juniper Networks renders support and maintenance services for the End User’s Supported Juniper 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 or Juniper Care Service Description Document, the terms of the EUSA and Juniper Care Service Description shall take precedence.

2. Eligibility and Purchasing

Juniper Government Network Support Services are available for purchase only by qualified End Users or Juniper Networks authorized resellers on behalf of an End User identified by name and address in the Purchase Order, 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 together with Juniper Care Services. All purchasing conditions applied to Juniper Care Services must be followed. Any such purchased as Juniper Networks commitment to provide 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 or Separately Licensable Features, as such capitalized terms are defined in the EULA) that are identified as the supported products in the Purchase Order placed with and accepted by Juniper Networks, and as to which products the 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 Care Services Contract.

Juniper Networks Service Contract set-up lead time is 5 days for a Customer with a Juniper Core and Core Plus support contract and 30 days for a Customer with Next-Day, Same-Day, and Onsite support contracts.

3. Service Features and Deliverable Description

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

3.1. Government Network Technical Support

This feature provides the End User with access to Juniper Technical Support Engineers who are eligible to apply for Security Clearance (“Secure Technical Support Engineers” or “STSEs”) and who reside in the United States to be the case owner for the duration of the case. The End User has unlimited access to the STSEs by phone and online 24/7/365.

As a single point of contact for all support needs, STSEs help diagnose system problems, configure, troubleshoot, and provide work-around solutions when necessary.

Case Workflow Within Juniper Technical Assistance Center (JTAC)

A case can be opened by calling Juniper Customer Care or on the Juniper support website. Customer Care agents might or might not be eligible for Security Clearance.

Once a Case is opened, a STSE is assigned and resolves the issue as quickly as possible. The STSE updates the customer contact via telephone or e-mail as well as updates the Case notes so that they are viewable by the customer via the Web.

If escalation is required, the case is assigned to an appropriate subject matter expert (SME) within JTAC who is not guaranteed to be eligible for Security Clearance to work on the case. If the SME is not eligible for Security Clearance, the STSE can remain as the case owner (at the End User’s discretion) and act as the primary interface for the customer for the duration of the case.

Either the STSE or SME can engage other resources within JTAC and engineering teams who have additional product and technology knowledge specific to the case to help resolve the issue in a timely manner. These resources are not guaranteed to be eligible for Security Clearance.

For End Users who have a Juniper Care Plus and Focused Technical Support contract, in addition to Juniper Care and Government Network Support Services contracts, the case is assigned to a STSE first. If the assigned STSE is not part of the Expert-to-Expert Access or Focused Technical Support team (please see Juniper Care Plus and Focused Technical Support Services Description Documents for details), the STSE escalates the case to someone on that team but remains the primary interface and case owner for the duration of the case (at the End User’s discretion).

4. End-User Responsibilities

- Sanitize data first before sending it to Juniper to help resolve the case. This process removes any data that the End User considers sensitive prior to sharing the data with Juniper.
- 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.
- Contact Juniper and provide 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 can 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 can reasonably request about the execution of the Services throughout the delivery of Services. If third-party participation and cooperation are required for the End User to perform the End User’s responsibilities, the End User shall be responsible for getting such participation and cooperation. The End User shall provide written notice to Juniper Networks as soon as it becomes clear, or there is reason to believe, that the End User cannot meet any of the End-User responsibilities.

5. Availability
These Services are available in the United States only. Services are available for a minimum fixed duration of 12 months.

6. Scope
• The scope of this service is limited to Juniper Networks® M Series Multiservice Edge Routers, T Series Core Routers, MX Series 3D Universal Edge Routers, EX Series Ethernet Switches, and SRX Series Services Gateways products purchased by the End User.
• Services shall be delivered remotely from an authorized Juniper location in the United States unless otherwise specified.
• 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 the End User such cooperation, network access, consents, information, and materials that Juniper can 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.

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.