

J-Care Agility Services Advanced Options

Focused Technical Support Services Description

Table of Contents

1.	Introduction	2
2.	Eligibility and Purchasing	2
3.	Service Features and Deliverable Description	2
4.	Customer Responsibilities	3
5.	Availability	4
6.	Scope	4
7.	Glossary	4
8.	References	5
	About Juniper Networks	5

1. Introduction

Focused Technical Support Service (“Services”) are described in this Services Description for Services delivered by Juniper Networks to J-Care Agility or J-Partner Technical Services Agility Services customer (“Customer”).

Juniper Networks Focused Technical Support service provides Customer access to a designated team of senior networking engineers with extensive experience and highly focused troubleshooting skills relevant to a Customer’s network profile and operations requirements. This team will work with Customer to develop network and feature knowledge enabling them to provide tailored support services. The level of support provided gives Customer the confidence that high priority problems are handled by a team that knows Customer’s network and its complexity, with a high level of efficiency.

2. Eligibility and Purchasing

Services are available only to J-Care Agility or J-Partner Technical Services Agility Services Customers. Services Customer must have J-Care Agility or J-Partner Technical Services Agility Services level engaged to maintain the duration of the Services contract. The Services provides the Customer with a subscription-based service contract valid for duration of one year from the date of contract activation.

3. Service Features and Deliverable Description

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

3.1. Focused technical support

- 3.1.1. Provide Customer access to a designated team of senior networking specialists with in-depth knowledge of technologies that are present in a Customer’s network profile. This access to Focused Technical Support team is restricted to priority cases and is during normal business hours (see availability section)

The Focused Technical Support team is current on Customer network knowledge such as topology, features, configurations and service history. This is done by leveraging information collected through direct Customer contact as well as other service features such as automated incident management, inventory management and other reports that enable proactive network support. Some of these features are enabled by Juniper Advanced Insight Solutions (AIS)

- 3.1.2. Provide troubleshooting support on critical and complex network issues

Focused Technical Support team addresses service requests that are tagged as priority 1 and priority 2 and any other issues that require additional attention and are escalated by the Service Manager.

After hour support is provided by Insight JTAC and routed back to Focused Technical Support team if appropriate.

- 3.1.3. Conduct in-depth diagnostics and root-cause analysis for network impacting issues.

For Customer reported issues the Focused Technical Support team will attempt to replicate the Customer issues in Juniper Networks lab environment to determine root cause of the issue,

verify a fix and provide recommendations on the proposed solution. The in-depth diagnostics is intended to determine the solution for immediate network impacting issues and also help determine the best way to prevent the issues from reoccurring.

3.2. Designated technical engineer

Provide the Customer with a named contact who acts as a lead engineer for the support interface to the Focused Technical Support team. This named contact is designated for each technology that the Customer is subscribed.

- 3.2.1. The lead engineer will help coordinate the communications between Customer and Focused Technical Support team for the product line covered under the Focused Technical Support service contract.
- 3.2.2. Represent Focused Technical Support team on the regular review calls (hosted by the designated contact on the Service Management Desk) with the Customer and assist in any escalation that may be requested by the Customer.

Provide update on technical knowledge of specific cases, progress and overall performance at the bi-weekly conference call and quarterly review meeting hosted by the designated contact on the Service Management Desk.

4. Customer Responsibilities

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

- 4.1. Carry out all responsibilities stated in the J-Care Technical Services End User Support Agreement or J-Care Technical Services Partner Support Agreement.
- 4.2. Contact Juniper Networks and provide all the required information to activate the Services entitlement such as serial numbers of each hardware module or system to enable the support level and delivery of Services.
- 4.3. Provide information on the current software releases running in their network infrastructure and current configurations as and when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.
- 4.4. Provide hardware and software inventory along with configuration data as and when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.
- 4.5. Provide access to servers, equipment, information, logs, infrastructure and resources that are necessary for the delivery of the Services. Pre-configured access to Customer network is highly recommended to help identify and resolve issues quickly.
- 4.6. Participate in ongoing communications with Juniper's primary contact(s) that will help in the delivery of knowledge transfer and other proactive communications. Participate in meetings that are scheduled ahead of time to discuss service deliverables.
- 4.7. 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 team from time to time for proper delivery of Juniper services.

- 4.8. Understand that Customer employees interfacing with Juniper Customer Support Teams may be required to undergo the Juniper recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide.

5. Availability

- 5.1. Services shall be delivered remotely from an authorized Juniper location unless specified otherwise. Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of part of the Service.
- 5.2. Focused Technical Support service offering is available during local business hours at the following Juniper customer support centers:
- **AMERICAS:** Sunnyvale, California (Monday-Friday 9am-6pm Pacific Standard Time); Herndon, Virginia (Monday-Friday 9am-6pm Eastern Standard Time);
 - **EMEA:** Schiphol-Rijk, Netherland (Monday – Friday 9am – 6pm Central European Time)
 - **APAC:** varies by country, please contact Juniper Networks Service Business Manager in your region for details.
- 5.3. Additional locations can be added based on Customer demand determined at the time when the service contract is signed.

Services are available per Juniper customer support center on a region to region basis (see 5.2 for details). Customer may purchase additional Services from different Juniper customer support centers in different regions. Availability may vary by country. Please contact the Juniper Networks Service Business Manager in your region for availability.

6. Scope

- 6.1. The service contract includes access to deliverables as defined in the “Services Feature and Deliverables Description” section that are delivered remotely.
- 6.2. Focused Technical Support service currently is only available for the following technology groups:
- Group 1: M-series, MX-series, T-series, J-series
 - Group 2: E-series
 - Group 3: EX-series
 - Group 4: Firewall/IPSec VPN

7. Glossary

- **Advanced Insight Solution (AIS)** is a Juniper Networks technology that includes the following components:
 - Advanced Insight Scripts (AI-Scripts), which run on each JUNOS device
 - Advanced Insight Manager (AIM) is a software application which runs on a Solaris or Linux server at the Customer site
 - Juniper Networks Support Systems, which are located within Juniper Networks premises

- **Advanced Insight Scripts** are written by Juniper Networks JTAC experts and when installed on JUNOS devices, work within the JUNOS software to intelligently collect and create discrete packages of incident-based and intelligence-based data and information. Advanced Insight Scripts can securely transfer via a secure protocol such as Secure FTP (SFTP) a Juniper Message Bundle containing collected data to the Advanced Insight Manager for further processing.
- **Advanced Insight Manager (AIM)** is a web application on the Customer's network running on a Solaris or Linux server. When Advanced Insight Manager receives a Juniper Message Bundle from a JUNOS device, it stores information from the bundle in its database and presents this information through its Intelligence Manager or Incident Manager graphical user interface (GUI)
- **Network profile:** configuration, feature and platform information for a given Juniper Networks device.

8. References

- Advanced Insight Solutions Guide and Release Notes:
<http://www.juniper.net/techpubs/software/management/ais/ais10/>
- J-Care Agility Services Advanced Options Datasheet:
<http://www.juniper.net/us/en/local/pdf/datasheets/1000242-en.pdf>
- J-Care Agility Services End-User Support Agreement (EUSA):
<https://www.juniper.net/support/guidelines.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.

Corporate and Sales Headquarters

Juniper Networks, Inc.
1194 North Mathilda Avenue
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100

APAC Headquarters

Juniper Networks (Hong Kong)
26/F, Cityplaza One
1111 King's Road
Taikoo Shing, Hong Kong
Phone: 852.2332.3636
Fax: 852.2574.7803

EMEA Headquarters

Juniper Networks Ireland
Airside Business Park
Swords, County Dublin, Ireland
Phone: 35.31.8903.600
Fax: 35.31.8903.601

Copyright 2009 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, JUNOS, NetScreen, and ScreenOS are registered trademarks of Juniper Networks, Inc. in the United States and other countries. JUNOS is a trademark of Juniper Networks, Inc. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.