

Service Support Manager Service

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1. Introduction

The Service Support Manager Service (“**Services**”) is described in this Service Description Document (“**SDD**”). The Services are rendered by Juniper directly to the End User of Juniper Networks products (the “**End User**”), which 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 products the End User purchased from Juniper Networks or an authorized Juniper Networks reseller.

The Services are subject to the terms of the Juniper Networks End User Support Agreement, a copy of which is posted at www.juniper.net/support/guidelines.html (or other written master services agreement signed by Juniper Networks and End User and covering within its scope the terms and conditions under which Juniper Networks will render support and maintenance services for End User) (herein, the “**End User Services Agreement**” or “**EUSA**”). In addition, End User’s use of Juniper Networks® Junos® Space and Junos Space Service Now shall be subject to the terms of the Juniper Networks End User License Agreement (“**EULA**”), a copy of which is posted at <http://www.juniper.net/support/guidelines.html>. In the event of any conflict between the terms of this SDD and those of the EUSA or EULA, the terms of the EUSA and EULA shall take precedence.

In the event of any conflict between the terms of this SDD and those of the EUSA, the terms of the EUSA shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the EUSA.

2. Eligibility and Purchasing

The Services are available to End Users who have purchased a minimum of Juniper Care support on their Juniper products. The Services are available to the End User purchasing systems and services directly from Juniper or via a Juniper Networks authorized Partner. The Services must be purchased for a term lasting at least 12 months.

3. Service Features and Deliverable Description

The Service delivers comprehensive operational support for Supported Juniper Products, with its Service Management, Software Life Cycle Management, Configuration Analysis, Product Performance Optimization, Technical Consultation, Service Automation, and Proactive Communications components detailed in this section.

3.1 Service Manager

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

- Operational deliverables
 - Schedule bi-weekly review meetings
 - Conduct annual Service Business Reviews (SBRs)
 - Handle case management and tracking
 - Oversee escalation management
 - Provide a contact matrix for both Juniper Networks and the End User, including escalation process
 - Coordinate deployment of Juniper Service Automation functionality
 - Ensure that End User opens proactive cases with the Juniper Networks® Technical Assistance Center (JTAC) for planned End-User software upgrades or major configuration changes
- (**Note:** Juniper recommends that End Users open proactive cases 3-5 business days in advance of major changes such as software upgrades.)
- Asset and end-user management
 - Ensure that End User's e-mail, phone number, and address are correct in Juniper's database and associated with the correct account ID for case creation and access to various Juniper Web portals
 - Review and update asset inventory, contract level, and physical locations to ensure agreement between End User and Juniper databases
 - Ensure that account IDs are correctly set up for efficient JTAC case opening
- JTAC and customer care best practice training
 - Review how to utilize Juniper Service Automation for JTAC case creation
 - Explain the JTAC case escalation processes
 - Review how to use Customer Care for administrative issues on Juniper devices

3.2 Service Automation

Juniper will help install and utilize Juniper scripts and other technologies to facilitate ease of inventory management, data collection, JTAC case detection and creation, and proactive communication of relevant EOL/EOS (Support) and issue notifications.

The Service Automation consulting engineer will:

- Assist in planning optimal Service Automation deployment
- Provide guidance on Service Automation implementation
- Validate proper automated JTAC case creation
- Train End User to maximize usage of Service Automation functionality

3.3 Proactive Communications

Product notifications and security bulletins that potentially impact the End User network profile and devices will be delivered through the Service Automation suite. End User may also subscribe to product notification and security bulletins through the Juniper Customer Support Center.

4. End User Responsibilities

- Juniper Networks' obligation to provide the applicable Services is conditional upon End User meeting the following obligations:
 - Provide a primary and backup point of contact
 - Attend scheduled bi-monthly meetings with your Juniper Service Support Manager

5. Availability

- The Services are available to End Users who currently have in place a Juniper Care maintenance contract.
- These Services are available globally (excluding countries listed in Group E under the U.S. Export Administration Regulations, which are currently Cuba, Iran, North Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited.
- The Services are available Monday through Friday, excluding Juniper observed holidays:
 - **AMERICAS:** 8 a.m. to 5 p.m., or as Juniper defines normal business hours
- The Services are available for a minimum fixed duration of twelve (12) months.
- End User understands and agrees that Juniper Networks may, in its sole discretion, subcontract a portion of the Services to an authorized Juniper partner.

6. Scope

- The scope of Services is limited to the Juniper Networks products and services purchased and in use by the End User.
- Services shall be delivered remotely from an authorized Juniper location unless stated otherwise.

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.

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