

Juniper Care Services Advanced Options

24x7 Incident and Escalation Management Service Description Document

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1. Introduction

24x7 Incident and Escalation Management Service (“Service”) is described in this Service Description Document (“SDD”). The Service is subject to the terms of this SDD and of the Juniper Networks End User Support Agreement, a copy of which is posted at www.juniper.net/support/guidelines.html (or another written master service 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) (herein, the “*End User Services Agreement*” or “*EUSA*”).

2. Eligibility and Purchasing

This Service is only available to customers who already have either a Juniper Care Plus (JCP) or Juniper Optimum Care (JOC) agreement in place on their existing Juniper devices.

- The Service may be purchased for either 6 or 12 month periods
- The service is available to the End User directly from Juniper or via a Juniper Networks Authorized Reseller.
- The Service may be purchased directly by placing a normal order, payable in a standard manner.

3. Service Features and Deliverable Description

This Service extends the coverage period under the existing JCP and JOC support offerings (normal business hours of 8x5) by providing an Incident and Escalation manager for:

- Outside normal business hours annotated under the existing JCP and JOC agreement
- Weekend hours
- Support during maintenance windows which do not fall under the customer’s normal business hours

Maintenance window notification for this Service will be coordinated by the JCP or JOC Service Manager.

End User will be provided with a schedule as to who will be providing support outside of normal business hours.

NOTE: Reporting for this Service will be covered under the normal SBR (QBR) process and handled by the JCP or JOC Service Manager.

4. Customer Responsibilities

As this Service is layered upon the existing JCP or JOC support service, there are no additional customer responsibilities.

If the customer has any issues with the delivery of this Service, those should be raised with the customer’s JCP or JOC Service Manager

5. Availability

The Service is available worldwide (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); provided, however, that certain advance replacement and onsite services may not be available in certain countries. Service deliverables are available in English only, unless negotiated with your local theater

The Incident and Escalation Manager is available outside of the hours (Monday through Friday, weekends, and Juniper observed holidays) covered by the customer's JCP or JOC Service Manager.

The Services are available for the following fixed durations:

- Six (6) months, OR
- Twelve (12) months

This service is available in:

- North America
- EMEA

6. Scope

This Service will be delivered remotely from an authorized Juniper Networks location unless otherwise specified. Customer understands and agrees that Juniper Networks may, in its sole discretion, subcontract the performance of certain parts of this Service

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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