

# SOLUTION SUPPORT SERVICE

## Service Description Document

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## 1 Introduction

This Service Description Document (“SDD”) describes the Juniper Solution Support Service (“Services”) that Juniper makes available for purchase by end users of Juniper products (the “End User”) directly or through its authorized resellers and distributors.

The Services provide a supplemental support contract for approved Juniper solutions, including support for approved third-party products in the solution.

The Services are 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](http://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 will render support and maintenance services (herein, the “End User Services Agreement” or “EUSA”).

All license terms for software provided by Juniper as part of the Services are subject to the Juniper Networks End User License Agreement (a copy of which is posted at [www.juniper.net/support/eula.html](http://www.juniper.net/support/eula.html)), or another written master license agreement signed by Juniper and the End User and covering, within its scope, the terms and conditions under which Juniper will provide software and software updates and releases (herein, the “EULA”).

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. Unless otherwise stated in this SDD, capitalized terms used in this SDD will be as defined in the 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. Unless otherwise stated in this SDD, capitalized terms used in this SDD will be as defined in the EUSA.



## 2 Eligibility, Purchasing, and Prerequisites

The Services are available for purchase only (i) by certain qualified End Users solely for their own internal use and (ii) by Juniper Networks authorized resellers or by Juniper authorized distributors solely for resale to the End User identified by name and address in such authorized reseller's purchase order. The Services must be purchased for a fixed term lasting for a period of at least twelve (12) months unless otherwise agreed to in writing by Juniper for the purposes of co-termining an End User's multiple Service Contracts. Any such purchased commitment by Juniper to provide Services is referred to herein as a "Juniper Service Contract."

The Services cover only those Juniper products to which all of the following apply:

- End User is using the products.
- End User has purchased or leased such Juniper products from either Juniper or its reseller or its distributor.
- The products are identified in the purchase order(s) for the Services placed with Juniper.
- The Products and the address of their installation site have been properly registered with Juniper by serial number.

(These Juniper products are referred to as the "Supported Juniper Products," but only for the term of the Juniper Service Contract [or renewal thereof] under which they are covered.)

A Subscription License (as defined in the EULA) purchased by the End User shall be treated as a Juniper Care Core Support Service Contract for the purposes of this SDD.

Prerequisites include the appropriate Juniper support contract(s) and appropriate third-party support contract(s). The Services as described in this document are intended to supplement product-level maintenance and support contracts from Juniper and its authorized third-party product vendors. Prior to, or in conjunction with, purchasing the Services, the End User should, at a minimum, purchase a Juniper Care contract and/or a Juniper Care Software Advantage contract covering all of the Juniper products in the approved solution. For approved third-party products in the Juniper solution, the End User should have a support contract in place with the appropriate third-party vendor.

## 3 Service Features and Deliverable Description

Juniper will use commercially reasonable efforts to provide the End User with the Services. The Services include access to a Juniper Solution Support Team. Each issue will be assigned and routed to a Solution Specialist, who will be accountable for the issue until resolution.

### 3.1 JTAC Access

With Juniper Networks® Technical Assistance Center (JTAC) support, the End User will have unlimited access to JTAC engineers by phone and online 24/7/365. The JTAC Solution Support Team will diagnose system problems, troubleshoot, assist with configuration issues, and provide workaround solutions, where necessary. Issues will be assigned and routed to a Solution Specialist, who will be accountable for the issue until resolution, no matter where the problem resides, whether in the Juniper products or third-party products that are authorized for use in the "solution." Automatic escalation alerts to senior management are triggered on all priority issues.

For details on JTAC support center structure, how to access JTAC support, JTAC response time guidelines, problem reporting and escalation procedure, case workflow, and customer communication guidelines, please refer to the JTAC User Guide at <https://www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf>

### 3.2 Online Support.

During the term of the Juniper Service Contract, Juniper provides the End User with self-service access to the Juniper Customer Service Center (CSC) online portal, which offers information, answers, tools, and service options for End User use in supporting Supported Juniper Product. Offerings include, but are not limited to:

- **Online case management:** Create new cases, check the status of existing cases, update cases with new

information, and search by case numbers, RMA numbers and tracking, and the End User's own internal case reference numbers.

- **Juniper Knowledge Center:** Search thousands of articles, including configuration assistance, known issues, interoperability, and compatibility information.
- **Problem Report (PR) search:** Access the most complete and up-to-date information about known Juniper operating system defects. This tool allows you to search for defects by PR number, Juniper Networks Junos operating system release version, and keyword, providing upgrade analysis and impact information. The End User can also subscribe to PRs of interest in order to receive automated updates as specific PRs change.
- **Online tools:** Leverage various tools such as configuration tool, translator, migration tools, etc. to analyze hardware and software information.
- **Technical bulletins:** Receive timely notifications on new features release, end of life, known product issues, etc.
- **Security advisories:** Learn about known security vulnerability issues to help avoid network issues.

Use of online tools is subject to the following:

- End Users will have personal, non-transferrable, non-sub licensable, nonexclusive access during the term of the EUSA to Juniper's online Customer Support Center (CSC) (currently at the <http://www.juniper.net/support>) subject to the limited use terms posted at such site, all solely for the End User's internal use in support of Juniper product covered under the Juniper Service Contract.
- End User will maintain an active Juniper Care support contract and an active Solution Support contract to access resources on CSC related to the Supported Juniper Products. End Users are not entitled to access CSC resources for any products that are not covered by an active Juniper support contract.
- Juniper reserves the right in its discretion to limit or prohibit access by any End User if Juniper believes that such access may give rise to violation of export control laws or regulations or any other violation of Juniper's rules or the limited use terms identified above.

### 3.3 Root Cause Analysis

For Service Requests deemed Priority 1 (or P1), and where a Juniper product or solution has been deemed to be the root cause, Juniper will provide the End User with a written Root Cause Analysis report for all technical issues within the solution. Performance and availability of root cause analysis are dependent upon the third-party vendors within the solution providing the necessary information in a timely and accurate fashion. This report is available from Juniper upon the End User's request.

### 3.4 Reporting

As part of the Services, Juniper provides to the End User monthly reports that will show the total number of Solution Support Service Requests opened, closed, and pending. In addition, Juniper will provide the End User with Service Request details, including product type, issue reported, final issue resolution, and case closure time frame.

## 4 End-User Responsibilities

- All Supported Releases provided to the End User shall be subject to the terms of the license agreements that apply to the underlying software or to amended license terms that apply to the Supported Releases. End User is not required to install every Supported Release as it becomes available from Juniper. However, End User acknowledges that in order to obtain support for problems with software that is not a Supported Release and which cannot be corrected by implementation of a pre-existing workaround or problem resolution, it may be required to upgrade to a Supported Release to address any such problems.
- For any problem identified as a P1, the End User will provide Juniper or its authorized service representative with access to the affected network environment and will assign a technical contact for Juniper. Furthermore, if Juniper determines that its technical personnel need access to the End User's network in order to remotely diagnose a problem, the End User will ensure that Juniper's personnel have the necessary level of authorized access to such network. End User has the right to observe such access.
- End User will maintain a reasonable number of support engineers who are trained on Juniper products.
- The End User's support engineers must be proficient in the operation of all products within the solution and be able to perform basic hardware and software configuration and troubleshooting. All communication to Juniper

engineers of customer issues and responses will be conducted in English. End User shall pay for support rendered by Juniper due to modifications not authorized by Juniper at Juniper's then prevailing rates for time and materials.

- End User shall inform Juniper about any role changes or resignations of its support engineers so that their individual CSC accounts can be modified/deactivated as needed.
- End User may elect to cover all or none of its products under this agreement except that, effective at the end of each annual term of this agreement, the End User may exclude products that it has permanently decommissioned and identified in a written notice to Juniper at least 90 days prior to such decommission. In addition, Juniper will grant the End User a prorated credit for any prepaid support on products that are permanently decommissioned or accidentally destroyed during an annual support term. End User may use such credit for future service orders only.
- End User is responsible for maintaining a backup of the configuration that can be used to restore the device. Juniper is not responsible for lost data or information.
- In order for Juniper to provide the appropriate level of Support promptly and efficiently, the End User must provide Juniper with the following information for each product under a Support plan:
  - Product license key or serial number
  - Configuration; other device data and information
    - Installation address
    - Site contact person
- The End User may provide the above product information to Juniper in the purchase order for each product. If the End User physically moves any product from the original site to another location, they must notify Juniper immediately to update their support contract. Prior to Juniper's receipt of such notification, Juniper will not be liable for any lapses in service coverage or hardware delivery delays with respect to such product. Where equipment is relocated to other countries, Juniper reserves the right to charge a relocation fee on a per-chassis basis. The fee will be calculated based on the difference between service charges for the two countries as shown in the Services price list.
- The End User must register product serial numbers on the Juniper website, and the installed base data must be updated if there are any additions, changes, or moves to the installed base. Juniper will not be held accountable for not meeting the hardware replacement service-level agreement (SLA) for products that are not registered or do not have an accurate installed base record.  
Register product(s) at <https://tools.juniper.net/svcreg/SRegSerialNum.jsp> .  
Update installed base data at <https://www.juniper.net/customers/support/tools/updateinstallbase/index.jsp> .
- The End User must register at Juniper CSC, register all Supported Juniper Products and Site IDs, and keep all such information current, accurate, and complete at all times.
- For authorized third-party software or virtualized network functions (VNFs) in the approved Juniper solution, the End User should have a support contract in place with the authorized third-party software or VNF vendor.
- When requested by Juniper, the End User must provide information on the current software releases running in the network and current configurations to enable delivery of the service deliverables mentioned in this offering.
- The End User must provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Services.
- The End User must ensure that the requirements identified for the proper working of the Juniper 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 Services.
- The End User must provide Juniper with any information Juniper may reasonably request about the execution of the Services throughout the delivery process. If third-party participation and cooperation is required in order for the End User to perform its responsibilities, the End User will be responsible for securing such participation and cooperation.
- End User shall provide written notice to Juniper as soon as it becomes clear or there is reason to believe that the End User will not meet any of its End User responsibilities.
- The End User must refrain from the use of any JTAC or CSC resources or of any Juniper Networks Junos Space® Service Insight or Service Now software except in support of a Juniper product under active support contract.
- The End User must refrain from requesting any RMA in connection with a product that is not then a Juniper supported product, and refrain from requesting any RMA for third-party products.

## 5 Availability

These Services are available worldwide (excluding countries listed in Group E under the U.S. Export Administration Regulations [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 are not available in certain countries. Services are available for a minimum fixed duration of twelve (12) months.

## 6 Scope

- Services will be delivered remotely from an authorized Juniper location, unless otherwise specified.
- All service deliverables in this offering are available in English only unless otherwise specified by Juniper.
- 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 may 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.

## 7 Exclusions

Juniper is not obligated to provide Services for any of the following:

- Non-approved third-party devices or product in the solution not provided by Juniper, or problems associated with or arising directly or indirectly from such components
- Problems with product installed by any party other than (a) Juniper or (b) a party authorized by Juniper
- Problems with products that have been modified without Juniper's written consent by any person (including unauthorized modifications by Support Services Specialist
- Problems relating to incompatibility of the product with non- approved third-party devices
- Product that is damaged other than through the negligence or willful misconduct of Juniper or its employees
- Problems caused by the use of the product other than in accordance with applicable documentation
- Problems with products where the End User did not provide the required product information
- Problems caused by the misuse or abuse of product generally
- Problems with software that is not a supported release
- Problems with products that were not purchased directly from Juniper or any authorized Juniper reseller unless such products have been inspected, repaired, and certified by Juniper prior to the commencement of any Juniper Services
- Problems with products or parts thereof that are past their end-of-life date

Furthermore, without prior notification, Juniper is not responsible for modifying or terminating the CSC-Portal accounts that belong to the End User's employees who change roles or resign from their positions.

End User may, at its sole discretion, request that Juniper provide support for one or more of the above excluded problems. If Juniper does attempt to resolve one or more of the above excluded problems based on the End User's request, End User agrees to pay for such support at Juniper's applicable rates for time and materials.

## 8 Customer Services Policies

The Customer Care User Guide, JTAC User Guide, and RMA Repair and Return Policy and Procedure are provided for information purposes only to assist the End User efficiently and effectively accessing and understanding Service Contract benefits.

## About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

### Corporate and Sales Headquarters

Juniper Networks, Inc.  
1133 Innovation Way  
Sunnyvale, CA 94089 USA  
Phone: 888.JUNIPER (888.586.4737)  
or 408.745.2000  
Fax: 408.745.2100  
[www.juniper.net](http://www.juniper.net)

### APAC and EMEA Headquarters

Juniper Networks International B.V.  
Boeing Avenue 240  
1119 PZ Schiphol-Rijk  
Amsterdam, The Netherlands  
Phone: 31.0.207.125.700  
Fax: 31.0.207.125.701

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