Customer Care
User Guide

Table of Contents

Juniper Networks Customer Team

The Juniper Networks Customer Team consists of a number of groups within Juniper, all working together to quickly answer questions and resolve network issues. In addition to Juniper Networks® Technical Assistance Center (JTAC), there are two other primary support groups that make up the Customer Team: Customer Care and Support Delivery Logistics.

Customer Care

Juniper Networks Customer Care organization is the primary owner of nontechnical problem resolution and provides the following nontechnical services to Juniper customers:

- Customer Support Center (CSC) account creation, account access, and password reset
- Support entitlement
- Product registration
- Service Activation
- Entitlement to software downloads
- License key administration and management
- Product mis-ship processing, monitoring, and communication
- Order status
- Time and material support sales
- Transfer of product ownership, inspection and support reinstatement
- Communication of customer policies and business procedures

- Escalation management
- General inquiries on Support Delivery Logistics (RMA) status
- General inquiries on warranty and support contract status and setup

Juniper Networks Global Customer Care Centers

Juniper Networks has seven Customer Care centers located around the world. They are your focal point of contact for nontechnical questions and issues 24x7x365.

Customer Care Contact Information

Juniper Networks customers can open a Technical Support or Customer Care case online or via telephone. Cases will be routed to the appropriate engineer or Customer Care team based on the product and/or issue.

- To open a case online, visit Juniper Networks Customer Support Center (CSC) at: www.juniper.net/cm/.
- Note: A CSC account is required for access.
- Telephone +1-888-314-5822 (U.S. and Canada)
- Telephone +1-408-745-9500 (International outside of the U.S. and Canada), or visit us at www.juniper.net/support/requesting-support.html for a listing of local phone numbers.

For non-English speaking customers, our Customer Care representatives can provide support in a number of languages such as Arabic, Dutch, French, German, Japanese, Korean, Mandarin, Polish, Putonghua, Russian and Spanish. They also have access to translation services to help facilitate communication in most other business languages.

Figure 1: Global Customer Care

Support Delivery Logistics

If JTAC determines that your product is defective or hardware is considered Dead on Arrival (DOA), a Return Material Authorization (RMA) number is issued. The RMA is dispatched to a customer representative (CSR) within the Support Delivery Logistics team for processing. You will receive RMA acknowledgement, instructions, and status on your RMA via e-mail from the CSR.

Self-Help Online Tools/Resources

For quick and easy problem resolution, Juniper Networks has designed a state-of-the-art online self-service portal called the Customer Support Center (CSC) for end users.

How to Obtain a CSC Login and Password

Creating a Juniper Networks online account will enable you to access secure resources like the Customer Support Center (CSC). To create an online account, please complete the four (4) easy steps outlined on the Web form located at: www.juniper.net/entitlement/setupAccountInfo.do.

Customer Support Center (CSC)

The CSC is a critical part of Juniper Networks customer service and support strategy. It provides a worldwide 24x7x365 online channel to enable our customers to quickly and efficiently locate the tools, documentation, and assistance they need.

You can access the support center at www.juniper.net/customers/support/.

Forgot Your Password?

If you have forgotten your password for the CSC, you can request an e-mail notification to unlock your account and reset your password here: http://tools.juniper.net/entitlement/resetPasswordAction.do.

Support Contract and Product Management

You can use online tools to view and update your installed base and support contracts, register products, and activate support certificates.

Register Product

Please visit: http://tools.juniper.net/svcreg/SRegSerialNum.jsp.

Activate Support e-Certificate

Juniper Care service contracts are activated using e-Certificates. e-Certificates are only valid and allowed to be activated in the Juniper Networks sales region in which they are purchased.

In addition, Juniper Care Next-Day e-Certificates are only valid in the Continental USA and the countries in the European Union. For all other locations, which include but shall not be limited to Latin America, Canada, Eastern Europe, and Asia Pacific, Juniper Care Next-Day e-Certificates are not valid.

In order to receive the maximum amount of service coverage with Juniper, you are required to activate your e-Certificate. The start date of the Juniper Care service will begin either 30 days from the receipt of the e-Certificate, or the date of e-Certificate registration; whichever comes first.

To view and activate your support certificates, please visit: http://tools.juniper.net/svcreg/SRegSerialSearch.jsp.

Update Installed Base

It is important that we have an up–to-date record of your installed base so that our depots are stocked with the correct parts to support you, and we can provide you with an accurate and timely renewal quotation. You can submit your installed base location or configurations update via the Update Install Base tool at: www.juniper.net/customers/csc/management/updateinstallbase.jsp.

Search Products and Contracts

To search for products and contracts registered under your profile, please visit: http://tools.juniper.net/ProductSearch/Welcome.do.

Serial Number Entitlement Search

Customers with an active support contract (PAR support excluded) are entitled to 24x7 phone and Web support. Note that serial number verification is required to open a case.

To search for service entitlement information by entering product serial number or contract ID, please visit: https://tools.juniper.net/SerialNumberEntitlementSearch/.

If the provided serial number is not entitled to support and the warranty has expired, the following options are available for obtaining support:

- Time and materials (pay per incident); please contact Juniper Customer Care for a quote

- Purchasing a new support contract; please contact an authorized Juniper Partner to purchase a support contract by visiting: www.juniper.net/us/en/partners/locator/

License Management System (LMS)

Juniper Networks has designed a state-of-the-art, online, self-service portal called the License Management System (LMS) to enable customers to activate, retrieve, and find their product license key(s) as well as license transfers on RMA devices.

Activate a Product License

Upon purchase of the required license via an authorized Juniper Networks partner, you will receive a license authorization code which you can use to generate and download the license activation keys to enable product features via LMS. Please refer to: www.juniper.net/lcrs/generateLicenseHome.do.

Register and Retrieve Subscription License

For the first time a subscription license is purchased, you can register the subscription license authorization code via the Subscription Registration Tool. Please refer to: http://tools. juniper.net/subreg/.

Once the license is registered, you can invoke a request from the product to retrieve the subscription keys via the internet if the appliance is configured and connected to the Internet.

For a subscription license renewal, a license authorization code will not be delivered. You will receive a "welcome letter" notification as a confirmation of your renewal. Juniper appliances are programmed to automatically contact LMS via the Internet and download a renewal subscription activation key as they near the end of their subscription period. This automatic download only works if (a) the appliance is configured and connected to the Internet; and b) the renewal is processed before the original key expires.

Once a subscription license authorization code is registered or license renewal order confirmed, you also have the option to access LMS Generate Licenses for Subscription Entitlements to generate and download the license keys manually. To do this, please visit: www.juniper.net/lcrs/subKeysOnDemand.do.

Find Product License

You can find license keys generated for your product by visiting: www.juniper.net/lcrs/setUpRetrieve.do.

Generate Replacement License for RMA Device

If you have received an RMA replacement for your Juniper appliance and the defective appliance has a product activation key, you may self-serve the transfer of the license activation key from the defective to a replacement unit by visiting: www. juniper.net/lcrs/generateRMA.do. Please refer to www.juniper. net/generate_license/ for further details on LMS and product licenses.

Reporting and Resolving Problems with Customer Care

General Questions and Problems

Juniper Networks has designed state-of-the-art, online, self-service options. If you have a question or issue that you cannot resolve yourself and it is not of a time-sensitive nature, please follow these guidelines to receive a quick and reliable solution.

For more details, please visit the sites below:

- Find support guidelines and policies: www.juniper.net/support/guidelines.html

- Find solutions and answer questions using our Knowledge Base: http://kb.juniper.net

- Open a case online in the CSC Case Manager: www.juniper.net/cm

How to Open a New Case

Open a Customer Care Case via the Web

Nontechnical cases can be opened on the Web using the Case Manager tool in the Customer Support Center (CSC). For nontechnical issues requiring immediate action, making a call to Juniper Customer Care will ensure immediate attention to the issue.

1. Log into the password-protected CSC on Juniper's website by entering your login and password.

2. Select Create a Case/RMA at: https://tools.online.juniper.net/cm/case_create_choice.jsp.

3. Select Admin Service Request and fill in the appropriate fields. When you are finished, select Save and a case number will be provided.

4. A Customer Care representative will contact you via phone or e-mail within 24 hours.

Open a Customer Care Case by Telephone

1. Telephone our global support team at the local number listed. Call +1-888-314-5822 (U.S. and Canada) or +1-408-745-9500 (International outside of U.S. and Canada).

2. Press the * key. You will be routed to a general queue and your call will be answered by the next available Customer Care representative.

3. Be prepared to provide the Customer Care representative with the following information:

- Serial number, contract number, license information (if applicable)

- Definition of the problem in detail

- Priority level and impact of the problem

- Software version

How to Track an Existing Case or RMA
Manage via Case Manager

You may track your Customer Care cases or RMAs online by accessing Case Manager at: (www.juniper.net/cm/).

- Search by case number using format YYYY-MMDD-NNNN where NNNN is the number of the case (example: 2012-0101-0123).

- Search by RMA number using format RNNNNNN or RNNNNNN-n where NNNNNN is the number of the RMA itself, and –n is the number of the RMA line item. You can search by the RMA number (example: R212345) or by the RMA line item number (example: R212345-1).

- Search by customer tracking number using a keyword search that matches your company's internal case number.

These options appear as radio buttons below the query text field on the Case Manager home page.

The case or RMA search results page provides the following details (from left to right):

- Status (open or closed)

- Case or RMA ID number (with a hyperlink to the case itself)

- Site name and site ID number

- Contact name (whoever opened the case, with hyperlinked contact details)

- Last modified (date and time, listed as United States Pacific Time Zone)

- Platform (hardware type)

- Priority (as set when created)

NOTE: The column names can be sorted. By clicking on a column name, you can sort the search results by that column's criteria, for example, sorting by Case ID Number, Platform, or Status.

Manage a Case by Telephone

1. Telephone our global support at the local number listed. Call +1-888-314-5822 (U.S. and Canada) or +1-408-745-9500 (International outside of U.S. and Canada) for the latest information on your case.

2. Enter your 12-digit case number followed by the pound or hash (#) sign. Please do not include the dashes (example, 2012-0111-0120 is entered as 201201110120#).

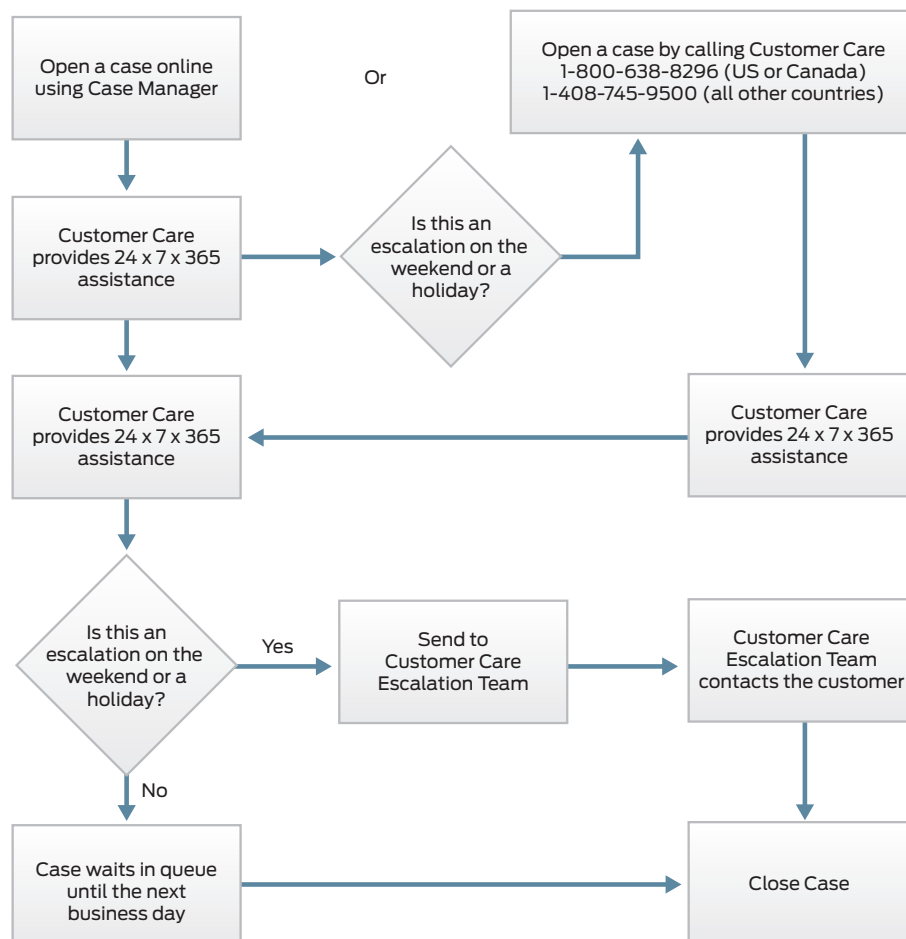**Quick Reference Guide for Opening a Customer Care Case**

Figure 2: Quick Reference Guide for Opening a Customer Care Case

Case Work Flow Within Customer Care

Once a nontechnical case is opened with Juniper Networks, the Customer Care representative will resolve the issue as quickly as possible. If escalation is required, the case will be handed off to a Customer Care Escalation team member to resolve the issue.

Customer Care Responsibilities

Once you have initiated a case with Juniper Networks, the Customer Care representative will take the following actions:

- Open a case and assign a number
- Provide assistance
- Provide you with periodic updates on problem status and escalate the problem as required according to escalation management guidelines, or at your request
- Close the case when you agree the problem has been resolved

You can monitor the case progress by logging into Case Manager located in the password-protected CSC self-service portal. Please note that you only have access to those cases you initiate within the Case Manager portal at: www.juniper.net/cm/.

Customer Communication Guidelines

The chart below provides Global Customer Care targets for providing response, communication, and resolution to customer issues. These targets are based on the priority assignment of the case.

Case Priority	Response Time Target
P1	Within 2 hours
P2	Within 24 hours
P3	Within 5 business days
P4	Within 7 business days

Customer Care Escalation Procedures

Definition of Customer Care Escalation: Customer Care representative has exhausted the ability to resolve the issue and has handed off the case to the Escalation team.

Response and Resolution Guidelines

Our systematic escalation process is intended to notify and brief various levels of management throughout the lifecycle of a case. Escalation timeframes are measured on a 24x7x365 basis.

If the issue is not resolved to your satisfaction or in the expected timeframe, call the Customer Care number +1-888-314-5822, or +1 408-745-9500 and ask for your case to be assigned to an Escalation team member. For P1 escalations occurring on weekends, please request to have the on-call escalations Customer Care person contacted.

Customer Care managers are available 7x24x365 for management escalations. Upon reaching Customer Care, please provide your case number and ask for the escalation manager.

Mis-Shipment Process

Mis-shipment requests should come from the customer who placed the order directly with Juniper Networks. Eligible mis-shipment requests are those submitted within 90 days of the product being shipped.

The classification of a mis-ship is as follows:

- A nontechnical end customer/partner reported problem with the original delivery of product(s) ordered. This includes the following:
  - Missing or incorrect sales order line items
  - Missing or incorrect component parts and/or subassemblies
  - Missing or incorrect documentation

Customer Care will assist in opening the case and provide updates and a tracking number once the correct part has been shipped.

Grey Market/Reinstatement

For Juniper Networks Service and Support Inspection and Reinstatement Policy, please refer to: www.juniper.net/support/990222.pdf.

Juniper Networks Product Warranty

For complete details and terms of the warranty, please visit us at: www.juniper.net/support/warranty/.

General Warranty Business Rules

To ensure that you receive your full product warranty benefits, please register your Juniper products. For details on how to register your products, please visit us at: www.juniper.net/support/warranty/howto_register.html.

Return Materials Authorization (RMA) Procedures

RMAs fall into four standard categories. Juniper Networks processes RMAs in accordance with product warranty or contracted support entitlement related to these RMA types:

- Advance Replacement
- Return to Factory Repair
- Dead on Arrival (DOA)
- Non-Contracted/Out of Warranty

Please refer to Product Warranty Policy details at: www.juniper.net/support/warranty.

Please refer to Juniper Care Services description for detail on service entitlement at: . www.juniper.net/assets/us/en/local/pdf/service-descriptions/9060093-en.pdf

Please refer to the Repair and Return Policy and Procedures for further detail on RMA procedures at: www.juniper.net/support/rma-procedure.html.

Please note that hardware replacement under End User Support Agreement excludes physical damages caused by fire or "acts of God" such as floods, hurricanes, etc. RMA requests for such hardware damages will not be accepted. Please refer to

www.juniper.net/support/guidelines/990216.pdf (page 3, 2.e. iii) for more details.

For RMA return instruction details, please visit:

US and Canada:
www.juniper.net/support/9060006-EN.pdf

Latin America:
www.juniper.net/support/9060005-EN.pdf

EMEA EU:
www.juniper.net/support/9060007-EN.pdf

EMEA Non EU:
www.juniper.net/support/9060009-EN.pdf

Asia Pacific:
www.juniper.net/support/9060008-EN.pdf

Juniper Networks Logistics has worldwide RMA return locations. A complete list of return locations can be found by visiting: www.juniper.net/support/rma-locations.html.

Time and Material Hardware Replacement Support

Juniper Networks offers a Time and Materials hardware replacement support for customers whose product is not covered by product warranty or an active support contract. A hardware replacement support upgrade is also available on a pay-per-incident basis.

- Pricing for onsite CE support (CE = Contracted Engineer, technician sent to site)
- "One Time RMA Upgrade" Return to Factory repair to Advance Replacement
- Out of warranty repair charges
- Out of warranty Advance Replacement charges

Customers in EMEA will need to contact their Reseller for pricing information or a quote.Requesting an RMA

To request an RMA, please create a JTAC case via the Juniper Networks password-protected CSC website. You can also request an RMA by contacting JTAC via phone.

If any equipment arrives at a Juniper Networks return location without an RMA number and the equipment serial number cannot be verified against an existing RMA, the equipment will not be accepted and will be returned to sender at the sender's cost.

RMA Troubleshooting

In most cases, troubleshooting of the unit is conducted before an RMA is issued to confirm that the unit is defective. The following process typically takes place:

1. Customer contacts the JTAC.
2. Problem is described to the TSE (Technical Support Engineer).
3. TSE opens a case and conducts diagnostics.
4. If the product is determined to be defective, the TSE creates an RMA and dispatches it to Support Delivery Logistics..
5. After the RMA is dispatched to Support Delivery Logistics, it is processed according to warranty or service contract, and an RMA acknowledgement sent out. E-mail notification will also be sent to the customer with a copy to the support case.
6. Customer returns the faulty unit to Juniper for repair or receives equipment with instructions on how to return the defective unit.

Handling of Returned Goods

Whenever a product is determined to be defective, an RMA is generated. All returns must include a valid RMA number and be returned in accordance with Juniper RMA return procedures:

Important: Label the outside of the box with the RMA number to ensure proper tracking and handling.

Please refer to www.juniper.net/support/rma-procedure.html for specific addresses, as return locations vary by country.

Returns Not Received

Juniper Networks has a ten (10) business day standard return policy for Advance Replacement support contracts, after this time Juniper Networks has the discretion to charge full list price for the non-return of a defective part. This notice is included in the confirmation of the RMA that is sent to you on the date of issuance.

Industry Recognition

Juniper Networks sets new standard for online support excellence as the company is ranked among the world's best for the sixth consecutive time. Juniper becomes the first and only company in the history of the Association of Support Professionals competition ever to earn six consecutive ASP Awards—an unprecedented industry accomplishment.

Juniper Networks Services and Support

Juniper Networks is the leader in performance-enabling services that are designed to accelerate, extend, and optimize your high-performance network. Our services allow you to maximize operational efficiency while reducing costs and minimizing risk, achieving a faster time to value for your network. Juniper Networks ensures operational excellence by optimizing the network to maintain required levels of performance, reliability, and availability. For more details, please visit www.juniper.net/us/en/products-services.

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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