

Maintenance Services Plus— Product Bug Notification Impact Review

Service Overview

As a part of Maintenance Services Plus, Product Bug Notification Impact Review provides a consolidated list of the hardware and software defects (bugs) found in the field that match the customer's network profile. The deliverable assists in determining the potential impact and risk for the customer network.

Service Description

Juniper Networks monitors software defects with major service impact and publishes proactive bug notifications (PBNs) periodically. Under this service, Juniper Networks engineers analyze the published PBN defects that match the customer's deployed network profile and provide an assessment and recommendation on the potential network impact. A designated Juniper Networks engineer will then hold a conference call to explain the technical details discovered as a part of the Product Bug Notification Impact Review process.

Features and Benefits

The Product Bug Notification Impact Review service delivers the following key features and benefits:

- Provides a list of issues specific to the end user's deployed hardware and software using published product bug notifications
- Provides advice regarding actions the end user can take to mitigate identified concerns
- Reduces the risk of encountering issues and unexpected surprises
- Ensures awareness of all current potential issues that might affect or interrupt the end user's business
- Allows proactive management of potential problems in a live network to maintain high uptime

Note: All technical issues, network problems, and troubleshooting activities should be directed to the Juniper Networks® Technical Assistance Center (JTAC). All other nontechnical questions should be directed to Juniper Customer Care. If there are design modifications or changes in the configuration templates, the Juniper Networks engineer will provide advice and recommendations, and also answer relevant questions.

Ordering Information

The Product Bug Notification Impact Review service is only available in the APAC Theater:

- The service is purchased using Advanced Services credits, and must be used within 12 months from the date of purchase.
- The service is available only to the prequalified end user who has a small Juniper footprint. Eligible end users must maintain a current Juniper Care maintenance contract for all Juniper equipment for the duration of any Product Bug Notification Impact Review engagement.
- The service is available to the end user who purchases systems and services directly from Juniper or via a Juniper Networks authorized reseller.

For more information, please contact your Juniper account manager or service business manager.

Part Number	Name
SVC-OCS-PBNIR	Maintenance Service Plus, Optional Consulting Service, Product Bug Notification Impact Review

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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