



The JTAC Fact Sheet provides a quick reference on how to engage with Juniper Networks for problem resolutions. For complete details, please visit the JTAC User Guide located at www.juniper.net/customers/support/downloads/710059.pdf.

JTAC FACT SHEET

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) that provides you with the following features:

- Knowledge Base (KB) (<http://kb.juniper.net>)—Access current articles including configuration assistance, known issues, interoperability, and compatibility information. The KB also searches Juniper product documentation and the J-Net User Forums.
- J-Net Discussion Forums—Discuss issues, ideas, and tips with a community of network professionals, or read current Juniper technical blogs.
 - Complete product documentation: www.juniper.net/techpubs/
 - The latest software updates: www.juniper.net/customers/csc/software/
 - Complete online case (support request) management via the CSC Case Manager: www.juniper.net/cm/

Opening a Case with JTAC

You can open a case with JTAC via the CSC or telephone.

- Case Manager via CSC: www.juniper.net/cm/
- U.S. Toll-Free: +1-888-314-JTAC (+1-408-745-9500)

NOTE: For outside the United States or direct dial options in countries without toll-free numbers, please visit us at www.juniper.net/support/requesting-support.html.

When requesting service via phone, be prepared to provide the following information for new cases:

- Serial number
- Definition of the problem in detail
- Priority level and impact of the problem
- Brief problem description
- Software version
- Configuration data

JTAC Escalation Procedures

Response and Resolution Guidelines

Our systematic escalation process notifies and briefs various levels of Juniper Networks management throughout the life cycle of a case. Escalation time frames are measured on a 24x7x365 basis.

OWNER	PRIORITY 1 CRITICAL	PRIORITY 2 HIGH	PRIORITY 3 MEDIUM	PRIORITY 4 LOW
Manager, Technical Support	1 hour	12 hours	15 days	30 days
Director, Customer Service	2 hours	24 hours		
Vice President, Customer Service	4 hours	96 hours		
Vice President, Engineering and Sales	24 hours			

What if I've Found a Security Vulnerability?

There are two ways for customers to report a suspected security vulnerability to Juniper. The first is through the normal JTAC process, letting the JTAC engineer know it is a security issue. You can also contact Juniper's Security Incident Response Team (SIRT) directly via email using PGP encryption to maintain confidentiality of the information.

- Call JTAC about a security vulnerability:
 - JTAC numbers throughout the world are listed at: www.juniper.net/support/requesting-support.html
 - JTAC opens a case and contacts SIRT.
 - "I need to talk to your SIRT personnel."
 - "I have a potential vulnerability to report."
- Contact SIRT directly via email:
 - sirt@juniper.net
 - We encourage the use of PGP—public keys are posted on our website and other key public PGP Keyservers.
 - www.juniper.net/support/security/report_vulnerability.html

Juniper Recognized as a Leader in Service and Support

Since its inception, the goal of the Juniper Networks Service and Support organization has been to deliver legendary customer service and support by leveraging industry best practices and best-in-class technologies. In addition to the ongoing feedback of our customers and partners—through direct interaction via many feedback and survey mechanisms, as well as our customer and partner advisory councils—we also incorporate feedback from recognized industry associations, such as the ASP and the TSIA (formerly SSPA), which have established a credible track record of measuring Web support excellence and provided thoughtful guidance to their member companies through best-practice research. By leveraging the important feedback and assessments from each of these key technology industry organizations, Juniper is able to gain a much clearer understanding of where its service and support delivery presently excels—and more importantly, where its gaps are—to provide opportunities for improvements if necessary. Ultimately, this understanding enables Juniper Networks to continue to deliver on its high-level objectives of increased overall customer and partner satisfaction.



Juniper was rated #1 in 2008 and 2009 in mission-critical hardware support by the Technology Services Industry Association (TSIA) out of nearly 300 global technology company members. The TSIA is the

newly combined technology services industry association after the merging of the SSPA, TPSA, and AFSMI in 2009.

We highly value the SSPA as a leading proof point of our strategy to offer and deliver the best mission-critical support in the industry, and we welcomed the SSPA's rigorous evaluation and feedback based on our entry for Service Excellence in Mission-Critical Support for Hardware. Juniper had carefully articulated a service and support vision, strategy, and proof points on its service execution. Throughout Juniper's STAR Award entry, the judges found a significant long-term track record that demonstrated service excellence in mission-critical support across a wide set of industry best-practice metrics including customer satisfaction, operational quality, financial metrics, and peer validation thorough industry associations. Juniper believes that long-term demonstrated success over this diversified set of group benchmarks is truly indicative of service excellence in mission-critical support, and the SSPA judges agreed for the second consecutive year that no company was executing better than Juniper.

"Juniper continues to demonstrate leadership in the development and execution of mission-critical support for enterprise hardware companies. Winning the STAR Award two years in a row is an accomplishment not achieved by many companies."

JB Wood, President and CEO of TSIA



The Year's Ten Best Web Support Sites

2006, 2007, 2008, 2009
ASP HALL OF FAME

Juniper ranked among the world's best in online support for the fourth consecutive year and was inducted into the prestigious ASP Web Support Hall of Fame, which honors sites that have been named among the "Ten Best" for at least four years. Juniper becomes only the second company ever to earn four consecutive ASP Awards!

About Juniper Networks

Juniper Networks, Inc. is the leader in high-performance networking. Juniper offers a high-performance network infrastructure that creates a responsive and trusted environment for accelerating the deployment of services and applications over a single network. This fuels high-performance businesses. Additional information can be found at www.juniper.net.

Juniper Networks global customer support website, the Customer Support Center, has been recognized for the fourth consecutive year as one of the "Ten Best Web Support Sites" of 2009 by the Association of Support Professionals (ASP). This prestigious award showcases excellence in online service and support. In addition, Juniper was also named to the ASP's Web Support Hall of Fame, which honors sites that have been named among the "Ten Best Web Support Sites" for at least four years. The award winners were selected by a panel of judges with expertise in Web support design and implementation, using a scoring system based on 25 separate performance criteria. The evaluation process considers overall usability, design, and navigation; knowledge base and search implementation; interactive features; customer experience; and how companies addressed a major site development challenge. The ASP is an international membership organization for customer support managers and professionals.

"Juniper has shown a rare commitment to continuous Web improvement, even after developing a site that most companies would consider already world-class. This ongoing improvement is reflected in the fact that Juniper has won the Top Ten awards from ASP for the last four consecutive years."

Jeffrey Tarter, Executive Director, ASP

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