



Juniper Networks® Technical Certification consists of platform-specific, multitiered tracks that, through a combination of written proficiency exams and hands-on configuration and troubleshooting exams, enable customers to demonstrate their competence with Juniper Networks technology. Successful candidates will be able to demonstrate an understanding of Internet and security technologies as well as Juniper Networks platform configuration and troubleshooting skills.

Service requests made to the Juniper Networks Technical Assistance Center (JTAC) by a customer with an expert-level certification (JNCIE) in good standing, on behalf of an organization with a valid support contract, will be given priority for case escalation to the next technical level at the JTAC for P1 and P2 issues.

PRIORITY CASE ESCALATION FOR JUNIPER NETWORKS JNCIE CUSTOMERS

Benefits

- Juniper Networks Certified Internet Experts (JNCIEs) receive expedition on their P1 and P2 case escalations for any product under an active Juniper Networks Technical Services support contract. The customer can request priority escalation for service requests on products that fall in the area of certification achieved by the individual calling the JTAC.
- **Note:** Products must be under a Technical Services contract for the JNCIE to contact Juniper Networks for direct assistance. If the product is under contract with a Juniper support Partner, you should contact your support partner for primary troubleshooting assistance.
- Expedite your case resolution time by making the most of your certification knowledge.
- Maximize your company's technology investment by broadening your knowledge base and skill set with hands-on experience on cutting edge technologies.

Program and Certification Requirements

- You must be an end user customer or employee of an end user customer and not a J-Partner. J-Partners and their employees cannot participate in this program.
- Any end user customer employee with a JNCIE certification may contact the JTAC.
- All products must have an active support contract to receive JTAC assistance from Juniper Networks. For products that are not under an active support contract, priority assistance is not provided for the JNCIE certified end user customer, and either a time and materials rate is charged or a contract must be purchased prior to getting JTAC assistance.
- You must have a JNCIE certification on the product(s) for which you are requesting JTAC assistance. If you have a JNCIE certification on another product and not the product for which you are requesting JTAC assistance, then you will not be given priority escalation for that case.

Accessing JTAC

Please initiate a case by either calling our JTAC or using the online CSC Case Manager Tool. As part of the case opening process, the JNCIE certified end user customer is identified.

- Web: Case Manager www.juniper.net/support/cm
- 1-888-314-JTAC (1-888-314-5822 – toll free in U.S., Canada, Mexico)
- International TAC phone numbers for support on all products:
www.juniper.net/support/requesting-support.html
- For information about how to achieve your JNCIE certification, please visit us at:
www.juniper.net/us/en/training/certification/

Frequently Asked Questions

1. Who qualifies to receive priority case escalation?

Any end user customer who has successfully passed and currently holds an active JNCIE certification from Juniper Networks may be granted expedition on Priority 1 and Priority 2 case escalations.

2. Can J-Partners benefit from this program?

No. This program is valid for individuals who are employees of end user customers only. Individuals with a JNCIE certification who are employees of J-Partners cannot receive the benefits of this program.

3. What product lines have a JNCIE certification level?

Currently, Juniper Networks M Series Multiservice Edge Routers and Juniper Networks T Series Core Routers have an expert certification level (JNCIE-M), and Juniper Networks J Series Services Routers also have an expert certification level (JNCIE-ER).

4. If I have a JNCIE certification on one product, can I get priority JTAC access on another product?

No. You must have a JNCIE certification on the product for which you are requesting assistance from the JTAC.

5. How does Juniper Networks define a Priority 1 case?

Priority 1: Critical – Catastrophic impact to mission critical functionality.

Examples of Priority 1 issues include: Total loss or continuous instability of mission critical functionality. Network or system is down causing users to experience a total loss of service. Inability to use a feature or functionality that is currently relied upon for mission critical functionality.

Juniper's responsibility for Priority 1 issues is to provide resources dedicated 24x7 until resolution or a workaround is in place. The end user customer's responsibilities for Priority 1 issues include providing designated resources that are available 24x7 and the ability to provide necessary diagnostic information.

6. How does Juniper Networks define a Priority 2 case?

Priority 2: High – Significant impact to mission critical functionality.

Examples of Priority 2 issues include issues that are impairing but not causing a total loss of mission critical functionality, intermittent issues that are affecting mission critical functionality, inability to deploy a feature that is not currently relied upon for mission critical functionality, or a loss of redundancy of a critical hardware component.

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.

Corporate and Sales Headquarters

Juniper Networks, Inc.
1194 North Mathilda Avenue
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100
www.juniper.net

APAC Headquarters

Juniper Networks (Hong Kong)
26/F, Cityplaza One
1111 King's Road
Taikoo Shing, Hong Kong
Phone: 852.2332.3636
Fax: 852.2574.7803

EMEA Headquarters

Juniper Networks Ireland
Airside Business Park
Swords, County Dublin, Ireland
Phone: 35.31.8903.600
EMEA Sales: 00800.4586.4737
Fax: 35.31.8903.601

To purchase Juniper Networks solutions, please contact your Juniper Networks representative at 1-866-298-6428 or authorized reseller.

Copyright 2009 Juniper Networks, Inc. All rights reserved. Juniper Networks, the Juniper Networks logo, Junos, NetScreen, and ScreenOS are registered trademarks of Juniper Networks, Inc. in the United States and other countries. All other trademarks, service marks, registered marks, or registered service marks are the property of their respective owners. Juniper Networks assumes no responsibility for any inaccuracies in this document. Juniper Networks reserves the right to change, modify, transfer, or otherwise revise this publication without notice.