

# JUNIPER CARE PLUS

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## 1. Introduction

Juniper Care Plus services (“Services”) are described in this Services Description Document (“SDD”). The Services are rendered by Juniper directly to the end user of Juniper Networks products (the “End User”), which End User is identified by name and address in the order for the Services (whether placed by an authorized Juniper Partner or otherwise). The Services cover only those End User Juniper Networks products purchased from Juniper or an authorized Juniper Networks reseller. Products must be under a current and valid Juniper Care Technical Services contract, and each such product only qualifies for Services during the term of its associated contract. (Such Juniper Networks products of End User are herein referred to as the “Supported Juniper Products”)

Services are subject to the terms 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 End User and covering within its scope the terms and conditions under which Juniper Networks will render support and maintenance services for End User’s Juniper Networks products (herein, the “End User Services Agreement” or “EUSA”). In addition, End User’s use of Juniper Networks® Junos® Space and Junos Space Service Now shall be subject to the terms of the Juniper Networks End User License Agreement (“EULA”), a copy of which is posted at [www.juniper.net/support/guidelines.html](http://www.juniper.net/support/guidelines.html). 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.

## 2. Eligibility and Prerequisites

Juniper Care Plus Services are available for purchase only by End Users who have one or more Juniper Networks products under a Juniper Care Support Services contract and who register with the Juniper Networks Customer Service Center (“CSC”). The Services cover only Juniper Networks products for which End User has a current, valid Juniper Care Technical Services contract; provided, however, that Services shall be furnished with respect to any such product only during the term of that product’s associated Juniper Care Technical Services contracts.

The Services must be purchased for a term lasting at least 12 months.

### 3. Service Features and Deliverables Description

As part of the Services, Juniper Networks will use commercially reasonable efforts to provide the End User with the following:

#### 3.1 Service Manager

The Juniper Networks Service Manager is a named contact assigned as End User's advocate within Juniper Networks to manage all End User service-related operational activities during local business hours. The key deliverables of a Service Manager include the following:

- Point of contact within Juniper to oversee the delivery of all entitled services in this offering
- Provide account set up assistance and ongoing account management to ensure that the End User has access to the service deliverables in this service offering and appropriate resources within Juniper Networks
- Have onsite kickoff meeting with the End User to provide information needed for the End User to receive entitled service deliverables such as user accounts setup, review of case notification process, case opening guidelines, process to receive training credits, Advanced Services Credits, case escalation process, key Juniper Networks contact information, and regular meeting schedule
- Ensure that the End User account is correctly set up internally within Juniper to be able to open cases and notify internal teams that need to provide Services deliverables to the End User
- Provide a Service Support Plan, which includes the following:
  - Juniper Networks Technical Assistance Center (JTAC) User Guide
  - Contact matrix for both Juniper Networks and the End User, including escalation process
  - End User device remote access procedure. Also, coordinate the agreement sign-off to receive access to End User's network, if required
  - Guidelines on any special outage procedure, if applicable, to ensure End User satisfaction
  - End User information on how to use web-enabled Juniper Networks support tools
- Support the End User to maintain accurate installed base data
- Track and plan all End User entitled service deliverables, including training credits, Advanced Services Credits, and provide a report to the End User on credit usage and balance
- Assist in service planning based on End User's specific needs and where they are in the Services lifecycle; engage with the account team and the End User in planning for future projects
- Manage End User escalation related to service support, service readiness, and service planning, working with Juniper Networks internal delivery teams
- Advise and guide the End User in accessing resources for implementing the Junos Space Service Now and Junos Space Service Insight infrastructure and related Services entitlement deliverables
- Conduct periodic conference calls to report status on outstanding issues and discuss key future network activities
- Conduct operational review meetings (onsite or remote) to discuss End User-specific product and service performance metrics such as cases, problem reports/bugs, Return Materials Authorizations (RMAs), related trends, and Services activities planned for the next quarter. Operational review meeting frequency to be set between End User and Service Manager (maximum 4 per year)
  - Provide case trend analysis, including a regular review of End User reports to identify repeat tactical hardware, software, or operational issues. Coordinate with Juniper Networks support organizations and the End User to identify corrective actions on products and make training recommendations, if required, to help the End User close knowledge gaps
- Provide logistical and operational assistance working with Juniper Networks Logistics to coordinate all escalations on parts shipped back from the End User for failure, provide status updates, and drive issues with the global delivery organizations, as required, to ensure that the contract commitment is being met
- Provide proactive case planning, assistance in coordinating JTAC resources, and relevant information for End User identified (pre-planned) events (e.g., software upgrade) to help ensure efficient response

#### 3.2 Expert to Expert Access

The Expert to Expert Access feature allows End User to open and pursue Priority 1 and Priority 2 cases directly on a 24x7 basis, with access to a team of senior JTAC engineers with extensive experience, advanced troubleshooting skills, and demonstrated capability to quickly drive the End User's high priority issues to resolution. (Definition and examples for Priority 1 and Priority 2 cases are as set forth in the End User Support Agreement.)

### 3.3 Service Insight

Service Insight is an intelligent application supported by Junos Space that delivers proactive reports and notifications regarding Juniper Networks Junos operating system–based products. The reports and notifications are generated by Juniper experts and automatically sent to the End User.

As part of the Care Plus Services, Juniper will grant to End User a personal, nonexclusive, non-sublicensable, nontransferrable license to the Junos Space/Service Insight software effective for the term of the Care Plus Services contract and subject to the terms of the EULA. This license is to be used in support of End User's Junos OS-based product(s) running on an active, supported version of Junos OS software, covered under a valid and unexpired Juniper Care Technical Services contract subject to the terms of the EULA, and as to each such Junos-OS based product, only for the term of its associated Juniper Care Technical Services contract.

Service Insight is not available if the pricing band purchased is band 0.

Service Insight enables the following Services features:

#### 1) Targeted Proactive Bug Notification

This feature provides the End User notification on new reported critical and major software bugs that may impact the End User's network. The key deliverables consist of:

- Notification on software bug information that matches the End User device profile
- Information needed to interpret the bug, such as bug description, synopsis, versions where the bug has been resolved, possible trigger(s), known symptoms, and workarounds when available
- Ability to choose a device and see all Proactive Bug Notifications that match that device
- Information that is stored in the application for the End User to review as needed
- Juniper Networks resources to provide analysis on the bug information to help the End User understand potential network impact(s)
- Juniper Networks resources to help answer the End User's questions related to the information delivered

Juniper Networks resources are available to provide quarterly follow-up with the End User on bugs identified during the Service Manager Quarterly Business Review meeting.

Service Insight will provide notification on Critical and Major bugs that meet the following criteria:

1. Have a workaround/service restoration (or)
2. Are fixed (or)
3. Have a clear trigger or symptom defined

#### Definition for Critical and Major bugs:

**Critical:** Problems that severely affect service, capacity/traffic, billing, and maintenance capabilities and require immediate corrective action such as:

- A loss of service that is comparable to the total loss of effective functional capability of an entire system
- A reduction in capacity or traffic handling capability such that expected loads cannot be handled
- Any loss of safety or emergency capability (e.g., 911 calls)

**Major:** Problems that seriously affect system operation, maintenance, and administration, and require immediate attention.

The urgency is less than in Critical service impact situations because of a lesser immediate or impending effect on system performance, End Users, and the End User's operation and revenue such as:

- Reduction in any capacity/traffic measurement function
- Any loss of functional visibility and/or diagnostic capability
- Short outages equivalent to system or subsystem outages

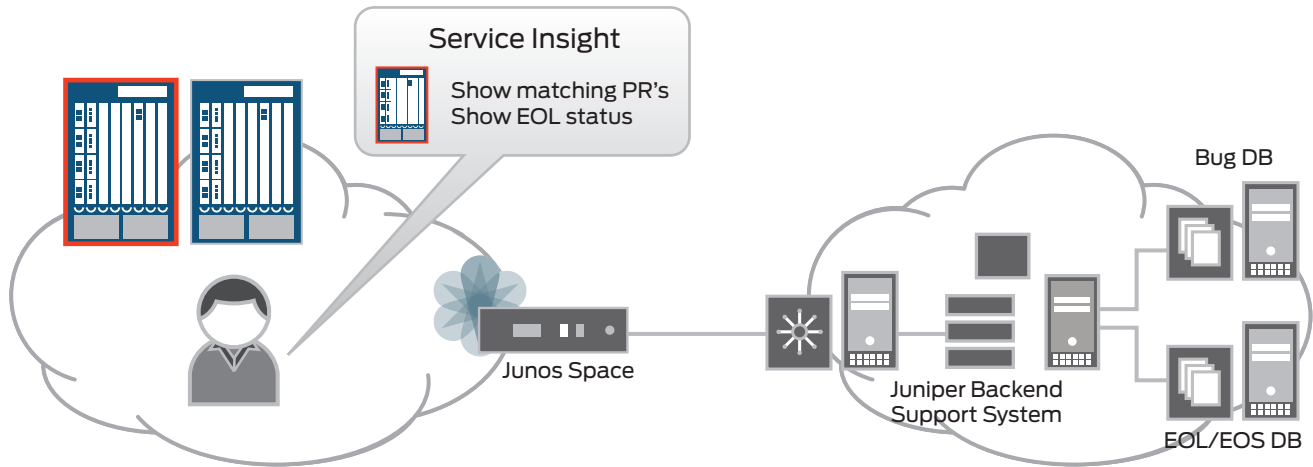
#### 2) On-Demand End of Life (EOL), End of Service (EOS), End of Engineering (EOE) Report

This feature provides the End User ability to automatically pull EOL/EOS/EOE reports that match with the End User's Junos OS-based products, including purchasable field replaceable units (FRU's). The report is generated based on Juniper's official EOL/EOS/EOE announcements. The key deliverables consist of:

- Ability to pull EOL/EOS/EOE reports automatically that match the End User's current deployed network inventory. Reports show all EOL'd product including quantities of each and status per device.
- Ability to choose device(s) and see EOL/EOS/EOE milestone dates for individual FRUs. The products approaching EOL are flagged and corresponding replacement part numbers are shown.
- Ability to view Microsoft Excel reports for network planning purposes.

- Ability to receive e-mails with Excel reports attached.
- Availability of Juniper Networks resources to answer the End User's follow-up questions.
- Availability of Juniper Networks resources to provide quarterly follow-up with the End User during the Service Manager Quarterly Business Review meeting.

The intelligent reports listed above are generated based on information collected through Service Now from products on the End User's network. When reports are completed by Juniper engineers, they are automatically sent through Service Insight. The following diagram illustrates the data flow from End User to Juniper Networks:



**Figure 1: Data flow from end user to Juniper**

Note: Service Now and Service Insight are required to deliver the services above and the Service supports Junos OS products only.

### 3.4 Training Credits and Webcasts

This feature provides End Users with access to webcasts and also a limited number of Juniper Networks Training Credits (JTCs) that can be used to gain access to any publicly available, open enrollment, instructor-led (either in-person or online), and e-learning courses at Juniper Networks Education Centers or any participating Juniper Networks Authorized Education Center (JNAEC) worldwide, private or onsite training, and certification exam vouchers. The deliverables consist of:

- Provide invitation to monthly informational webcast sessions delivered by Juniper Networks product and support subject matter experts on leading practices in product usage and troubleshooting.
- Provide JTCs to assist End Users in keeping pace with the rapidly changing technologies through training programs that build their technical networking expertise. JTCs provide a convenient and easy way for End Users to get the top quality training needed to optimize their Juniper investment. Juniper Networks Education Services deliver the knowledge that End Users need to operate and maintain successful networks. The following criteria apply to Juniper Networks Training Credits usage:
  - JTCs can be used for publicly available, open enrollment, instructor-led (either in-person or online), private or onsite training, and e-learning courses and certification exam vouchers only.
  - JTCs are redeemable at Juniper Networks Education Centers or any participating JNAEC) worldwide.
  - JTCs are valid for one (1) year from the purchase date of the Juniper Networks Care Plus contract. The courses chosen must begin before the credits expire.
  - Unused JTC's are not redeemable.

The End User is entitled to one hundred (100) training credits if the pricing band purchased is band 1, band 2, or band 3; and 200 training credits if the pricing band purchased is band 4, band 5, or band 6. If the pricing is custom, then the training credits will be customized per contract.

Training credits are not available if the pricing band purchased is band 0.

### 3.5 Advanced Services Credits

Under these Services, Juniper Networks makes available to the End User the number of Advanced Services Credits calculated below. Advanced Services Credits will be applied against any set of prepackaged network optimization services offerings (“Services Offerings”), each of which has assigned to it a set number of Advanced Services Credits.

Juniper reserves the right to modify, add, or delete Services Offerings at any time; provided, however, that any such change shall have no effect on the Services Offerings that an End User has ordered prior to the effective date of such change.

The End User can choose from a menu of preset services that include the following:

- Standard Offerings
  - Configuration Analysis and Change Review
  - Design Change Review
  - Feature Rollout and Change Review
  - Network Change Plan Review
  - Implementation Support
  - Product Issue Impact Review
  - Software Upgrade Recommendation and Review
  - Product Health Check
- Access to subject matter expert (Q&A) to answer End User’s questions related to the standard offerings

The End User will be entitled to five (5) Advanced Services Credits if the pricing band purchased is band 1, band 2, or band 3; and ten (10) Advanced Services Credits if the pricing band purchased is band 4, band 5, or band 6. If the pricing is custom, then the quantity of Advanced Services Credits will be customized per contract. Advanced Services Credits must be consumed no later than the expiration date of the one year term of the Juniper Care Plus contract.

Advanced Services Credits are not available if the pricing band purchased is band 0.

The actual delivery time required is subject to End User-specific requirements and Juniper Networks resource availability. End User and Juniper Networks will coordinate and agree on scheduling promptly after End User requests the particular Services Offerings.

End Users will have the option to purchase additional Advanced Services Credits in blocks of 10. The credits can only be used for services on the menu. Once purchased, such additional Advanced Services Credits are valid until 12 months from the date of purchase. Advanced Services Credits unused at the expiration of that period will expire.

Following are the available services on the Advanced Services Credits menu, an overview of each service, and the number of days required:

*(For additional details, please see the Service Description documents for each service)*

#### 3.5.1 Configuration Analysis and Change Review

Juniper Networks Configuration Analysis and Change Review service provides consultative review and analysis optimizing End User’s network configuration by leveraging Juniper engineers’ detailed understanding of End User’s network along with their expertise regarding the Juniper Networks products being used. Juniper engineers will discuss the End User’s requirements in detail, and they will apply best practices and Juniper methodology to analyze the configuration and features with a focus on scalability, resiliency, and efficiency.

Number of Advanced Services Credits required: 2.5 Credits

#### 3.5.2 Design Change Review

Juniper Networks Design Change Review service provides consultative review and recommendations for improving and optimizing certain aspects of the End User’s existing detailed design plan for network modifications. Leveraging Juniper engineering’s experience and knowledge of the End User’s network architecture, this service offering enables the End User to get validation from Juniper experts before making changes to the network.

Number of Advanced Services Credits required: 5 Credits

### **3.5.3 Feature Rollout and Change Review**

Juniper Networks Feature Rollout and Change Review service provides consultative review and recommendations for planned feature introductions to help determine the optimal rollout plan. Juniper engineers will work with End Users to understand priorities, requirements, and goals. By applying and understanding the End User's network topology, product configurations, feature requirements, and strategy, the Juniper engineer will provide detailed analysis and recommendations that proactively identify risks to help minimize potential service disruption when the implementation plan is carried out.

Number of Advanced Services Credits required: 5 Credits

### **3.5.4 Network Change Plan Review**

Juniper Networks Network Change Plan Review service reviews the End User's network change plans and provides recommendations for optimizing process based on known best practices. Network change plans may include a software/hardware upgrade implementation plan and a new feature implementation plan with which End User needs assistance.

Number of Advanced Services Credits required: 2.5 Credits

### **3.5.5 Implementation Support**

Juniper Networks Implementation Support service provides remote engineering assistance on critical network changes such as migrations, software upgrades, and feature rollouts. The Juniper engineer will have sufficient information about the network change implementation via knowledge transfer with the End User's team, and will be able to assist by analyzing events experienced during the change and by providing recommendations.

Number of Advanced Services Credits required: 1 Credit

### **3.5.6 Product Issue Impact Review**

Juniper Networks Product Issue Impact Review service provides a detailed review on hardware and software bugs found in the field that match the End User's network profile (e.g., configuration, feature, and platform information) to help determine the potential impact and risk for the network.

Number of Advanced Services Credits required: 4 Credits

### **3.5.7 Software Upgrade Recommendation and Review**

Juniper Networks Software Upgrade Recommendation and Review service provides expert review of the End User's software requirements, assessment of software upgrade risk, analysis of potential impact on the End User's network, and recommendations on a target software release that can best meet the End User's requirements.

Number of Advanced Services Credits required: 5 Credits

### **3.5.8 Product Health Check**

Juniper Product Health Check uses sampling data from targeted Juniper devices to check key indicators of device health and utilization to determine if product is maintaining performance expectations based on Juniper recommended best practices. Juniper engineers will collect and analyze End User data and provide recommended actions or workarounds to help the End User minimize the risk and improve network performance

Number of Advanced Services Credits required for one time Product Health Check: 5 Credits

Number of Advanced Services Credits required for quarterly Product Health Check (4 times): 15 Credits

### **3.5.9 Access to Subject Matter Expert (Q&A)**

With this service, Juniper subject matter experts answer End User questions related to the standard offerings. One (1) Advanced Service Credit is equal to eight (8) hours of subject matter expert Q&A consulting time.

## 4. End User Responsibilities

- Install and set up Junos Space, Service Now, and Service Insight.
- Provide all necessary hardware required for Service Insight (End Users can purchase a Junos Space appliance or use their own VMware infrastructure).
- Determine and register the site ID associated with Juniper Care Plus contract with Juniper Networks, and provide an e-mail address of a primary contact for the site ID.
- Set up Internet access of Service Insight to connect to Juniper Support Systems, including any potential firewall settings.
- Create an organization ID in Service Now using the site ID and contact linked to the Juniper Care Plus service contract. This step registers and licenses the Junos Space appliance, Service Now, and Service Insight applications.
- Discover devices using Junos Space device manager.
- Deploy AI Scripts on devices using Service Now.
- Contact Juniper and provide all of the required information to activate Services entitlement, such as serial numbers of each system, to enable the support level and delivery of Services.
- Provide information on the current software releases running in the network and current configurations as and when requested by Juniper to enable delivery of the Services deliverables mentioned in this offering.
- Provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Service.
- Designate at least two (2) but not more than six (6) senior technical representatives, who must be the primary technical interface to the designated contact of the Service Manager and other Juniper services teams, if appropriate. The End User will designate contacts who are senior engineers with the authority to make any necessary changes to the network configuration.
- Participate in ongoing communications with Juniper Networks' primary contact(s) who will help in the delivery of knowledge transfer and other proactive communications.
- Participate in meetings that are scheduled ahead of time to discuss service deliverables.
- Ensure that the requirements identified for the proper working of the Juniper Networks' solution are in place. These requirements may be documented in the product documentation or user guides, or they may be additional recommendations communicated by the Juniper Networks team from time to time for proper delivery of Services.
- Understand that the End User's employees interfacing with Juniper End User support teams may be required to undergo the Juniper recommended training conducted by Juniper or JNAECs worldwide. It is strongly recommended that the senior engineers designated by the End User hold at least Juniper Networks Certified Internet Specialist (JNCIS) level certification (where available) in the relevant technologies.
- Provide Juniper with any information Juniper may reasonably request about the execution of the Services throughout the delivery of Services. If third-party participation and cooperation are required for the performance of End User responsibilities, End User shall be responsible for getting such participation and cooperation. End User shall provide written notice to Juniper as soon as it becomes aware or has reason to believe that End User will not meet one or more End User responsibilities.

## 5. Availability

- These Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations, which are 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 deliverables are available in English only.
- The Service Manager is available during his/her local business hours Monday through Friday, excluding Juniper observed holidays.
  - AMERICAS: 8 a.m. to 5 p.m.
  - EMEA: 9 a.m. to 5 p.m.
  - APAC: 9 a.m. to 5 p.m.
- These Services are available for a minimum fixed duration of 12 months.

## 6. Scope

- The scope of Services is limited to the Juniper Networks products and services purchased and in use by the End User.
- Services shall be delivered remotely from an authorized Juniper location unless stated otherwise.
- End User named contacts who can open cases with Expert to Expert Access and interface with Service Manager are limited to six (6). In addition to the named contacts, Certified (JNCIE, JNCIP, and JNCIS) experts can also receive access.
- All service deliverables in this offering are available in English only.
- Service Insight features and deliverables are limited to Junos OS devices only.
- Service Now and Service Insight are required to enable Targeted Product Bug Notification and EOL/EOS/EOE deliverables.
- Advanced Services Credits can only be used for the services listed on the Advanced Services Credits menu.

## 7. 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](http://www.juniper.net).

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### 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  
[juniper.net](http://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.

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