

# Focused Technical Support

## Service Description Document – October 2010

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## 1. Introduction

Focused Technical Support Services (“Services”) are described in this Services Description for Services delivered by Juniper Networks to Juniper Care Plus customer (End User) or Juniper Operate Specialist (“Operate Specialist”).

Juniper Networks’ Focused Technical Support Services provides Customer access to a designated team of senior engineers with extensive experience and highly focused troubleshooting skills relevant to a Customer’s network profile and operations requirements. This team will work with Customer to develop network and feature knowledge enabling them to provide tailored support services. The level of support provides Customer the confidence that high priority problems are handled by a team that knows Customer’s network and its complexity.

## 2. Eligibility and Purchasing

Services are available only to End User who holds a valid Juniper Care Plus contract or Juniper Operate Specialist who holds a valid Advanced Customer Support contract. The Services cover only Juniper Networks products for which End User has a current, valid Juniper Care 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 and Operate Specialist Support Services contracts.

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

## 3. Service Features and Deliverable Description

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

### 3.1. Focused Technical Support

- 3.1.1. Provide Customer access to a designated team of senior engineers with in-depth knowledge of technologies and customer network. This access to Focused Technical Support team is restricted to Priority 1 and Priority 2 cases (Definition and Examples for Priority 1 and Priority 2 cases are as set forth in the Operate Specialist Agreement, End User Support Agreement and JTAC User Guide).and is during normal business hours (see availability section)

The Focused Technical Support team is current on Customer network knowledge such as topology, features, configurations and service history. This is done by leveraging information collected through direct Customer contact as well as information collected through Service Now, Service Insight and other reports that enable proactive network support.

- 3.1.2. Provide troubleshooting support on critical and complex network issues

Focused Technical Support team addresses service requests that are tagged as priority 1 and priority 2 and any other issues that require additional attention and are escalated by the Service Manager.

After hour support is provided by Expert to Expert Access and routed back to Focused Technical Support team if appropriate.

- 3.1.3. Conduct in-depth diagnostics and root-cause analysis for network impacting issues.

For Customer reported issues the Focused Technical Support team will attempt to replicate the Customer issues in Juniper Networks lab environment to determine root cause of the issue, verify a fix and provide recommendations on the proposed solution. The in-depth diagnostics is intended to

determine the solution for immediate network impacting issues and also help determine the best way to prevent the issues from re-occurring.

### 3.2. Designated Technical Engineer

Provide the Customer with a named contact who acts as a lead engineer for the support interface to the Focused Technical Support team. This named contact is designated for each technology that the Customer is subscribed.

- 3.2.1. The lead engineer will help coordinate the communications between Customer and Focused Technical Support team for the product line covered under the Focused Technical Support service contract.
- 3.2.2. Represent Focused Technical Support team on the regular review calls (hosted by the designated Service Manager) with the Customer and assist in any escalation that may be requested by the Customer.
- 3.2.3. Provide update on technical knowledge of specific cases, progress and overall performance at the bi-weekly conference call and quarterly review meeting hosted by the Service Manager.

## 4. Customer Responsibilities

Juniper Networks' obligation to provide the applicable Services is conditional upon Customer meeting the following obligations. The provision of the Services assumes that Customer will:

- 4.1. Contact Juniper Networks and provide all the required information to activate the Services entitlement such as serial numbers of each hardware module or system to enable the support level and delivery of Services.
- 4.2. Provide information on the current software releases running in their network infrastructure and current configurations as and when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.
- 4.3. Provide hardware and software inventory along with configuration data as and when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.
- 4.4. Provide access to servers, equipment, information, logs, infrastructure and resources that are necessary for the delivery of the Services. Pre-configured access to Customer network is highly recommended to help identify and resolve issues quickly.
- 4.5. Participate in ongoing communications with Juniper's primary contact(s) that 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.
- 4.6. 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 additional recommendations communicated by the Juniper team from time to time for proper delivery of Juniper services.
- 4.7. Understand that Customer employees interfacing with Juniper Customer Support Teams may be required to undergo the Juniper recommended training conducted by Juniper or Juniper Networks Authorized Education Centers worldwide.
- 4.8. Install and set up JUNOS Space, Service Now and Service Insight.
- 4.9. Provide all necessary hardware required for Service Insight (End User can purchase JUNOS Space appliance or use their own VMware infrastructure).
- 4.10. Determine and register with Juniper Networks the site id associated with Juniper Care Plus contract and an email address of a primary contract for the site ID.
- 4.11. Set up Internet access of Service Insight to connect to Juniper Support Systems including any potential firewall settings.

- 4.12. Create an Organization ID in Service Now using the site ID and contact linked to the Juniper Care service contract. This step registers and licenses the JUNOS Space appliance, Service Now and Service Insight applications.
- 4.13. Discover devices using JUNOS Space device manager.
- 4.14. Deploy AI Scripts on devices using Service Now..

## 5. Availability

- 5.1. Services shall be delivered remotely from an authorized Juniper location unless specified otherwise.
- 5.2. Focused Technical Support service offering is available during local business hours at the following Juniper customer support centers:
  - AMERICAS: Sunnyvale, California (Monday-Friday 9am-6pm Pacific Standard Time); Herndon, Virginia (Monday-Friday 9am-6pm Eastern Standard Time);
  - EMEA: Schiphol-Rijk, Netherland (Monday – Friday 9am – 6pm Central European Time)
  - APAC: varies by country, please contact Juniper Networks Service Business Manager in your region for details.
- 5.3. Additional locations can be added based on Customer demand determined at the time when the service contract is signed.

## 6. Scope

- 6.1. Focused Technical Support service currently is only available for the following technology groups:
  - Group 1: M-series, MX-series, T-series, J-series
  - Group 2: E-series
  - Group 3: EX-series
  - Group 4: Firewall/IPSec VPN

## 7. Glossary

- **Service Now:** is a Juniper Networks technology supported by JUNOS Space to deliver automated incident management and inventory management assistance.
- **Service Insight:** is an intelligent application supported by JUNOS Space to deliver proactive reports on JUNOS devices, generated by Juniper experts and automatically sent to the customer.
- **AI-Scripts:** Advanced Insight Scripts, part of Service Now, AI-Scripts run on each JUNOS device.
- **Network profile:** configuration, feature and platform information for a given Juniper Networks device.

## 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).

### 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

### 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  
Airsides Business Park  
Swords, County Dublin, Ireland  
Phone: 35.31.8903.600  
EMEA Sales: 00800.4586.4737  
Fax: 35.31.8903.601

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