

Customer Focused Technical Support

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1. Introduction

Customer Focused Technical Support Services ("Services") as described in this Services Description Document are for Services delivered by Juniper Networks to a Juniper customer ("End User") or Juniper Support Service Specialist ("Support Service Specialist").

Juniper Networks' Customer Focused Technical Support Services provide Customer with 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 that enables the provision of tailored support services. It will also provide Customer with confidence that high priority problems are being handled by professionals who fully understand the Customer's network and its complexity.

2. Eligibility and Purchasing

Services are available only to End Users who hold a valid Juniper Care Plus, Juniper Optimum Care contract or Juniper Support Service Specialists who hold a valid Advanced Customer Support contract. The Services cover only Juniper Networks products for which End User has a current and 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 Support Service 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 Service, Juniper Networks will use commercially reasonable efforts to provide the customer with the following:

3.1 Focused Technical Support

- Provide Customer access to a designated team of senior engineers with in-depth knowledge of technologies and customer network. This access to Customer 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 Support Service Specialist Agreement, End User Support Agreement, and Juniper Networks Technical Assistance Center User Guide).
- The Customer 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 Juniper Networks® Junos® Space Service Now, Junos Space Service Insight, and other reports that enable proactive network support.

- Provide troubleshooting support on critical and complex network issues.
 - Customer Focused Technical Support team addresses service requests that are tagged as priority 1 and priority 2, as well as any other issues that require additional attention and are escalated by the service manager.
 - For 8x5 local business hour support option, after hour support is provided by Expert to Expert Access and routed back to Customer Focused Technical Support team, if appropriate.
- Conduct in-depth diagnostics and root cause analysis for network impacting issues.
 - For Customer reported issues, the Customer 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 are intended to determine the solution for immediate network impacting issues, and also help determine the best way to prevent the issues from recurring.
- Provide information on the current software releases running in the network infrastructure and current configurations as and when requested by Juniper to enable delivery of the service deliverables mentioned in this offering.
- 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.
- Provide access to servers, equipment, information, logs, infrastructure, and resources that are necessary for the delivery of the Services. Preconfigured access to Customer network is highly recommended to help identify and resolve issues quickly.
- 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.
- 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.
- 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.
- Install and set up Juniper Networks Junos Space, Service Now, and Service Insight.
- Provide all necessary hardware required for Service Insight (end users can purchase Junos Space appliance or use their own VMware infrastructure).
- Determine and register with Juniper Networks the site ID associated with Juniper Care Plus contract and 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 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.

3.2 Designated Technical Engineer

- Provide the Customer with a named contact who acts as a lead engineer for the support interface to the Customer Focused Technical Support team. This named contact is designated for each technology to which the Customer is subscribed and will:
 - Help coordinate the communications between Customer and Customer Focused Technical Support team for the product line covered under the Customer Focused Technical Support service contract.
 - Represent Customer 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.
 - Provide update on technical knowledge of specific cases, progress, and overall performance. Review Customer operational process and procedure. Attend bi-weekly conference call and quarterly review meetings hosted by the service manager, either remote or onsite as needed.

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:

- Contact Juniper Networks and provide all of the information needed to activate the Services entitlement, such as serial numbers of each hardware module, or system to enable the support level and delivery of Services.

5. Availability

- Services shall be delivered remotely from an authorized Juniper location unless otherwise specified.
- Customer Focused Technical Support service offering is available with the following two options:
 - 8x5 local business hours support, where service is delivered during local business hours at the following Juniper customer support centers:
 - AMERICAS: Sunnyvale, California (Monday – Friday 9 a.m. to 5 p.m. Pacific Standard Time); Herndon, Virginia (Monday – Friday 9 a.m. to 5 p.m. Eastern Standard Time).
 - EMEA: Schiphol-Rijk, Netherlands (Monday – Friday 9 a.m. to 5 p.m. Central European Time).
 - APAC: Varies by country; please contact the Juniper service business manager in your region for details.
 - Additional locations can be added based on Customer demand determined at the time the service contract is signed.
 - 24/7/365 support, where service is available 24 hours a day, 7 days a week at the above Juniper customer support centers.
- Services are available for a minimum fixed duration of 12 months.

6. Scope

- Customer Focused Technical Support Services are currently available for all Juniper hardware platforms using a Junos operating system listed on the active Juniper pricelist, vMX, vSRX, JUNOS Space applications, Contrail and Contrail Service Orchestration.

7. Glossary

- **Service Now:** Juniper Networks technology supported by Junos Space to deliver automated incident management and inventory management assistance.
- **Service Insight:** Intelligent application supported by Junos Space to deliver proactive reports on Junos OS devices, generated by Juniper experts and automatically sent to Customer.
- **Network profile:** Configuration, feature, and platform information for a given Juniper Networks device.

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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