



Juniper Networks J-Care Support Offerings

The network is your lifeblood. It must be in constant good health to ensure reliable and efficient service for your customers. And with network architectures growing in size and complexity, it is becoming increasingly challenging to keep pace. As a result, access to timely, comprehensive technical information and skilled resources is critical. Juniper Networks works with you to protect the investments you make in equipment and applications, and in the people who make it happen. Our support portfolio provides the backup support that you demand and lets you select from options that augment your in-house technical expertise. More than just a simple break-fix service, Juniper Networks Support Services also incorporates proactive features that will enhance the performance of your network and your team.

- Are you looking to maximize network availability?
- Do you have the internal resources to keep your Juniper gear operating at peak performance?
- Do you require technical support options that ensure predictable budgeting?
- Are you looking to minimize risk within your network and protect your investment?

Juniper Networks is an expert in achieving network availability levels. We help you meet the most aggressive network demands with operational support designed to ensure maximum uptime and optimize the utility of your network assets. You choose the service elements best suited to your network and your in-house capabilities, and we do the rest.

J-Care delivers the peace of mind that only a comprehensive support solution offers. With our support portfolio, you benefit from the economy and simplicity of a single service solution to maintain your network's day-to-day operation. Key services include the delivery of follow-the-sun technical assistance, online tools, software support, and options for parts delivery and onsite support. Both ways, you receive the support you need and the value you deserve.

Feature	Benefit
Unlimited technical support whenever you need it	Allows your operations team to focus on more strategic activities and maximize the return on network investment.
Access to all Juniper Networks software releases	Enables you to keep pace with technological advances without additional capital expenses.
Flexible hardware and onsite support options	Allows you to select the right level of support to complement your resources and meet your budget requirements.
Priority access to highly-skilled networking industry engineers	Provides fast access to proven experts and best practices.
Award Winning Online Support	24x7x365 worldwide and multi-lingual online support whenever and wherever you choose to log in.

Juniper Networks Service and Support

Juniper Networks has built a world-class support engineering organization with experts in IP and security technologies. Our support personnel deliver advanced technical assistance when you need it. The depth and breadth of experience and knowledge ensures long-lasting, productive support relationships and industry-leading customer satisfaction. Juniper's Support Services is a key component of our Operation Services.

The full range of service elements within the Juniper Networks Customer Services portfolio provides the flexibility to create your own unique solution, allowing you to not just respond to market factors, but to anticipate them. Your Juniper Networks Customer Services portfolio is the key to transforming your network into value today and maintaining that value in the future.



J-Care Support Offerings*

Juniper Networks offers six standard support offerings to complement your team and ensure maximum uptime. Each offering includes 24x7 access to the Juniper Networks Technical Assistance Center (JTAC) and Customer Support Center.

	Core	Core Plus	Next-Day**	Next-Day Onsite**	Same-Day**	Same-Day Onsite**
JTAC Access	•	•	•	•	•	•
Software Releases	•	•	•	•	•	•
Online Tools	•	•	•	•	•	•
Return-to- factory	•					
Next-Business Day Advanced Replacement			•	•		
Same-Day Advanced Replacement					•	•
Onsite Technician				•		•

JTAC Access

With JTAC support, you have unlimited access to JTAC engineers by phone and online 24x7x365. As a single point of contact for all your support needs, our JTAC engineers have extensive experience in supporting large-scale networks and they will help you diagnose system problems, provide solutions and workarounds where necessary. To ensure that we respond as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

Software Releases

Juniper Networks will provide each contract customer with access to all new Software Releases you have licensed when they are made available for general public release.

Online Tools

The Customer Support Center (CSC) is a critical part of Juniper Networks customer service and support strategy, providing a worldwide 24x7x365 support mechanism to enable you to quickly and efficiently support your investment in Juniper Networks hardware and software, wherever and whenever you choose to log in. Juniper Networks offers you a choice among support mechanisms according to your preference, the issue and its priority/severity, with the ultimate goal being to reach you wherever you are and where you prefer to be served. This enables you to get the information, answers and access to the tools that you need via their preferred support mechanism.



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Return-to-Factory

Within 10 business days hardware repair or replacement. You return the product to Juniper and Juniper has the option to repair or replace the defective part. The 10 business day period begins upon receipt of the defective unit by Juniper at a Juniper repair facility.

Next-Day

Next business day is defined as 12 hours a day, 5 days a week delivery of advance Hardware replacements. "Next-day delivery" means that Juniper Networks will deliver advance replacements for defective Hardware on the next business day for replacement requests placed by 3:00 p.m. (local JTAC time), Monday through Friday, except Juniper Networks' holidays. For countries where Juniper Networks does not have an in-country depot and next business day delivery is unavailable, Juniper will ship the replacement part within 24 hours of the RMA origination. Actual delivery will be subject to local customs and importation, restrictions and transportation delays.

Same-Day

Same-day delivery of advance Hardware replacements, 7 days per week, including holidays. "Same-day delivery" means that Juniper Networks will deliver advance replacements for defective Hardware, 24 hours a day, 7 days a week, within 4 hours of final diagnosis of a part failure by Juniper, to Sites located within 50 miles of an authorized Juniper Networks parts depot.

Onsite

A Juniper Networks trained service technician will arrive onsite upon final diagnosis of a part failure by Juniper Networks. The service technician will arrive with a replacement product, coordinate with JTAC and the customer for final resolution of the problem, and return the defective product to Juniper Networks on behalf of the customer. Juniper Networks Onsite support offerings do not provide assistance for software troubleshooting or configuration support.

About Juniper

Juniper Networks develops purpose-built, high-performance IP platforms that enable customers to support many different services and applications at scale. Service providers, enterprises, governments, and research and education institutions rely on Juniper to deliver a portfolio of proven networking, security, and application acceleration solutions that solve highly complex, fast-changing problems in the world's most demanding networks. Additional information can be found at www.juniper.net.

* Juniper Networks may add, delete and modify support programs available for purchase at its discretion. Juniper Networks will use commercially reasonable efforts to provide JTAC Access, Software Releases, Online Tools, and Hardware repair/replacement, in accordance with the J-Care Service Offering selected by Customer. Juniper Networks is not responsible for transportation or customs delays for Hardware repair/replacement deliveries, in countries where there is no in-country depot.

** Next-Day, Same-Day, and Same-Day Onsite services requires pre-approval by Juniper Networks prior to commitment of delivery of service.