

# Juniper Networks J-Care Service 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 expert in achieving carrier-class 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 around-the-clock 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.

Features	Benefits
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 engineers
Comprehensive Web-based services	Enables your staff to leverage Juniper Networks expertise with immediate access to vital information

## 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 service 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 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 through 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 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 Customer with access to all new Software Releases Customer has 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 channel to enable our customers and partners to quickly and efficiently support their investment in Juniper Networks hardware and software wherever and whenever they chose to log in. Juniper Networks offers our customers and partners a choice among support channels according to their preference, the issue and its priority/severity with the ultimate goal to reach customers where they are and where they prefer to be served. This enables our customers and partners to get the information, answers, and to access tools that they need the first time via their preferred support channel.

**Return-to-factory**

10 business day hardware repair or replacement. Customer returns product to Juniper and Juniper has to the option to repair or replace the defective part. The 10 business days 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 may add, delete and modify support programs available for purchase at its discretion.  
 \*\*Certain Juniper Networks antivirus products have special support offerings available only for such products. For a list of available antivirus support plans, please refer to the End-User Antivirus Addendum that is made available by Juniper Networks.  
 \*\*\*Next-Day, Same-Day, and Same-Day Onsite services requires pre-approval by Juniper Networks prior to commitment of delivery of service.



CORPORATE HEADQUARTERS  
 AND SALES HEADQUARTERS  
 FOR NORTH AND SOUTH AMERICA  
 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

EAST COAST OFFICE  
 Juniper Networks, Inc.  
 10 Technology Park Drive  
 Westford, MA 01886-3146 USA  
 Phone: 978-589-5800  
 Fax: 978-589-0800

ASIA PACIFIC REGIONAL  
 SALES HEADQUARTERS  
 Juniper Networks (Hong Kong) Ltd.  
 Suite 2507-11, Asia Pacific Finance Tower  
 Citibank Plaza, 3 Garden Road  
 Central, Hong Kong  
 Phone: 852-2332-3636  
 Fax: 852-2574-7803

EUROPE, MIDDLE EAST, AFRICA  
 REGIONAL SALES HEADQUARTERS  
 Juniper Networks (UK) Limited  
 Juniper House  
 Guildford Road  
 Leatherhead  
 Surrey, KT22 9JH, U. K.  
 Phone: 44(0)-1372-385500  
 Fax: 44(0)-1372-385501

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