

# J-Care Essential Services

*Juniper is the leader in Performance-Enabling Services and Support, which are designed around a time to value experience that accelerates, extends and optimizes the value of high performance networking. These services bring revenue-generating capabilities online faster for bigger productivity gains, faster rollouts of new business models and ventures, greater market reach, and higher levels of customer satisfaction. At the same time, Juniper helps build operational excellence—to maintain required levels of performance, reliability, and availability, scale and adapt to new business requirements, reduce operational costs, and cut exposure to IT risks.*

Is maximized network availability a priority for your organization? Is your internal IT staff stretched too thin? Do you need to reduce network-based risk while increasing the value of your network investment? Would you sign up for technical support options if you could build predictable costs into your budget? If you answered “yes” to any or all of these questions, you might benefit from J-Care Technical Support services. Experts in achieving network availability levels, our J-Care technicians can help your organization meet the most aggressive network demands through operational support that ensures maximum uptime, utility and value.

## Service Description

J-Care Essential Services provide a comprehensive range of post-sales technical support plans tailored to match the requirements of your network environment. J-Care features six standard support offerings, each designed to complement and augment the capabilities of your in-house experts. More than a simple break-fix service, J-Care Essential Services incorporates features that will enhance the performance of your network and your team.

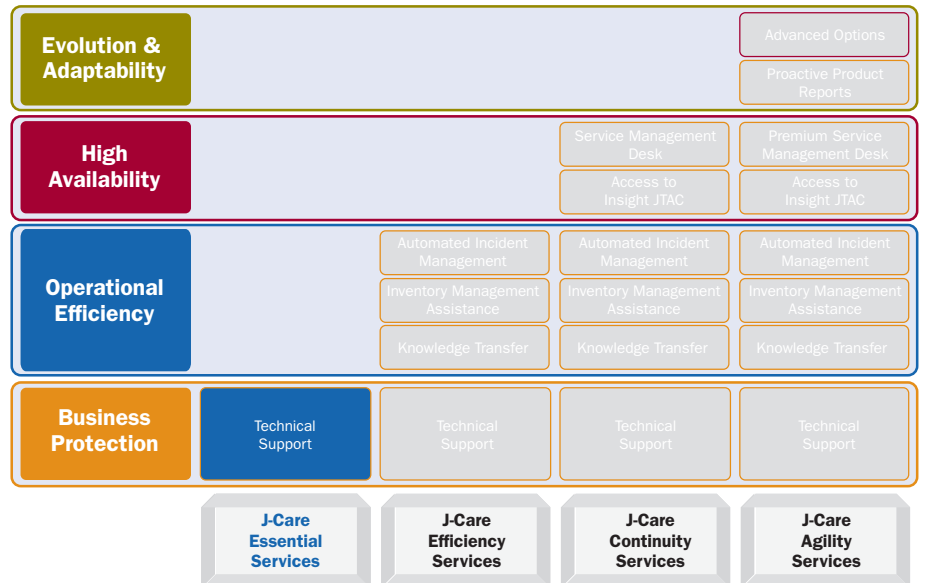


Figure 1. J-Care Technical Services Overview

## Features and Benefits

Table 1: J-Care Essential Services Features and Benefits

Feature	Benefit
Unlimited technical support	<ul style="list-style-type: none"> <li>Improves workforce productivity for competitive advantage by allowing your operations team to focus on strategic activities</li> </ul>
Access to all Juniper Networks software releases	<ul style="list-style-type: none"> <li>Accelerates availability of applications and services</li> <li>Enables you to keep pace with technological advances without additional capital expenses</li> <li>Speeds rollout of innovative and new ventures</li> </ul>
Flexible hardware and onsite support options	<ul style="list-style-type: none"> <li>Allows you to select the right level of support to compliment your resources and meet your budget requirements</li> <li>Increases operational efficiency and lowers operational costs</li> </ul>
Priority access to highly skilled networking industry engineers	<ul style="list-style-type: none"> <li>Provides quick access to proven experts and best practices</li> <li>Optimizes value of high-performance networking to meet changing business environment</li> </ul>
Award-winning online support	<ul style="list-style-type: none"> <li>24/7 worldwide and multilingual online support increases operational efficiency and lowers operational costs</li> </ul>

## Service Specifications

Table 2: J-Care Essential Services

	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 24/7/365. 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, configure, troubleshoot and, provide work-around solutions where necessary. To ensure that JTAC responds as quickly as possible, automatic escalation alerts to senior management are triggered on all priority issues.

### Software Releases

Juniper Networks provides you with access to all new Software Releases when they are made available for general public release.

### Online Tools

The Customer Support Center provides self-service access to Juniper's award-winning online portal for the information, answers, tools, and service options you need to support your network investment—whenever, wherever you choose to log in. Offerings include, but are not limited to, software downloads, technical alerts and bulletins, RMA requests, and the Juniper Networks Knowledge Base.

### Return-to-Factory

With this option, you may return a defective Juniper Networks product to a Juniper repair facility where it is replaced or repaired within 10 business days. The 10-business-day period begins upon receipt of the defective unit by Juniper at a Juniper repair facility.

### Next-Day

The Next-Day option means that Juniper Networks delivers advance replacements for defective hardware on the next business day for replacement requests placed by 3 p.m. local JTAC time, Monday through Friday, except Juniper Networks' regional 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 replacement authorization. Actual delivery is subject to local customs and importation, restrictions, and transportation delays. ("Next Business Day" is defined as 12 hours a day, 5 days a week.)

### Same-Day

Same-Day delivery means that Juniper Networks delivers advance replacements for defective hardware or part(s), 24 hours a day, 7 days a week, within 4 hours of final diagnosis of a part failure and replacement authorization by Juniper Networks, to your physical site if it is located within 50 miles of an authorized Juniper Networks parts depot.

### Onsite

Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to your site. Once there, the service technician coordinates with JTAC and your in-house contact for final resolution of the problem, and returns the defective product to Juniper Networks on behalf of your organization. Juniper Networks Onsite support offerings do not provide assistance for software troubleshooting or configuration support.

### Ordering Information

J-Care Essential Services are available globally. Please contact your local J-Partner or Juniper Networks field sales manager for details.

## 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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