

JUNIPER CARE

SERVICE DESCRIPTION DOCUMENT – APRIL 2020

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1. Introduction

This Services Description document (“SDD”) describes Juniper Care Services offering (“Services”) that Juniper makes available for purchase, by end users of Juniper Networks products (“End User”) directly or through its authorized resellers,

The Services are subject to the terms of this SDD and of the Juniper Networks End User Support Agreement, a copy of which is posted at www.juniper.net/support/guidelines.html (or another written master services agreement signed by Juniper Networks and End User and covering within its scope the terms and conditions under which Juniper Networks will render support and maintenance services) (herein, the “End User Support Agreement” or “EUSA”).

All license terms for Software provided by Juniper Networks as part of the Services are subject to the Juniper Networks End User License Agreement, a copy of which is posted at www.juniper.net/support/eula.html (or another written master



license agreement signed by Juniper Networks and End User and covering within its scope the terms and conditions under which Juniper Networks will provide software and software updates and releases) (herein, the “EULA”).

The Terms of Service for Support API provided by Juniper Networks as part of the Services are subject to the Juniper Networks Support API Terms of Service, a copy of which is posted at <https://support.juniper.net/support/legal/supportapitos/> (or another written master license agreement signed by Juniper Networks and End User and covering within its scope the terms and conditions under which Juniper Networks will provide the Support API) (herein, the “TOS”).

In the event of any conflict between the terms of this SDD and those of the EUSA, EULA, or TOS; the terms of the EUSA, EULA, and TOS shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the EUSA or TOS.

2. Eligibility and Purchasing

Juniper Care Services are available for purchase only (i) by certain qualified End Users solely for their own end use and (ii) by Juniper Networks authorized resellers solely for resale to the End User identified by name and address in Reseller's Purchase Order. The Services must be purchased for a fixed term lasting at least 12 months unless otherwise agreed to by Juniper Networks for the purposes of co-termining an End User's multiple Service Contracts. Any such purchase of Services is referred to herein as a “Juniper Networks Service Contract.”

The Services cover only those Juniper Networks products as to which all of the following apply:

- (i) End User is using the products;
 - (ii) End User has purchased or leased from either Juniper Networks or a Juniper Networks authorized reseller;
 - (iii) The products are identified in the Purchase Order(s) for the Services placed with Juniper; and
 - (iv) The products and the address of their installation site have been properly registered with Juniper by serial number
- (These Juniper Networks products are referred to as the “Supported Juniper Products,” but only for the term of the Juniper Networks Service Contract (or renewal thereof) under which they are covered.)

A Subscription License (as defined in the EULA) purchased by End User shall be treated as a Juniper Care Core Support Service Contract for purposes of this SDD.

3. Service Features and Deliverables

Juniper will use commercially reasonable efforts to provide End User with the Services. The Services may include access to Juniper technical support engineers, software releases, online tools, Hardware Replacement Options (including the Advanced Hardware Replacement Options set forth in Table 1 below).

There are seven (7) service contracts from which the End User can choose based on business needs. These include Core, Core Plus, Next-Day Delivery, Next-Day Ship, Next-Day Onsite, Same-Day, and Same-Day Onsite. Please see Table 1 for a breakdown of the features included in each service contract option. In the event that Software licenses are offered and sold separately from the Juniper Hardware, and Juniper offers separately chargeable Services for such Software licenses (“Software Service Contract”), then where End User has purchased such Software Service Contract, Juniper Networks will only provide Juniper Care Core Services for such Software licenses, and such Software Services are not included in any separately purchased Hardware Replacement Options Service Contracts.

Table 1. Juniper Technical Support Options

	Core	Core Plus	Next-Day Delivery	Next-Day Ship	Next-Day Onsite	Same-Day	Same-Day Onsite
JTAC access	•	•	•	•	•	•	•
Software releases	•	•	•	•	•	•	•
Online support	•	•	•	•	•	•	•
Hardware Replacement Option: Return-to-Factory		•					
Advanced Hardware Replacement Option: Next-Business Day Advanced Replacement part delivery			•		•		
Advanced Hardware Replacement Option: Next-Business Day Advanced Replacement part shipment				•			
Advanced Hardware Replacement Option: Same-Day Advanced Replacement part delivery						•	•
Onsite technician					•		•
Support APIs – Case Management	•	•	•	•	•	•	•
Juniper Software Support Evaluation Tool - JSSET	•	•	•	•	•	•	•

In addition to the technical support options provided above, Juniper also offers Juniper Care Software Advantage Support Services for certain selected Juniper Software Products. Please refer to Juniper Care Software Advantage Support Services Description Document at <http://www.juniper.net/us/en/local/pdf/service-descriptions/9060083-en.pdf>

3.1 JTAC Access

With Juniper Networks Technical Assistance Center (JTAC) support, End User will have unlimited access to JTAC engineers by phone and online 24/7/365. JTAC engineers will help diagnose system problems, configure, troubleshoot, and provide work-around solutions where necessary. Automatic escalation alerts to senior management are triggered on all priority issues.

For details on the JTAC support center structure, how to access JTAC support, JTAC response time guidelines, problem reporting and escalation procedures, case workflow, and customer communication guidelines, please refer to the JTAC User Guide at www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf

3.2 Software Releases

During the term of the Juniper Networks Service Contract, Juniper Networks shall make available the Supported Updates (as defined below) to End User solely for support of the End User's Supported Juniper Product, subject to the terms and conditions set forth below:

3.2.1 Rights in Supported Updates.

For each Supported Update with regard to the Software (as defined in the EULA) originally embedded in, delivered with, or consisting of the End User's Supported Juniper Product, the End User's rights in any such Supported Update will be subject to:

- The terms of the EULA.
- Any applicable Entitlement (as defined in the EULA) with respect to the original Software.
- Those same restrictions and conditions that apply to the original Software.

3.2.2 Definitions.

(1) As used herein, "Supported Updates" (or "Supported Release") as of a particular time means any Update (as defined in the EULA) of the Software consisting of or then available generally to End Users of the Juniper Networks product, provided, however, that Supported Update excludes:

Any Chargeable Releases (defined below) (and any other Updates based on any such Chargeable Release) that are made available after the original Software licensed to the End User, unless End User has separately purchased a license to such Chargeable Release, and such Chargeable Release is itself Juniper Networks product

Any Separately Licensable Feature (as defined in the EULA) embedded in or otherwise associated with the Software (and any Updates of any such Separately Licensable Feature), unless End User has separately purchased a license to such Separately Licensable Feature, and such Separately Licensable Feature is itself a Supported Juniper Product

Any Update that is no longer eligible for support under applicable Juniper Networks standard End-of-Life/End-of-Support policies

Note that availability of such release at any particular time is subject to then current software End-of-Life and End-of-Support policies posted at <https://www.juniper.net/support/eol/990833.pdf>

(2) "Chargeable Release" means a release of Software that, due to its enhancements in functionality or performance from prior releases, is made available by Juniper Networks only upon payment of a separate license fee specifically for that release.

3.3 On-Line Support

During the term of the Juniper Networks Service Contract, Juniper provides End User with self-service access to the Juniper Networks Customer Service Center (CSC) online portal, which provides information, answers, tools, and service options for End User's use in supporting Supported Juniper Product. Offerings include, but are not limited to:

Online case management: create new cases, check the status of existing cases, update cases with new information, and search by case numbers, RMA numbers, and End User's own internal case reference numbers.

Juniper Knowledge Center: ability to search thousands of articles, including configuration assistance, known issues, interoperability, and compatibility information.

Problem Report (PR) Search: ability to access the most complete and up-to-date information about known Juniper Networks operating system defects. This tool allows you to search for defects by PR number, Junos OS release version and keyword, providing upgrade analysis and impact information. End User can also subscribe to PRs of interest in order to receive automated updates as specific PRs change.

Online Tools: various tools to help analyze hardware and software information such as configuration tool, translator, migration tool, etc.

Technical Bulletins: timely notification on new features release, end of life, known product issues, etc.

Security Advisories: provide known security vulnerability issues to help avoid network impact.

Use of online tools is subject to the following:

End Users shall have personal, non-transferrable, non-sublicensable, nonexclusive access during the term of the EUSA to Juniper's online Customer Support Center (CSC) (currently at the URL: <http://www.juniper.net/support>) subject to limited use terms posted at such site, all solely for End User's internal use in support of Juniper Networks product covered under Juniper Networks Service Contract.

End User shall maintain an active support contract to access resources on CSC related to the Supported Juniper Products. End Users are not entitled to access CSC resources for any product that are not covered by an active Juniper support contract.

Juniper Networks reserves the right in its discretion to limit or prohibit access by any End User if Juniper Networks believes that such access may give rise to violation of export control laws or regulations or any other violation of Juniper Networks' rules or the limited use terms identified above.

3.4 Hardware Repair/Replacement Options

There are four (4) Hardware Replacement Options that End User may select based on business needs:

- Return-to-Factory
- Next-Day Delivery
- Next-Day Ship
- Same-Day

3.4.1 Definitions of Key related Terms:

"Business Day" in connection with a particular JTAC facility, service manager, or other Juniper Networks resource supporting Juniper Networks Services means Monday through Friday, 8:00 a.m. to 5:00 p.m., in the time zone where such resource is located, excluding local holidays.

"FRU" means the hardware component or subassembly that Juniper determines is replaceable. (Furnishing of supplies, accessories, or the replacement of expendable parts such as cables, power cords, and rack mounting kits are not included.)

"Ship-to Address" means a warehouse or other manned operating facility within the applicable Service Availability Area and which is either (i) the installation site of affected product or other facility of End User (or of the End User's agent or contractor) designated by the End User in its request for RMA, but only if the End User also designates therein in writing the name and office address (including country name) of that End User and of such End User agent or contractor, as applicable; or (ii) otherwise, the End User's facility.

"Service Availability Area" means with respect to any Juniper Networks Service Contract or renewal, the city and zip/postal code associated with the Support Availability Verification Number (as generated by Juniper's online Support Availability Tool) designated in the Purchase Order for such contract or renewal.

3.4.2 Hardware Replacement Options description:

Return-to-Factory

Juniper Networks will replace or repair the field-replaceable unit (FRU) identified in the Juniper-issued RMA and ship the replacement or repaired FRU, as applicable, to the Ship-to Address within 10 Business Days after Juniper's receipt of the defective FRU at the specified RMA return location. The repaired or replacement FRU may be shipped from a Juniper regional distribution center.

Next-Day Delivery

Juniper Networks will deliver FRU replacements at the Ship-To Address in advance of receiving returned defective hardware on the next Business Day, provided that the RMA is issued by 3 p.m., local time (based on ship to address), on a Business Day. If the RMA is issued after 3 p.m., Juniper Networks will deliver the replacement FRU on the 2nd Business Day. "Next-Day Delivery" is subject to availability.

Next-Day Ship

Juniper Networks will ship FRU replacements to the Ship-To Address in advance of receiving returned defective hardware on the next Business Day, if the RMA is issued by 3 p.m. local time (based on ship to address). If the RMA is issued after 3 p.m., Juniper Networks will ship on the Business Day following the next Business Day. The replacement FRU will be shipped from regional distribution center or in-country depot if available. "Next-Day Ship" is subject to availability,

Same-Day

Juniper Networks will deliver FRU replacements to the Ship-To Address, 24 hours a day, 7 days a week, within 4 hours of issuance of RMA in advance of receipt of defective hardware. "Same Day" is subject to availability.

3.5 On-Site Technician

Upon final diagnosis of a part failure and replacement authorization by Juniper Networks, a trained service technician is dispatched to the affected site. Once there, the service technician coordinates with JTAC and End User for final resolution of the problem, and End User will return the defective product to Juniper Networks.

If End User requires on-site support but has not purchased a Juniper Networks Services Contract that includes on-site support, then, upon End User's request and subject to payment of fees described below, Juniper Networks will use commercially reasonable efforts to dispatch a technician to the affected site within a timeframe to be determined by Juniper Networks based upon the availability of resources. In such case, End User will be billed at Juniper Networks' then-applicable standard rates for time and materials, and for reasonable travel and living expenses. In either case, provision of onsite support is subject to the following limitations:

- i) On-site support is limited to Hardware replacement only; Juniper Networks does not provide On-site assistance for software troubleshooting, or any software related issues.
- ii) On-site support may not be available for some Juniper Networks products or in some geographic regions and may require a "set-up" period before they can be made available to End User. During such set-up period, Juniper

Networks will use commercially reasonable efforts to provide to End User the closest available service with respect to such product line or in such geographic region.

iii) End User acknowledges that Juniper Networks intends to subcontract to local affiliates or third parties the performance of On-site Support in certain countries, in which case such subcontractor shall be directly and primarily liable to End User for performance of such subcontracted services.

3.6 Support API's

As part of the Services, Juniper Networks grants to End User access to and usage of the following set of Support APIs. The Support APIs provide a mechanism for Business-to-Business integration of End Users Customer Relationship Management (CRM) systems and Juniper through a well-defined secure set of APIs.

The license granted herein as part of the Services is subject to all terms of the Support API Terms of Service (TOS).

3.6.1 Case APIs

The Juniper Support Case APIs enable an End User to integrate their Support CRM system with Junipers Support CRM system in a programmatic way.

An equivalent record (Case) is first created on the client system and via this API channel a Case is requested to be created on Juniper's Support System. The lifecycle of the Service Request is then managed via this API channel.

The Case APIs are subject to an onboarding process as specified in the Case API Onboarding Guide:

https://eng.juniper.net/site/global/build/support_automation/support_api/case_api/v10/onboarding/index.gsp

3.7 Juniper Software Support Evaluation Tool - JSSET

As part of the Services, Juniper Networks grants to End User access to and usage of the Juniper Software Support Evaluation Tool (JSET). JSSET is a secure web portal that provides the ability to build customized queries of Junos software defects that may have a critical or major impact on the customers network. The queries are based on a defined customer profile (Junos version and hardware inventory). The results can be previewed in the portal in order to make an impact assessment and export the relevant data to pre-formatted reports for offline review and actioning.

3.8 Additional Limitations

The turnaround time commitments above shall not apply in cases where End User submits bulk RMAs (either more than one (1) of the same FRU or more than five (5) of different FRUs on the same RMA.). In those cases, Juniper Networks will support bulk RMAs subject to FRU availability.

All FRUs within a chassis must be covered by the same support level as the chassis.

Same site support requires any customer to have the same level of support coverage for all like products at a specific site location, including chassis, PSU, line cards and all components that encompass a single product.

Support for the software (including subscription software license) installed on the Juniper hardware device can be supported only if the installed at hardware device is under an active support contract.

For the initial term of a Service Contract, Juniper will begin stocking local depots with FRU replacements upon the Juniper Networks Service Contract start date. Until the depots are stocked, Juniper will use commercially reasonable efforts to meet the replacement delivery obligations in the Service Contract. The average lead time is 5 days for an End User with a Juniper Core Plus Service Contract, 30 days for a U.S. based End User with Next-Day, Same-Day, or any On-Site Service

Contract, and 60 days for a non-U.S. Customer with Next Day, Same Day or any On-Site Service Contract. Commercially reasonable efforts to meet delivery obligations in the Service Contracts while local depots are being stocked will also apply to the following scenarios:

- Moving Supported Juniper Products to a different location (without enough advance notice to Juniper).
- Upgrading existing Services to Same Day or Next Day Service options.
- Reinstating lapsed Services.

It is the End User's responsibility to confirm the availability of a Service Contract in a particular location in the Juniper Services Availability Tool, currently available at: <https://serviceavailability.juniper.net/serviceavailability/>

In the event a Service Contract is purchased for a location where the chosen Hardware Replacement Option is not available, Juniper Networks reserves the right to terminate the Service Contract and will work with the End User to identify Hardware Replacement Options that are available in such location.

For Next Day, Same Day or any Onsite Service contract, service delivery times are subject to weight and size of the replacement unit. For replacement units exceeding a weight of 32 kgs/70lbs, special requirements may be necessary to deliver (ship, load, and unload) or install. The site accepting the delivery will require a heavy load receiving capacity as well to ensure occupational safety. Juniper shall use commercially reasonable efforts to deliver the replacement unit in a timely matter.

4. End User Responsibilities

All Supported Releases provided to End User shall be subject to the terms of the license agreements that apply to the underlying Software or to amended license terms that apply to the Supported Releases. End User is not required to install every Supported Release as they become available from Juniper Networks. However, End User acknowledges that in order to obtain Support for problems with Software that is not a Supported Release and which cannot be corrected by implementation of a pre-existing Work Around or Problem Resolution, it may be required to upgrade to a Supported Release to address any such problems.

For any Problem identified as a Priority 1 Problem, End User will provide Juniper Networks or its authorized service representative access to the affected network environment and will assign a technical contact for Juniper Networks. Furthermore, if Juniper Networks determines that its technical personnel need access to the End User's network in order to remotely diagnose a problem, End User will ensure that Juniper Networks' personnel have the necessary level of authorized access to such network. End User shall have the right to observe such access.

End User shall maintain a reasonable number of support engineers who are trained on Juniper Networks Products.

End User's support engineers must be proficient in the operation of the Products and be able to perform basic Hardware and Software configuration and troubleshooting. All communication to Juniper Networks' engineers of customer issues and responses will be conducted in English. End User shall pay for Support rendered by Juniper Networks due to modifications not authorized by Juniper Networks at Juniper Networks' then prevailing rates for time and materials.

End User shall inform Juniper about the role changes or resignation of its support engineers so that their individual CSC accounts can be modified/deactivated as needed.

End User is responsible to maintain a backup of the configuration that can be used to restore the device.

In order for Juniper Networks to provide the appropriate level of Support promptly and efficiently, End User must provide to Juniper Networks the following information for each Product under a Support plan:

- Product license key or serial number

- Configuration
- Installation address
- Site contact person

End User may either provide the above Product information to Juniper Networks in the purchase order for each Product. If End User physically moves any Product from the original Site to another location, End User must notify Juniper Networks immediately to update their support contract. Prior to Juniper Networks' receipt of such notification, Juniper Networks shall not be liable for any lapses in service coverage or hardware delivery delays with respect to such Product. Where equipment is relocated to other countries, Juniper reserves the right to charge a relocation fee on a per chassis basis. The fee will be calculated based on the difference between service charges for the two countries as shown in the services price list.

Register product serial numbers on the Juniper Networks website and update the install base data if there is any add, change or move to your install base. Juniper Networks will not be held accountable for not meeting the hardware replacement service level agreement for products that are not registered or do not have an accurate install base record.

Register your product(s) at <https://tools.juniper.net/svcreg/SRegSerialNum.jsp>

Update your install base at: <https://www.juniper.net/customers/csc/management/updateinstallbase.jsp>

Register at Juniper Networks CSC, register all Supported Juniper Products and Site IDs, and keep all such information current, accurate, and complete at all times.

Provide information on the current software releases running in the network and current configurations as and when requested by Juniper Networks 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 Service.

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 Networks team from time to time for proper delivery of Services.

Advise Juniper of any Information Juniper may reasonably request about the execution of the Services throughout the delivery of Services. If third-party participation and cooperation is required in order for the End User to perform the End User responsibilities, End User shall be responsible for getting such participation and cooperation. End User shall provide written notice to Juniper Networks as soon as it becomes clear or there is reason to believe that End User will not meet any of the End User responsibilities.

Refrain from any use of any JTAC or CSC resources, except in support of a Juniper Product under active support contract.

Refrain from requesting any RMA in connection with a product that is not then a Juniper Supported Product.

In order to leverage the Support Case API the End User will need to fully understand and develop against the Support Case API as defined by the Support Case API definition and documentation:

https://eng.juniper.net/site/global/build/support_automation/support_api/case_api/index.gsp

Compliance with Laws; Export Requirements. End User shall comply with all applicable laws and regulations. End User acknowledges and agrees that it and Juniper Networks are subject to regulation by agencies of the United States Government, including the U.S. Department of Commerce, which prohibits export or re-export of the Products to certain countries. End User warrants that it has not received any Product through any export or re-export in violation of US or other applicable laws or regulations, that it is not on any Denied Persons list or other list published by the US Government

of parties to whom exports or re-exports of products subject to export controls are forbidden, that no Product is located in or controlled from a site in a Group E country (Cuba, Iran, North Korea, Syria or Sudan), and that it is not using any Product to support activities in support of development, manufacture or use of nuclear fuel or weapons, missiles, or chemical or biological weapons. End User further covenants that it will immediately notify Juniper if at any time such warranties and representation become no longer accurate as such time. Regardless of any disclosure made by End User to Juniper Networks of an ultimate destination of the Products, End User warrants that End User will not export, either directly or indirectly, any Products without first obtaining any and all necessary approvals from the U.S. Department of Commerce or any other agency or department of the United States Government is required. End User understands and agrees that certain restrictions on services described herein may be imposed by Juniper in order to avoid violations of export control laws.

5. Availability

These Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations (currently, Cuba, Iran, North Korea, Sudan, and Syria) and any other countries as to which the furnishing of such Services may be prohibited); provided, however, that certain advance Hardware Replacement Options and onsite services are not available in certain countries. Services are available for a minimum fixed duration of 12 months.

6. Scope

Services shall be delivered remotely from an authorized Juniper location unless specified otherwise.

All service deliverables in this offering are available in English only unless otherwise specified by Juniper.

Juniper's obligation to perform any particular Services hereunder is contingent upon Juniper receiving from End User such cooperation, network access, consents, information, and materials that Juniper may reasonably request to enable Juniper's proper and efficient performance of such Services and to enable Juniper to do so in compliance with all applicable laws and regulations.

7. Exclusions

Juniper Networks is not obligated to provide services for any of the following:

Third-party devices (hardware, software cabling, etc. not provided by Juniper Networks or Problems associated with or arising directly or indirectly from such components;

Problems with Product that have been installed by any party other than (A) Juniper Networks or (B) a party authorized by Juniper Networks;

Problems with Product that have been modified without Juniper Networks' written consent by any person (including unauthorized modifications by Support Services Specialist);

Problems relating to incompatibility of the Product with third-party devices;

Product that is damaged other than through the negligence or willful misconduct of Juniper Networks or its employees;

Problems caused by the use of the Product other than in accordance with applicable Documentation;

Problems with Products where Customer did not provide the required Product information;

Problems caused by the misuse or abuse of Product generally;

Problems with Software that is not a Supported Release;

Problems with Products that were not purchased directly from Juniper Networks or any authorized Juniper Networks reseller unless such products have been inspected, repaired and certified by Juniper Networks prior to the commencement of any Juniper Networks Services;

Problems with Products or parts thereof that are past their End of Life date;

For SONiC on QFX5210-64C, the following exclusions apply:

- Services cover support on the Juniper SONiC driver only, all other SONiC related issues are the End User's responsibility.
- Hardware Repair/Replacement Options support QFX hardware replacement, if purchased.
- Services do not cover any migration effort required to migrate existing QFX devices to SONiC.

Furthermore, without prior notification, Juniper is not responsible for modifying or terminating the CSC-Portal accounts which belong to End User's employees who change roles or resign from their positions.

End User may, at its sole option, request that Juniper Networks provide Support for one or more of the above excluded problems. If Juniper Networks does attempt to resolve one or more of the above excluded problems based on End User's request, End User agrees to pay for such Support at Juniper Networks' then-applicable rates for time and materials.

8. Customer Services Policies

The JTAC User Guide www.juniper.net/us/en/local/pdf/resource-guides/7100059-en.pdf and RMA Repair & Return Policy and Procedure <https://support.juniper.net/support/rma-procedure/> are provided for information purposes only to assist End User in understanding the Service Contract benefits.

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

Corporate and Sales Headquarters

Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100
www.juniper.net

APAC and EMEA Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: 31.0.207.125.700
Fax: 31.0.207.125.701

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