

# Juniper High Security Return Material Authorization Service

## SERVICE DESCRIPTION DOCUMENT

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### 1. Introduction

The Service Description Document (“SDD”) describes the Juniper High Security Return Material Authorization Service (“Services”) purchasable as an optional add-on Services for Juniper products (herein, “Supported Juniper Products”) covered under Juniper Care Service.

The Services are subject to the terms of this SDD and the Juniper Purchase and License Agreement (“JPLA”) a copy of which is posted at <https://www.juniper.net/us/en/legal-notices/juniper-networks-contracts-resource.html> (i.e., GTC plus the Customer Schedule or Channel Schedule, as applicable) or such other URL that Juniper may designate from time to time, (or another written master services agreement signed by Juniper Networks and Company and covering within its scope the terms and conditions under which Juniper Networks will render support and maintenance services). In the event of any conflict between the terms of this SDD and that of the JPLA; the terms of the JPLA shall take precedence. Unless otherwise stated in this SDD, capitalized terms used in this SDD shall be as defined in the JPLA.

The Service is offered to address data security considerations for End Users in high security facilities by providing services focused on defective electronic systems, assemblies or components containing non-volatile memory. Juniper Networks shall limit High Security Return Material Authorization Service to only those products containing non-volatile memory.

### 2. Eligibility and Purchasing

This add-on Services is offered both as a support contract purchasable through an authorized Juniper Networks reseller (under which Juniper Networks delivers the service directly to the End User of the Supported Juniper Products) (a “Support Service Contract”) or as a contract (“Juniper Partner Support Service Contract”) purchasable by Juniper Support Services

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Specialists to support their own add-on contract that they sell to their end user customers for their Supported Juniper Products. As used herein, “End User” means the party that owns or leases the Supported Juniper Product or for whose benefit the Supported Juniper Product is operated.

Juniper Partner Support Service Contracts for the Services are purchasable only by Juniper Support Services Specialists.

Any order placed by an End User or authorized Juniper Networks reseller for a Support Service Contract (or by a Support Services Specialist for a Juniper Partner Support Service Contract) for the Services must identify the End User of the Supported Juniper Product(s) by full legal name and address.

These Services are intended to supplement a current support agreement for the eligible Juniper products and are only available when all eligible product(s) in the End User’s network are supported through a hardware replacement support service contract.

A. Support Service Contract. If the Services are purchased directly by End User or through an authorized Juniper reseller, the rights and duties of Juniper Networks and End User as set forth in:

- this SDD,
- the Juniper Care Service Description Document a copy of which is posted at <https://support.juniper.net/sites/support/pdf/guidelines/juniper-care-service-description-document.pdf>

B. Juniper Partner Support Service Contract. If the Services are purchased by a Support Services Specialist, the Services are subject to the terms of

- this SDD,
- the Juniper Care Service Description Document a copy of which is posted at <https://support.juniper.net/sites/support/pdf/guidelines/juniper-care-service-description-document.pdf>, and
- the Support Services Specialist Agreement between Juniper and the Support Services Specialist (or other written master services agreement signed by Juniper Networks and Support Services Specialist and covering within its scope the terms and conditions under which Juniper will render support and maintenance services as subcontractor for Support Services Specialist’s activities in support of End Users’ Juniper Networks products) (herein, the “SSSA”).

This Services must be purchased on all like products in a specific End User’s network at a particular installation site. This Services is purchased at the device level, per each single device, identified by the device serial number.

### 3. Service Features and Deliverables

When the Services described in this SDD are purchased for Juniper products located at a particular installation site, the processes and duties of the parties with respect to return materials authorizations (RMA’s) and handling of RMA’d defective systems and field replaceable units (FRU’s) that contain non-volatile memory components are modified with respect to those Juniper products only to allow for the following options:

A. “High-Sec”: this option authorizes the non-return of removable non-volatile memory including solid-state drive (SSD), hard disk drive (HDD), flash drive, and flash card from a defective system or FRU. After removing the removable non-volatile memory from a system and/or FRU, the End User or Support Services Specialist must return the rest of the system and/or FRU to Juniper. “High-Sec” requires a minimum of Juniper Care Return-to-Factory (RTF) hardware repair support contract. “High-Sec” fee is quoted under the following SKUs:

- SVC-HIGHSEC-UPLIFT
- PAR-HIGHSEC-UPLIFT

B. “High-Sec Non-Return” (NR): this option authorizes the non-return of a defective system or FRU that contains removable and/or non-removable non-volatile memory. The End User or Support Services Specialist must provide a certificate of destruction for every non-returned device or FRU. “High-Sec Non-Return (NR)” requires a minimum of advanced hardware replacement Juniper Care support contract, i.e. Advanced Replacement 5 days (AR5), Next Day or Same Day. “High-Sec Non-Return (NR)” fee is quoted under the following SKUs:

- SVC-HSEC-UPLIFT-NR

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- PAR-HSEC-UPLIFT-NR

No modifications are made under these Services with respect to RMA'd systems or FRU's that do not contain non-volatile memory.

#### 4. Service Term

i. Service Term. Subject to Juniper's acceptance of a valid Purchase Order from End User or an Authorized Reseller, the term of the applicable Service Contract will begin on: (1) the date of Purchase Order acceptance if the Purchase Order does not include the associated Hardware (if any) or the Service Contract is for Software only; (2) the date the Hardware is deemed delivered by Juniper if the Purchase Order for the Service Contract includes associated Hardware; or (3) the date as agreed to in writing between the Parties (including as quoted by Juniper and listed in the Purchase Order), if any, in which event such date shall supersede any date determined under (1) or (2).

ii. Renewal Term. The start date of the Service Contract following the initial Services term of the Services (and any subsequent renewal terms) will begin on the day after the immediately preceding Service Contract expired.

#### 5. End User Responsibilities

Non-volatile memory installed or incorporated in RMA'd systems or FRU's can be affixed either below:

- (i) In readily removable form including SSD, HDD, flash disk or cards, or pluggable memory modules; or
- (ii) In non-removable form such as single-board systems and boards with soldered memory or memory embedded in multifunctional integrated circuit (IC) devices.

(Please check the appropriate Juniper product hardware installation and maintenance guide for information about types of non-volatile memory available on a specific Juniper product platform.)

After a support case is opened, if a JTAC engineer confirms the hardware failure, JTAC will typically issue an RMA authorization number for the defective system or for a specified defective FRU. For Juniper products covered under the Services:

- a) If the RMA'd system or FRU contains readily removable non-volatile memory and End User/Support Services Specialist purchased Option A in Section 3 above, then the End User/Support Services Specialist may remove the readily removable non-volatile components from the defective system or FRU prior to returning the RMA'd system or FRU to Juniper.
  - Non-return of removable non-volatile memory will not affect End User's or Support Services Specialist's right to receive a replacement from Juniper equipped with replacement non-volatile memory.
  - If End User or Support Services Specialist fails to return the RMA'd system or FRU after removing any removable non-volatile components it may wish to remove (or if End User/Support Services Specialist damages the RMA'd FRU by removing or attempting to remove non-volatile components except in accordance with instructions furnished by JTAC) then Juniper will charge a surcharge fee for the non-returned item.
- b) If the RMA'd system or FRU contains non-removable non-volatile memory and End User/Support Services Specialist purchased Option B in Section 3 above, then the End User/Support Services Specialist may retain the RMA'd system or FRU.
  - Non-return of the RMA'd system or FRU will not affect End User's or Support Services Specialist's right to receive a replacement from Juniper equipped with replacement non-volatile memory.
  - End User or Support Specialist must purchase Option B if End User or Support Services Specialist may retain non-return of the RMA'd system or FRU.
  - End User or Support Services Specialist must provide a certificate of destruction for every non-returned RMA'd system or FRU.
- c) If the RMA'd system or FRU does not contain non-volatile memory, then End User/Support Services Specialist must return the RMA'd system or FRU to Juniper under the standard RMA process.

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- In such case, the Juniper RMA Returns Policy requires End User or Support Services Specialist to return the defective system or FRU to Juniper Networks within 10 business days of receipt of the replacement unit, or Juniper will charge a surcharge fee for the non-returned item.

## 6. End User and Support Services Specialist Responsibilities

- End User or Support Services Specialist must purchase and maintain an active Juniper Care Support Service contract or Juniper Partner Support Service contract
- Contact Juniper and provide required information to activate the Services entitlement, including serial numbers for each system-level piece of hardware, to enable the support level and delivery of services.
- End User (or Support Services Specialist, as the case may be) must
  - have a valid login to Juniper Support Portal (JSP) following its successful web registration process, AND
  - register all Juniper product by serial number and Site IDs (that is, actual product installation locations identified by physical address, and keep all such information current, accurate, and complete at all times).
- End User or Support Services Specialist shall not resell or otherwise transfer or remove other than for immediate destruction any retained defective FRU or component, subassembly or device removed or extracted therefrom.
- End User or Support Services Specialist must provide Juniper a certificate of destruction for any non-returned system or FRU.

## 7. Availability

The Services are available (excluding countries listed in Group E under the U.S. Export Administration Regulations (currently, Belarus, Cuba, Iran, North Korea, Russia, Syria, and the non-governed regions of Ukraine including Crimea, Donetsk, Luhansk, Kherson and Zaporizhzhia) and any other countries as to which the furnishing of such Services may be prohibited by law or regulation. Service may not be suitable for End-Users requiring specific citizenship or security clearance.

These Services are available for a minimum fixed duration of 12 months.

These Services are available only for Juniper's systems or FRUs contain non-volatile memory.

## 8. Exclusions

Juniper shall not be responsible for removing non-volatile storage (nor for validating that End User or Support Services Specialist has removed non-volatile storage) from RMA'd defective system or FRU.

Juniper shall not be responsible for furnishing Services in respect of Supported Juniper Products not registered in JSP by or for the End User or Support Services Specialist with Site ID reflecting the actual installation site of the product.

Juniper shall not be responsible for furnishing Services in respect of Supported Juniper Products that cannot be shown to have been purchased by End User from an authorized Juniper Networks reseller and exported, re-exported, imported and used in compliance with applicable US, EU and local government requirements.

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

- Problems with Products or parts thereof that are past their End-of-Support date (as provided for in Juniper's EOL/EOS Policies).
- Gray market products.

## About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for End-Users. Our solutions deliver industry-leading insight, automation, security, and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability, and equality

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