

SERVICE & SUPPORT INSPECTION & REINSTATEMENT POLICY

Overview

This Services & Support Inspection & Reinstatement Policy applies to all Juniper hardware, software and cloud services. Requirements for support and licensing are dependent on whether the requesting party is the original purchaser of the hardware, software license and/or cloud services subscription. The Original Purchaser is the legal entity which originally purchased the new or Juniper Certified Pre-Owned product from an authorized Juniper partner or Juniper Networks.

1. Lapses

1.1. Lapse of Less Than One Year. Juniper Networks requires that when a support services contract has lapsed for a period of less than one (1) year, a new Support contract is purchased and effective retroactive to the day following the end of the expired contract. Juniper does not require that the equipment be inspected or a reinstatement fee to be paid. The same policy applies to Juniper software licenses (i.e., a new software license is purchased and effective retroactive to the day following the end of the expired license term).

1.1.1. For Mist cloud service subscriptions that have lapsed, (i) subscription renewals will be backdated to the day following the end of the expired subscription term, and (ii) after thirty (30) days, access to the Mist cloud service will be disabled. If access is disabled due to a lapse of thirty (30) days, then customers must purchase a new subscription to resume the Mist cloud service.

1.1.2. For other Juniper cloud services that have lapsed, the renewal will not be retroactive to the day following the end of the expired cloud service subscription term.

1.2. Lapse of One Year or More and Warranty Expire.

1.2.1. Reinstatement Fee. A reinstatement fee is required for most Juniper hardware products for which (i) the standard warranty has ended (ii) the support services contract (or the cloud service subscription for Juniper Mist WiFi hardware products) has lapsed for a period of more than one (1) year. The reinstatement fee is equal to one (1) year of the then current Juniper Care Core Plus/Return to Factory support contract for the specific hardware product and/or one (1) year of the then current Juniper Care Core or Juniper Care Software Advantage Support contract for the specific software product or one (1) year of the cloud service subscription, as applicable. The new contract will begin per the contract term dates referenced on the Juniper Networks quotation (or cloud service subscription start date).

1.2.2. Inspection. An inspection and an inspection fee are required for Juniper Network hardware. Please see Section 2 ("Product Inspection") for further details.

1.3. Terms Applicable for All Support Reinstatement. Juniper Networks products are eligible for reinstatement under any active support services (or active cloud service subscription services, if applicable) contract found on the then current global price list, subject to regional availability and the then current [End of Life Policy and Procedure](#). No reinstatement of support services contracts will be allowed after Last Order Date (LOD). Please check services availability on the [Juniper EOL Product & Milestone](#) website for details. All reinstatement fees are non-refundable.



2. Product Inspection

- 2.1. Inspection Standard.** The product inspection is conducted to check that the hardware has been maintained in adherence to the support services procedures detailed in the product technical documentation supplied with the equipment upon initial sale and the software installed is a currently supported release. All hardware must be deemed to be in good operating condition during the inspection process before it will be eligible for coverage on a Juniper Networks support contract, in addition to any other terms and conditions for support eligibility set forth in this policy.
- 2.2. Pre-Inspection Requirements.** Prior to scheduling a product inspection, Juniper Networks will require that customers provide the following: (a) an inventory of hardware and software to be inspected; (b) origin of equipment/proof of ownership/proof of purchase; (c) serial numbers of all Field Replacement Units (FRU), such as chassis, Physical Interface Cards (PICs), Flexible PIC Concentrators (FPCs), and line cards; (e) a purchase order for inspection and applicable software license; (f) suitable location to properly test the equipment if onsite inspection is required; and (g) pictures of the devices. Additionally, all possible cards must be installed in the chassis to be inspected and the equipment must be powered up prior to an engineer arriving to perform the inspection.
- 2.3. Inspection Fees.** Inspection fees will be charged at then current global price list rates. If onsite inspection is required, it will be subject to minimum charges for any hourly fees. All fees are non-refundable. Inspection fees include: (a) labor required to perform inspection; (b) visual inspection of complete system including all FPCs, line cards and PICs through pictures (or onsite if required); (c) verification of installation of any mandatory engineering changes; (d) collection and verification of serial numbers; (e) system power up and operation of network interfaces; (f) verification of operating software revision; and (g) normal travel expenses within the region if onsite inspection required. Please note any software and hardware compatibility, upgrade recommendation, replacement of defective hardware, update or upgrade of software, and software license fees are not included in the inspection fees or as part of the inspection.

If there are questions, feel free to contact the Juniper renewal team in each theater:

- AMER: renewals@juniper.net
- EMEA: emearenewals@juniper.net
- APAC: APAC_CS_Renew@juniper.net

Or contact your regional Service Business Manager with any questions about product inspection, license, and reinstatement fees.

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