

Services & Support Inspection & Reinstatement Policy

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. Hardware and Software Products:

Backdating. Juniper Networks requires that when a warranty expires or a support services contract has lapsed, a new support contract is purchased and is effective retroactive to the day following the end of the expiration date of the warranty or expired contract, as the case may be, up to 365 days.

Late Fee. A Late Fee is required for support contracts on standard Juniper hardware and software products for which (i) the standard warranty has ended or (ii) the support services contract has lapsed, in the case of each of clauses (i) and (ii), for a period of more than ninety (90) days. The Late Fee is equal to 3% of the net annual support price of each specific device.

Product Inspection. A product inspection is required for support contracts on standard Juniper hardware products (except for those products that are under a lifetime hardware warranty) for which (i) the standard warranty has ended or (ii) the support services contract has lapsed, in the case of each of clauses (i) and (ii), for a period of more than 365 days

1.1. 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.

1.2. Pre-Inspection Requirements. Prior to scheduling a product inspection, Juniper Networks requires 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 (PIC), Flexible PIC Concentrators (FPC), and line cards; (e) a purchase order for inspection and applicable software license; and (g) pictures of the devices.

1.3. Inspection Fees. Inspection fees will be charged at then current Global Price List rates. 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; (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; and (f) verification of operating software revision. 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.



2. Cloud Products

2.1. Expired Subscription Renewals. For all Subscriptions that have lapsed, (i) Subscription renewals will be backdated to the day following the end of the expired Subscription term, and also (ii) after a thirty (30) day lapse, access to the Cloud Services may be disabled, Cloud Service functionality may be reduced or limited to read only access, and/or End User's right to Use will be revoked. If access is disabled due to a lapse of thirty (30) days, then End User must purchase a new subscription to resume the Cloud Service.

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 (or active cloud service subscription services, if applicable) 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.

Contact the Juniper contract renewal team in each theatre (AMER: renewals@juniper.net; EMEA: emearenewals@juniper.net ; APAC: APAC_CS_Renew@juniper.net or your regional Service Business Manager with any questions on Product Inspection, License and Reinstatement fees.

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