

Juniper Networks Services & Support Inspection and Reinstatement Policy

This Services & Support Inspection and 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 services 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/Reinstatement Fee. A Late Fee/Reinstatement Fee is required for support services 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/Reinstatement Fee is equal to 3% of the net annual support price of each specific device.

Product Inspection. A product inspection is required for support services contract 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 services 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.

4. Limitations. If the inspection is passed and customer has already paid all required fees (backdating fee, late fee/reinstatement fee, inspection fee and new support services contract fee), the device is eligible for coverage on Juniper Networks support services contract. For the initial term of a support services contract, Juniper will begin stocking local depots with FRU replacements upon the Juniper Networks support services contract start date. Until the depots are stocked, Juniper will use commercially reasonable efforts to meet the replacement delivery obligations in the support services contract. The average lead time is 5 days for a customer with a Juniper Core Plus support services contract, 30 days for a U.S. based customer with Same-Day, Same-Day Onsite, Next-Day or Next-Day Onsite support services contract, and 60 days for a non-U.S. customer with Same-Day, Same Day Onsite, Next-Day, or Next-Day Onsite support services contract.

If you have further questions, please contact the Juniper Services Business Manager, Services Partner Account Manager, or Juniper Renewal team in your theater:

AMER: renewals@juniper.net

EMEA: emarenewals@juniper.net

APAC: APAC_CS_Renew@juniper.net

CALA: cala-renewals@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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