

# JUNIPER NETWORKS PRODUCT END-OF-LIFE POLICY & PROCEDURE (“EOL POLICY”)

From time to time, Juniper Networks may find it necessary to discontinue Products and Services for several reasons, including technology innovations leading to Product enhancements and increased functionality, changes in market demand for the Product, or obsolescence of components used to build the Product.

## Scope

The purpose of this End of Life (EOL) policy is to document the guidelines for the End of Sale and End of Life for Juniper Hardware, Operating System Software, Application Software and Software as a Service (each as defined below) (“Juniper Products”).

## EOL Notifications (EOLNs)

When a Juniper Product model reaches its End of Life (EOL), Juniper Networks communicates important milestones on a Product-by-Product basis via an End-of-Life Notification (each, an “EOLN”), which is a specific type of Technical Support Bulletin (“TSB”). EOLN’s are posted on Juniper’s website. As of the date of this EOL Policy, the site is located at <https://www.juniper.net/support/eol/>, where this policy is also posted. The EOLN will include the critical milestone dates that will occur in the typical Juniper Product end of life process. The EOLN may also contain other key information pertaining to Juniper Products, such as recommended replacement Product(s). Rules and milestone dates specified in the EOLN for a particular Juniper Product may vary from the guidelines stated in this EOL Policy. Variance from the guidelines may occur in a variety of cases, including, among others, where third party Products (including, but not limited to, third party software, BIOS, and/or firmware/microcode) contained in a Juniper Product are subject to the third parties’ EOL policies or a Juniper Product has joined the Juniper portfolio in an acquisition where the acquired company had a materially different EOL policy.

Nothing in this EOL Policy should be construed as a repudiation of any contractual commitment Juniper has made regarding end-of-life for Products or Customers.



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## EOL Key Milestone Definitions

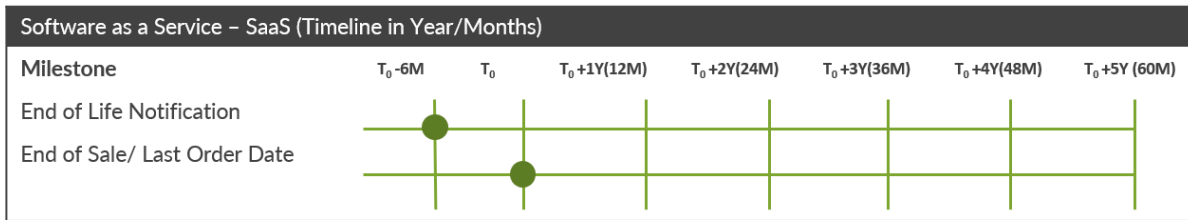
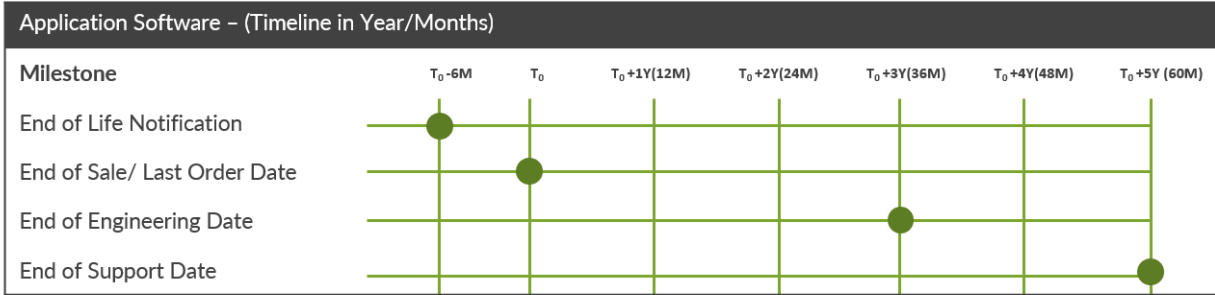
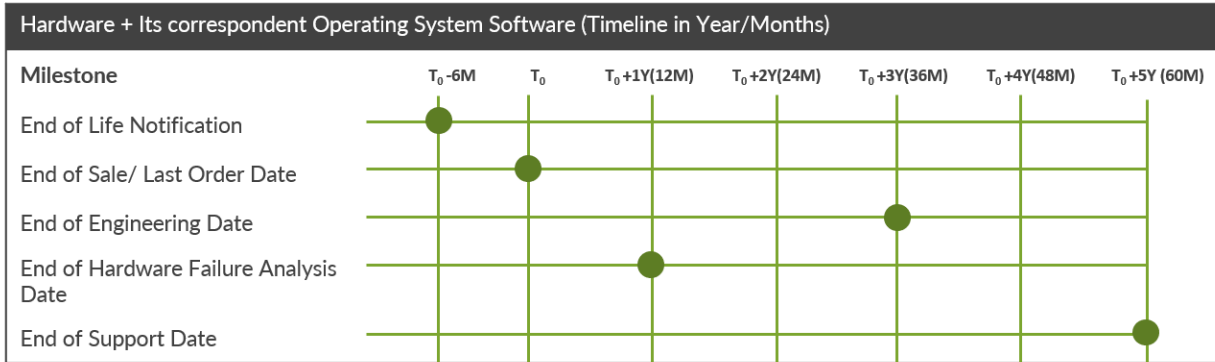
Set forth below are definitions for the terms referenced in the Key EOL Milestones Table set forth below that are not defined elsewhere in this EOL Policy:

- **Last Order Date (LOD) or End of Sale:** The last date on which purchase orders must be placed for the affected Juniper Product and for new support services contracts for such Product.
- **End of Hardware Failure Analysis Date (EOHFA):** The date after which Juniper is no longer committed to perform troubleshooting and root cause analysis of a Hardware failure as needed.
- **End of Engineering Date (EOE):** The date after which Juniper no longer committed to furnish engineering level support (i.e., bug fixes, further main releases, maintenance releases, service releases and/or patches) for the affected Juniper Product.
- **End of Support (EOS):** The last date to receive maintenance support (i.e., access to Juniper technical support engineers, access to software releases, Online tools, Hardware replacement. But, for the avoidance of doubt, excluding engineering support) for the affected Juniper Product.
- **End of Service Delivery Date (EOSD):** The date after which the affected Software as a Service will no longer be active for Customer usage.

## About Juniper Products

- **Hardware:** Hardware consists of physical elements of the Juniper Product (e.g., a physical Juniper Switch).
- **Operating System Software:** Software that is designed primarily to support the operation of a Hardware (e.g., Junos OS and Junos Evolved OS).
- **Application Software:** Software that is designed primarily to carry out a specific task other than one relating to the operation of Hardware.
- **Software as a Service:** A methodology under which use of Application Software is consumed as a Service.

## Key EOL Milestone Table<sup>1</sup>



End of Service Delivery Date

*Juniper will support the Software as a Service Product until the end of the customer's then-current subscription term*

<sup>1</sup> For Juniper MIST Wireless Access Points and MIST Wi-Fi Products, EOHFA and EOE are on the Last Order Date (LOD).

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## Support Service Contingencies

A customer's right to support services of any kind is contingent upon that customer having a valid, unexpired support service contract purchased from Juniper Networks or a Juniper-authorized reseller or support services specialist. For additional information regarding Juniper Networks' support services, including additional terms and conditions for Juniper Products which are subject to an EOLN, please refer to the Juniper Care Service Description Document located at <https://support.juniper.net/support/pdf/guidelines/juniper-care-service-description-document.pdf>.

## Transition Rules and Modifications to EOL Policy

This revision of End-of-Life Policy and Procedures takes effect on posting at Juniper's public website, subject to following exceptions and limitations:

- This revision shall not affect express Product end-of-life commitments under valid, unexpired written agreements to the extent those commitments are inconsistent with the End-of-Life Policy.
- This revision shall not affect Juniper's End-of-Life commitments with respect to Juniper Products for which Juniper has already issued an EOLN prior to the posting of this revision.
- Juniper may at any time further modify this End-of-Life Policy and Procedure by posting a new revision on the Juniper public website; provided, however, that no such modification shall affect the Juniper Networks obligations under the then-current term of any Juniper Networks Services Contract ordered and accepted prior to the effective date of such modification.

## 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 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](http://www.juniper.net)

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