

End-of-Service (EOS) Statement

Hardware Support

Juniper Networks, Inc. will provide support for hardware systems for up to five (5) years from the date the products are discontinued. For products that were announced as end of life (EOL) prior to March 1, 2003, Juniper Networks, Inc. provides hardware support for up to three (3) years from the date the products are discontinued. For legacy products and products from companies acquired by Juniper Networks, Inc., the EOS milestones may vary. Refer to the specific products EOL notification for the terms and EOS dates that apply. Juniper Networks, Inc. will provide engineering support for hardware systems for five (5) years from the date the products are discontinued. Products reach end of engineering (EOE) hardware support and EOS on the same date. Juniper Networks, Inc. also provides software engineering support for the entire five (5) year EOL/EOS timeline. The release of software that receives engineering support until the hardware EOS date may not be the current release of software. Please reference the Product Support Notification (PSN), or Technical Bulletin, that is posted for each EOL/EOS product for the exact date which new software releases will no longer be supported on the previously announced EOL/EOS hardware. A number of older PSNs do not include a last software support date, or the date is posted as equal to the hardware EOS date. In those instances, please reference the "Software Support for EOL Hardware" document posted at <http://www.juniper.net/support/eol/> for information regarding the last new software release to receive engineering support, until the hardware reaches EOS. Prior to February of 2005, Juniper Networks, Inc. provided two (2) years of EOE software support. Products that reached EOL prior to March 1, 2003 will remain on their original support timeline, receiving two (2) years of EOE software support. Juniper Networks, Inc. PSNs or Technical Bulletins published prior to February of 2005 and after March 1, 2003 may not reflect the updated policy. However, engineering software support will be extended for the entire five (5) years of hardware support for those EOL/EOS products. Any products being discontinued will be announced as EOL and identified as such on the price list for up to one hundred eighty (180) days prior to the discontinuation and end of sale date, also known as last order date (LOD). On the end of sale date, discontinued products are removed from the price list and are no longer available for purchase. Support for discontinued products will only be provided to customers who purchased a support services contract prior to the removal of the product and support services offerings from Juniper Networks' price list, or converted their new product warranty coverage to a support services contract prior to the expiration of the standard warranty.

When a chassis is announced as EOL, the Field Replacement Units (FRU), (e.g. Physical Interface Card (PIC), Flexible PIC Concentrator (FPC), line cards, power supplies and fan trays) with in the chassis may not have been announced as EOL. Though the FRUs in the chassis have not reached EOL, their lifecycle follows that of the chassis. All FRUs in a chassis will be supported at the same service delivery level as the chassis.

When a FRU, (e.g. Physical Interface Card (PIC), Flexible PIC Concentrator (FPC), line cards, power supplies and fan trays) reaches EOL prior to the chassis in which it is being used, it will not be covered as part of the support services contract past the standard five (5) year EOL timeline. The EOL FRUs have feature sets that will not be tested and sustained with current hardware and actively supported software releases. Replacements during the RMA process may involve "repair and return" or "like for like replacements" or an "available enhanced FRU" at the discretion of Juniper Networks, Inc.. Juniper Networks, Inc. may be obligated to charge the price difference for the enhanced FRU if it is deemed necessary due to the FRU providing significant improvements to performance, capability or capacity. The enhanced FRU may require a different software version requirements as well as peripheral enhancements to be purchased by the customer, and require that the customer update to a currently supported software release.

If the EOL FRU is replaced by an enhanced version, the replaced FRU will be covered by the existing support services contract.

Juniper Networks, Inc. reserves the right to charge for continued support services of any discontinued products. In addition, Juniper Networks, Inc. reserves the right to reduce or amend support services offerings available for renewal under this policy at any time in its sole discretion, with or without notice.

Software Support

All JUNOS, JUNOScope, DX OS, WX OS, WX Central Management System (CMS), Security Threat Response Manager (STRM), Carrier AAA, Steel-Belted Radius (SBR) and Odyssey Access Client (OAC), AAA/802.1X (has been split into two new software categories: SBR and OAC and Carrier AAA), Intrusion Detection and Prevention (IDP), VF OS, Unified Access Control (UAC), Advanced Insight Solutions (AIS), IVE OS (SSL VPN), ScreenOS, and NSM software releases are supported for up to eighteen (18) months or two (2) subsequent releases of such software, whichever occurs first. At this point, the software reaches its end of engineering (EOE) date and is no longer actively supported by Engineering. Update releases (e.g. service, maintenance, patch) will no longer be created for major software releases that have reached the EOE milestone. All software releases are supported by JTAC on a limited basis for up to an additional twelve (12) months or two (2) subsequent releases, whichever occurs first. At this point, the software reaches its end of life/support (EOL/EOS) date. During the period of time between EOE and EOS, JTAC will continue to investigate, troubleshoot, and characterize issues in an attempt to provide solutions and workarounds. When the release reaches EOS the software images are then removed from www.juniper.net and JTAC will only provide support on a commercially reasonable effort basis.

NOTE: Beginning with JUNOS 8.1, Juniper Networks, Inc. will offer an Extended End of Life (EEOL) release. Every JUNOS release scheduled for FRS in the fourth quarter will receive additional months of engineering and JTAC support. JUNOS EEOL releases will receive active engineering support for thirty-six (36) months from the FRS date. JTAC support will continue after EOE for six (6) months.

All JUNOSe, NMC-RX and CTPOS software releases are supported for up to eighteen (18) months or three (3) subsequent releases of such software, whichever occurs first. At this point, the software reaches its end of engineering (EOE) date and is no longer actively supported by Engineering. Update releases (e.g. service, maintenance, patch) will no longer be created for major software releases that have reached the EOE milestone. All software releases are supported by JTAC on a limited basis for up to an additional twelve (12) months or two (2) subsequent releases, whichever occurs first. At this point, the software reaches its end of life/support (EOL/EOS) date. During the period of time between EOE and EOS, JTAC will continue to investigate, troubleshoot, and characterize issues in an attempt to provide solutions and workarounds. When the release reaches EOS the software images are then removed from www.juniper.net and JTAC will only provide support on a commercially reasonable effort basis.

All BXOS, SDX and Session and Resource Control (SRC-PE) software releases are supported for up to twelve (12) months or four (4) subsequent releases of such software, whichever occurs first. At this point, the software reaches its end of engineering (EOE) date and is no longer actively supported by Engineering. Update releases (e.g. service, maintenance, patch) will no longer be created for major software releases that have reached the EOE milestone. All software releases are supported by JTAC on a limited basis for up to an additional twelve (12) months or two (2) subsequent releases, whichever occurs first. At this point, the software reaches its end of life/support (EOL/EOS) date. During the period of time between EOE and EOS, JTAC will continue to investigate, troubleshoot, and characterize issues in an attempt to provide solutions and workarounds. When the release reaches EOS the software images are then removed from www.juniper.net and JTAC will only provide support on a commercially reasonable effort basis.

Legacy software, software running on products from companies acquired by Juniper Networks, Inc., support milestones may vary. Refer to specific software release notifications for the EOL terms and dates.

NOTE: All software releases are considered major.

Additional Information

- For more EOL product information and announcements please go to the following URL: <https://www.juniper.net/alerts/>
- For more EOS information, please go to the following URL: <http://www.juniper.net/support/eol/>
- Contact Doug Radcliff (dradcliff@juniper.net or 408-936-4140) with any EOS questions.

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