



Support Services Inspection and Reinstatement Policy

Juniper Networks requires that when (i) the standard warranty has ended, (ii) a previously purchased contract has expired or (iii) there has been a transfer of product ownership, the Juniper equipment must be inspected or a reinstatement fee paid before placing such equipment under a new support services contract. The inspection and reinstatement fee is non-refundable and does not apply to the purchase of the support services contract.

Juniper requires that when a support services contract has lapsed for a period of less than one (1) year, a new contract that is retroactive to the day following the end of the expired contract is required. Juniper does not require the equipment be inspected or a reinstatement fee paid. The equipment is eligible for any active support services contract found on the current price list, subject to regional availability.

An inspection or reinstatement fee is required for equipment that the support services contract has lapsed for a period of more than one (1) year. The equipment is eligible for any active support service contract found on the current price list, subject to regional availability. The new contract will begin the day the order is processed.

Juniper requires an inspection or a reinstatement fee for all products that were not originally purchased, by the then current owner of the equipment, from Juniper or an Authorized J-Partner. Additionally, Juniper Network software is only licensed to the original purchaser and the license is not transferable. A re-registration fee is required to allow the legal use of the Juniper software. Please check re-registration fee pricing on the current Juniper Networks Global Price List. The combination of the inspection or reinstatement fee with the re-registration fee will allow the equipment to be eligible for a support services contract and to receive support from Juniper.

The product inspection is conducted to check that the equipment 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 equipment must be inspected and deemed to be in good operating condition before it will be eligible for coverage on a Juniper Networks Support Services contract. Products that require inspection include: T-series; M-series; ERX-series, NetScreen FW/VPN Systems (e.g. 500, 2000, 5000); and NetScreen Secure Access 3000/4000/5000/6000. Please check inspection fee pricing on the current Juniper Networks Global Price List.

Products that do not require an inspection include: J-series; NetScreen Access 1000/2000; NetScreen FW/VPN Appliances (e.g. 5, 25, 50, 200); NetScreen RA500/SA700; DX-series; WX-series; and VF-series. These appliance type units are less complex than the system level equipment and require a reinstatement fee. The reinstatement fee is equal to one (1) year of the then current CorePlus support for the specific product.

Equipment that has not been inspected or a reinstatement fee processed will be eligible for time and material level of support only at then current rates, and will be subject to minimum charges.

Products that have reached End of Support (EOS) or are within one (1) year of EOS are not eligible for the purchase of a support services contract. Equipment that has reached the End of Life (EOL) announcement date will have services available reduced during the five (5) year EOS timeline. Please check services availability on the current Juniper Networks Global Price List.

Prior to scheduling a product inspection, Juniper Networks will require that customers provide the following: (a) an inventory of hardware and software; (b) origin of equipment; (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 software re-license; and (f) suitable location to properly test the equipment. 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.



Inspection fees will be charged at then current published rates, and will be subject to minimum charges. Inspection fees include: (a) labor required to perform inspection; (b) visual inspection of complete system including all FPCs, line cards and PICs; (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. Please note that any replacement of defective hardware, update or upgrade of software, and software license fees are not included as part of the inspection process.

Contact Juniper Inside Sales (renewals@juniper-service.net) or your regional Service Business Manager with any questions on Product Inspection and Reinstatement fee.