

# TRAINING CREDITS—FAQ

## What are Juniper Networks Training Credits?

Juniper Networks Training Credits are an easy way of purchasing Juniper Networks training and are redeemable at Juniper Networks or any participating Juniper Networks Authorized Education Partner (JNAEP) worldwide.

## What are the benefits of Juniper Networks Training Credits?

Juniper Networks Training Credits make it easy to add training to your product or solution purchase. With Training Credits, you can define your networking and training needs concurrently, and purchase high quality training from Juniper Networks or from any participating JNAEP. You can also purchase Training Credits by themselves, as posted on the Juniper Networks Price List.

## Why do Training Credits expire and for how long are they valid?

The expiration date for Training Credits is one (1) year from the date of purchase. This requirement was instituted to encourage the timely use of training by our customers and to facilitate suitable revenue recognition timelines for Juniper Networks and the JNAEPs.

## For what training can I redeem Training Credits?

Credits are redeemable for 12 months by all employees within an organization for any open enrollment, instructor-led online (ILO), private/onsite, or eLearning course; classes offered by Juniper Networks Authorized Education Partners; and certification exam vouchers.

## Can I use Training Credits for onsite classes?

Yes, you may use training credits for onsite/private classes.

## Are Juniper Networks Training Credits available worldwide?

Yes, Juniper Networks Training Credits are available worldwide. To view the Juniper Networks Education locations or participating JNAEP locations near you, please access: [www.juniper.net/training/technical\\_education/authorized\\_education.html](http://www.juniper.net/training/technical_education/authorized_education.html).

## My company is international. Can I purchase Training Credits in one country and redeem them in another country?

Yes, Juniper Networks Training Credits can be purchased in one country and redeemed in another country; however, you need to purchase the Training Credits using U.S. dollars (USD) only.

## How soon are Training Credits available for use after I have purchased them?

You can redeem Juniper Networks Training Credits only after they have been credited to your account. This transfer occurs after you have placed the order and it has been invoiced by Juniper Networks. Your Juniper Networks account representative or channel partner will provide you with your Training Credits authorization number to be used as method of payment, an expiration date, and customized Training Credits Redemption Instructions.

## What are Juniper Networks Authorized Education Partners and where can I find a list of them?

JNAEPs are authorized providers of Juniper Networks curriculum who must meet the stringent guidelines for authorization, and whose instructors must pass rigorous exams to become certified Juniper Networks instructors. For a list of JNAEPs participating in the Juniper Networks Training Credits Program, please visit [www.juniper.net/training/technical\\_education/authorized\\_education.html](http://www.juniper.net/training/technical_education/authorized_education.html).

## Can I use my Training Credits with any JNAEP?

You can redeem Training Credits through participating JNAEPs only. For a complete list of participating JNAEPs, please visit [www.juniper.net/training/technical\\_education/authorized\\_education.html](http://www.juniper.net/training/technical_education/authorized_education.html).

## How do I redeem Training Credits at Juniper Networks?

You can register for a course offered at a Juniper Networks Training Center by visiting the Education Services Courses website at [www.juniper.net/training/technical\\_education/](http://www.juniper.net/training/technical_education/).

Click "Register" next to the course of choice. Use your authorization number and choose "Training Credits" in the Method of Payment field. Note that to register for a course; you must first set up a user profile on our registration system. Please follow the directions on the Juniper Networks Training Credits Redemption Instructions you received from your Juniper Networks Account Manager or Channel Partner.

## Are the course prices on the Juniper Networks Education Services website the same prices for which each JNAEP will offer the courses?

The prices listed on the Juniper Networks Education Services website are suggested resale prices that we provide to our JNAEPs; however, we do not publish mandatory pricing. You must contact a participating JNAEP to determine the exact cost of the training service being offered.

## Who can help me determine how many Training Credits to buy?

Contact your Juniper Networks Account Manager, Channel Partner, or Juniper Networks Education Services to determine your training requirements for the year and develop a training plan that assists you in acquiring the proper amount of training credits.

## Do I need to know what courses I'm going to take before I buy Training Credits?

No, you do not need to know the courses beforehand; however, we highly recommend that you work with Juniper Networks or a channel partner who has the knowledge to help you assess and create an effective training plan.

## What happens if I don't use my Training Credits before they expire?

Training Credits are available for one year from the date of issue. Training Credits not used by the expiration date will become invalid. Training courses must begin before the Training Credits expire.

## Additional Questions?

You can email any additional questions to: [training-req@juniper.net](mailto:training-req@juniper.net).

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