

# JUNIPER NETWORKS FLEXIBLE SERVICES CREDIT (FSC) NOVEMBER 2024

## Overview

The Flexible Services Credit (FSC) is a convenient credit that can be purchased and then redeemed within (12) twelve months for qualified Juniper Services. The Juniper Services that are currently redeemed through the [Professional Services Credit](#) the [Advanced Services Credit](#) or the [Education Services Credit](#) can also be redeemed through the FSC.

## Value

- Manage only one credit type vs many types – reduces administration and saves you time.
- Smart budgeting – proactively acquire services prior to engagement requirements being identified.
- Flexible budgeting – acquire and use services throughout the year.
- Minimize losing budget – preserve and utilize budget dollars for future projects and services.
- A single credit purchase order – streamline financial process.

## Ordering, Tracking, Redemption, and Delivery

Juniper Networks FSC can be ordered directly from your Juniper Networks Representative or from any Juniper authorized Reseller or Distributor.

FSC SKU is SVC-FLEX-CREDIT or PAR-FLEX-CREDIT and has a value of \$1,000 USD (U.S Dollars) per quantity (1) one. After your purchase order is received, Juniper will send you an email confirming your order, current balance, and expiration date. When you need to redeem your FSC for a Juniper Service, please refer to the contract in the confirmation email you received from Juniper and your assigned FSC administrator will contact you to coordinate the redemption and delivery. A monthly summery report will be sent to you with the details of what has been redeemed and the current balance.

Please note that the price for the service requested to be redeemed must be approved by Juniper first before formal delivery can be scheduled.

## Program Policies

- The FSC is valid for a period of (12) twelve months, from the date Juniper Networks receives your Purchase Order.
- The FSC must be redeemed within (12) twelve months. Any credit value not redeemed before the credit expiration date will be non-redeemable.
- The FSC is non-discountable, and there is no maximum purchase.
- When you select a qualified Juniper Service to be redeemed, the Service List Price is used.
- The FSC cannot be used to redeem Juniper Resident Engineer service (with the potential exception of the United States, Netherlands, Australia and the United Kingdom), Juniper Accelerated Resolution Care Services or other term-based services. For any potential exceptions, prior approval from the Juniper revenue team must be obtained.
- For on-site service delivery, the invoice, purchase order, and booking (Juniper Buy-Sell, Sold To, and Ship To) must all occur in the same country where Juniper has Buy-Sell entities which are limited to the United States, Netherlands, Australia and the United Kingdom.

## Questions?

If you have questions related to your Flexible Services Credit (FSC), please reach out to your Juniper Sales Representative.

## About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for End-Users. Our solutions deliver industry-leading insight, automation, security, and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability, and equality.

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