

December 13, 2011

To Whom It May Concern:

This letter is to address the possibility of any user data residing on a Juniper XRE200 after the unit has been powered down. The XRE200 is comprised of the following main components:

- Chassis and power supply
- LCD Display
- Intel chipset mainboard
  - Intel x86 processor
  - DDR3-SDRAM
  - Boot ROM (BIOS)
  - CMOS RAM (Mainboard configuration)
  - Dual Copper NICs on mainboard
- 4 port NIC IO card
- Compact flash (stores boot image and configuration, logs, user data, etc.)
- Hard drive (stores boot image and configuration, logs, user data, etc.)

Of the components listed above, the LCD display, Boot ROM, CMOS RAM, NIC, Compact Flash, and hard drive have non-volatile storage. The Boot ROM and CMOS RAM are part of the processor complex and do not store any user data. The NICs contain small EEPROMs which stores NIC configuration only (no user data). The LCD contains a small EEPROM which stores LCD "power on" display settings and a 16-byte scratch area which is currently unused (no user data). The Compact Flash and hard drive are the only devices which are used to store any user data. All other components of the XRE200 are volatile, so they do not store any information after power is lost.

Juniper Networks certifies that all data is lost from volatile components when powered is removed. Except for the hard drive and compact flash, no user data/information is stored in the non-volatile components of the XRE200 systems.

Thank you for choosing Juniper Networks. We look forward to continuing to help you meet your networking needs.

Respectfully yours,