Juniper Networks Product End-of-Life

Policy & Procedure ("EOL Policy")

From time to time, Juniper Networks may find it necessary to discontinue products and services for a number of reasons, including technology innovations leading to product enhancements and increased functionality, changes in market demand for the product, or obsolescence of components used to build the product.

EOL Notifications (EOLN's)

When a product model reaches its End of Life (EOL), Juniper Networks' policy is to communicating important milestones in order to help customers understand the impact on them of product end of life and understand the applicable timelines and manage the product transition.

This communication is handled on a product-by-product basis via an End of Life Notification (EOLN), which is a specific type of Product Support Notification (PSN). EOLN's are posted at Juniper's public website. (As of the date of this policy document, the site is located at https://www.juniper.net/support/eol/, where this policy is also posted).

The EOLN will include the critical milestone dates that will occur in the typical product end of life process. The EOLN may also contain other key information pertaining to Juniper Networks hardware and software products, such as recommended replacement product(s). Rules and milestone dates specified in the EOLN for a particular product may vary from the guidelines stated below. Variance from the guidelines may occur in a variety of cases, including, among others, where the product has joined the Juniper portfolio in an acquisition where the acquired company had a materially different end-of-life policy.

Nothing in this EOL Policy should be construed as a repudiation of any contractual commitment Juniper has made regarding end-of-life for particular products or customers.

As always, a customer's right to support services of any kind is contingent upon that customer's having a valid, unexpired support service contract purchased from Juniper Networks or from a Juniper-authorized reseller or Support Services Specialist.

EOL Guidelines – Hardware Products and their Operating System software

The EOLN for any hardware product generally includes the following information.

1. **Notification Date:** The "Notification Date" is the date of the EOLN.

2. **LOD - Last Order Date:**

   - Typical Timing of LOD: Approximately 180 days after date of the EOLN.

   - Effect of LOD:

     o *Products*: LOD is the last date on which purchase orders may be placed for the affected product(s) and for new support services contracts for those products.

    o *New Support Services Contracts*: After LOD, no further new contracts for support services for the affected product(s) will be sold.

        ➢ *Exception:* Where a product warranty lapses after the LOD, then new support contracts for that product may only be purchased for a period commencing prior to the earlier of (i) the warranty lapse date, and (ii) lapse of 12 months after the LOD.

    o *Support Contract renewals*: Customers may purchase support contract renewals after the LOD, but only if renewal period commences on the date the existing support contract period expires. In other words, post-LOD, no renewal is available after a lapse of support service coverage.

    o *Support Contract upgrades*: Customers may NOT upgrade support contract levels after LOD, regardless of whether the upgrade is sought in mid contract term or on renewal of the contract. For example, after LOD, a Core contract may not be upgraded to Core Plus, Next Day or Same Day,

    o *Reinstatements*: No reinstatement of support services contracts will be allowed after LOD date.

3. LSV – Last Software Version.

- <u>The Last Software Version for a product</u> is the last Version[1] of operating system software that will support the affected hardware product.

4. EOSE - End of Software Engineering support date.

- <u>Typical Timing of EOSE:</u> Three (3) years after LOD of the affected hardware product.

- <u>Effect of EOSE.</u> EOSE is the date after which Juniper is no longer committed to furnish Software Engineering level support for the operating system software licensed for the affected hardware. This means that no further Releases[1] (e.g. service or maintenance releases or patches) will be created for the support of the affected hardware product. JTAC support will generally be limited to investigation and troubleshooting in an attempt to provide solutions, configuration guidelines and workarounds.

- Additional guidelines regarding "Release EOSE" for Releases under a particular Version of software products, including operating system software for hardware products, are described in the section entitled *"Software Releases under a Particular Version*" under "*Other EOL Rules and Guidelines*" below.

5. EOHE - End of Hardware Engineering support date:

- <u>Typical Timing of EOHE.</u> Three (3) years after LOD.

- <u>Effect of EOHE.</u> After EOHE Juniper has no commitment to perform hardware engineering level support (including hardware modifications and hardware failure analysis) for hardware defects.

    o From EOSE date until End of Support ("EOS") date (defined in item 7, below), Hardware Replacement and Repair services will remain in place subject to partial phase-out in accordance with the guidelines set forth in the section entitled "*Special Guidelines for RMA Hardware Repair/Replacement Service Level*

---

[1] A "***Release,*"** is a particular image issued under a particular Version. For example, Junos 12.2R1 through Junos 12.2R8 are all Releases under the same Version 12.2, whereas Junos 12.2R1 and Junos 12.3R1 are Releases under different Versions.

Availability" under "*Other EOL Rules and Guidelines*" below.

6. **LRD – Last Renewal Date.**

- Typical Timing of LRD. Four (4) years after LOD.

- Effect of LRD. After LRD, Juniper will not allow renewal of any support services contract for the affected product. In other words, if a support contract term lapses after the LRD, no further renewal of the support contract will normally be granted. In any event Juniper will not furnish support services after EOS (defined below), regardless of the stated term of the support services contract.

7. **EOS - End of Support date**

- Typical Timing of EOS. Five (5) years after LOD.

- Effect of EOS.   After EOS, Juniper will not be under obligation to perform support services of any kind for the affected hardware or the embedded operating system software supporting the affected product.

Other EOL Rules and Guidelines

1. **Special Guidelines for RMA Hardware Repair/Replacement Service Level Availability**

   Subject to different terms specified in the applicable EOLN:

   - RTF (Return-to-Factory) support generally is available until EOS.

   - Juniper's commitment to furnish Same Day and Same Day Onsite replacement services generally ends two (2) years after LOD.

   - Juniper's commitment to furnish Next Day, Next Day Ship and Next Day Onsite support services generally ends four (4) years after LOD.

   - Juniper's commitment to furnish AR-5 repair/replacement service level to Support Services Specialists under PAR-type service contracts generally ends on EOS date.

   - If a customer has purchased a RMA repair/replacement service level that is discontinued under this EOL policy, the customer shall be afforded service at the highest service level still available.

2. **Software Releases under a particular Version.** *(This section covers BOTH embedded operating system software for Juniper hardware products AND application software products however licensed.)*

   A "***Version***" is a series of Releases of a particular software product with a common "x.y" denomination in the first two places of the Release identifier. A "***Release,***" on the other hand, is a particular image issued under a particular Version.   For example, Junos 12.2R1 through Junos 12.2R8 are all Releases under the same Version 12.2, whereas Junos 12.2R1 and Junos 12.3R1 are Releases under different Versions. Releases within a particular Version generally have common features and functionality.

   The following guidelines govern EOSE and EOS for the software Releases under any particular Version ("***Release EOSE"*** and *"**Release EOS",*** respectively).

   End of life milestone deadlines for Releases are not triggered by an EOLN. Instead, a product-specific Process

Support Notification posted on Juniper's public website at or before general availability of the first Release under the applicable software Version will specify rules for Release EOSE and Release EOS. Juniper may modify those rules from time to time by posting on its public website.

End-of-Life milestones for Releases under one Version do not affect support commitments relating to Releases for other Versions.

- Typical Timing of Release EOSE. EOSE for Releases under a particular Version generally ranges between 9 and 36 months after first general availability of the initial Release under that Version.

- Effect of Release EOSE. After Release EOSE Juniper will not be under obligation to perform any further software fixes, code changes. No further Releases will be developed or distributed for that Version.

- Typical Timing of Release EOS. Release EOS for Releases under a particular Version generally ranges between 6 and 12 months after the EOSE date for that Version.

- Effect of Release EOS. After Release EOS Juniper will not be under obligation to perform support services of any kind for any Releases under the applicable Version. Juniper will not be under any obligation to keep any such Releases available for download after Release EOS.

3. **Field Replaceable Units**

- Effect of Chassis-based EOLN on FRUs - General Rule: Subject to the paragraphs below in this Section 3, the lifecycle of Field Replaceable Units (FRUs) (e.g. Physical Interface Card (PIC), Flexible PIC Concentrator (FPC), line cards, power supplies and fan trays) follow that of the chassis in which they are installed, except as expressly stated in the paragraphs below. In other words, an EOLN for a chassis generally applies to the FRUs installed in that chassis. All aspects of the EOL policy (LOD, EOHE, EOSE, etc.) apply to those FRUs as installed in those chassis as of LOD. All FRUs in the chassis will be supported at the same service delivery level as the chassis.

     i. Effect of Chassis-based EOLN on FRU's supporting multiple chassis: Often, FRUs are sold for use not only in the EOL'd chassis, but in one or more additional chassis that are NOT subject to any EOLN. In that case, those FRUs will remain available for purchase for use in those additional chassis. For those FRU's installed in non-EOL'd chassis, support services will remain fully available.

- Effect of FRU-based EOLN: A FRU may be the subject of its own separate EOLN. In that case, EOLN for that FRU shall dictate the EOL milestones for that FRU. If the FRU and the chassis in which it is designed for use are each under separate EOLN's, then in the case of inconsistency between milestones and milestone dates, the earlier of the conflicting milestone date will take precedence with respect to the FRU.

- Special Repair/Replacement Rules for FRU's subject to FRU-based or Chassis-based EOLN: After LOD for a FRU, in lieu of repairing or replacing an RMA'd defective FRU with a same model (that is, same SKU #) Juniper may (but is not obliged to) replace the RMA'd FRU with a new or refurbished FRU with substantially similar functionality to that of the RMA'd FRU. Juniper Networks reserves the right to charge customer the price difference for the replacement FRU if the replacement FRU provides significant improvements to performance, capability or capacity over that of the defective FRU. Furthermore, use of any such replacement FRU may require that customer install a different software Release or Version than that currently used by the customer, and also may require that the customer purchase peripheral enhancements to render the enhanced FRU fully functional. If the affected FRU is replaced by a similar version, the replaced FRU will be covered by the existing support services contract.

Transition Rules and Modifications of EOL Policy

This revision of the End-of-Life Policy and Procedures takes effect on posting at Juniper's public website, subject to the following exceptions and limitations:

  i.   This revision shall not affect express product end-of-life commitments under valid, unexpired written agreements to the extent those commitments are inconsistent with the End-of-Life Policy.
  ii. This revision shall not affect Juniper's End-of-Life commitments with respect to product for which Juniper has already issued an EOLN prior to the posting of this revision.
  iii. Finally, this End-of-Life Policy and Procedure revision shall not affect Juniper's obligations under the current term of any services contract that has been ordered and accepted prior to the posting of this revision.

As provided in Juniper's End User Support Agreement, Juniper may at any time further modify this End-of-Life Policy and Procedure by posting a new revision on the Juniper public website; provided, however, that no such modification shall affect the Juniper Networks obligations under the then-current term of any Juniper Networks Services Contract ordered and accepted prior to the effective date of such modification.

About Juniper Networks

Juniper Networks is in the business of network innovation. From devices to data centers, from consumers to cloud providers, Juniper Networks delivers the software, silicon and systems that transform the experience and economics of networking. The company serves customers and partners worldwide. Additional information can be found at www.juniper.net.

Corporate and Sales Headquarters
Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100

APAC and EMEA Headquarters
Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: 31.0.207.125.700
Fax: 31.0.207.125.701

To purchase Juniper Networks solutions, please contact your Juniper Networks representative at 1-866-298-6428 or authorized reseller