

Service & Support Inspection & Reinstatement Policy

This Services & Support Inspection & Reinstatement Policy applies to all Juniper hardware and software. Requirements for support and licensing are dependent on whether the requesting party is the original purchaser of the hardware and software license. The Original Purchaser is the legal entity which originally purchased the new or Juniper Certified Pre-Owned product from an authorized Juniper partner or Juniper Networks.

1. Support Reinstatement By Original Purchaser.

1.1. Lapse of Less Than One Year. Juniper Networks requires that when a support services contract has lapsed for a period of less than one (1) year, a new Support contract is purchased and effective retroactive to the day following the end of the expired contract. Juniper does not require that the equipment be inspected or a reinstatement fee to be paid.

1.2. Lapse of One Year or More and Warranty Expire.

1.2.1. Reinstatement Fee. A reinstatement fee is required for Juniper hardware products for which (i) the standard warranty has ended (ii) the support services contract has lapsed for a period of more than one (1) year. The reinstatement fee is equal to one (1) year of the then current Juniper Care Core Plus/Return to Factory support contract for the specific hardware product and/or one (1) year of the then current Juniper Care Core or Juniper Care Software Advantage Support contract for the specific software product, as applicable. The new contract will begin per the contract term dates referenced on the Juniper Networks quotation.

1.2.2. Inspection. An inspection and an inspection fee may be required for select Juniper Network hardware. Please see Section 3 (“Product Inspection”) for further details.

1.3. Terms Applicable for All Support Reinstatement. Juniper Networks products are eligible for reinstatement under any active support services contract found on the then current Global Price List, subject to regional availability and the then current [End of Life Policy and Procedure](#). No reinstatement of support services contracts will be allowed after Last Order Date (LOD). Please check services availability on the [Juniper EOL Product & Milestone](#) website for details. All reinstatement fees are non-refundable.

2. Support and Licensing for Juniper Networks Products by Parties Other than the Original Purchaser.

2.1. Support. Juniper Networks requires a reinstatement fee for all hardware products that were not originally purchased, by the then current owner of the equipment, from Juniper or an Authorized Juniper Partner. The reinstatement fee is equal to one (1) year of the then current Juniper Care Core Plus/Return to Factory support contract for the specific hardware product. The new Support contract will begin per the contract term dates referenced on the Juniper Networks quotation. Issuance of a Support Contract is contingent of the Juniper Networks hardware passing inspection if applicable and the purchase of the requisite JUNOS operating system software license.

2.2. Inspection. An inspection and an inspection fee is required for certain Juniper Networks hardware. Please see Section 3 (“Product Inspection”) for further details.

2.3. Software License. Juniper Networks software is only licensed to the original purchaser and the license is not transferable or assignable. A license for the embedded JUNOS operating system software must be purchased. All JUNOS software licenses are subject to the [Juniper Networks End User License Agreement](#). Please check

the JUNOs software license re-registration fee pricing on the then current Juniper Networks Global Price List. For Juniper software that is sold separately from hardware on the then current Juniper Networks Global Price List, the software license must be purchased as new.

2.4. Additional Terms and Conditions. Juniper Networks products that meet the above Support, Inspection, and Software License requirements under this Section 2 will be eligible to purchase any active support services contract found on the then current Global Price List, subject to regional availability and the then current [End of Life Policy and Procedure](#). No reinstatement of support services contracts will be allowed after Last Order Date (LOD). Please check services availability on the [Juniper EOL Product & Milestone](#) website for details. Juniper will not license or sell support contracts for products that were not originally purchased (as verified by the serial number and CLI readout, and upon verification of parts during inspection) by an authorized Juniper Partner or direct customer.

3. Product Inspection.

3.1. Inspection Standard. The product inspection is conducted to check that the hardware 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 hardware must be deemed to be in good operating condition during the inspection process before it will be eligible for coverage on a Juniper Networks Support contract, in addition to any other terms and conditions for Support eligibility set forth in this Policy.

3.2. Pre-Inspection Requirements. Prior to scheduling a product inspection, Juniper Networks will require that customers provide the following: (a) an inventory of hardware and software to be inspected; (b) origin of equipment/proof of ownership/proof of purchase; (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 applicable software 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.

3.3. Inspection Fees. Inspection fees will be charged at then current Global Price List rates, and will be subject to minimum charges for any hourly fees. All fees are non-refundable. 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. Replacement of defective hardware, update or upgrade of software, and software license fees are not included in the inspection fees or as part of the inspection.

Contact the Juniper contract renewal team in each theatre (AMER: renewals@juniper.net; EMEA: emearenewals@juniper.net ; APAC: APAC_CS_Renew@juniper.net or your regional Service Business Manager with any questions on Product Inspection, License and Reinstatement fees.

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