

Juniper Networks Purchase Order Requirements September 2023

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Introduction

This document is the Juniper Networks Purchase Order Requirements that applies to all orders (either directly placed with Juniper or otherwise) of Juniper hardware, software, services and/or cloud services and forms part of the terms and conditions of the Agreement. The term ‘purchase order’, ‘order’, ‘Purchase Order’ and ‘PO’ are used interchangeably through this document and have no difference in meaning.

How to Place an Order

Any of the required information that is not provided as part of the purchase order process can delay the entry of the purchase order by Juniper Networks.

Fax or e-mail your purchase order to the regional fax numbers or e-mail addresses below.

Purchase orders should be sent to the same region as the “ship to” field on the purchase order.

For Service Renewals the ship to must be in the region where the product being serviced is physically located.

All orders that contain Mist product line items are submitted to Mist-Orders@juniper.net and must list the correct Juniper regional entity.

| | Americas | EMEA | APAC |
|--------------------|---|---|---|
| Email | US-OrdAd@juniper.net or orders@juniper.net Mist Product orders = Mist-Orders@juniper.net | emeaorders@juniper.net Mist Product orders = Mist-Orders@juniper.net | apac-ordad@juniper.net or SPG-OrderAdmin-APAC@juniper.net Mist Product orders = Mist-Orders@juniper.net |
| Entity Information | Juniper Networks (US) Inc. 1133 Innovation Way Sunnyvale, CA 94089 See Appendix D for the Entity address list for Onsite Education and Consulting Service orders | Juniper Networks International B.V. Boeing Avenue 240 1119 PZ Schiphol-Rijk The Netherlands For shipments to the U.K. Juniper Networks (UK) Limited 3 Lotus Park The Causeway Staines-Upon-Thames TW18 3AG United Kingdom See Appendix B for the Entity address list for Onsite Education and Consulting Service orders | Juniper Networks International B.V. Boeing Avenue 240 1119 PZ Schiphol-Rijk The Netherlands For shipments to Australia Juniper Networks Australia Pty. Ltd. Level 26, 55 Collins Street, Melbourne, VIC, 3000. Australia For shipments to India Juniper Networks Solution India Private Limited Unit no. IIA, 06th Floor, DLF Centre, Parliament St, Connaught Place New Delhi – 110001 India See Appendix C for the Entity address list for Onsite Education and Consulting Service orders |

General Purchase Order Requirements

All purchase orders should be submitted on a company purchase order (PO) or letterhead and include the following information.

| Table Title white | Direct Product Purchase Orders* | Distribution Product Purchase Orders | Juniper Care or Partner Support Service Purchase Orders | Education Purchase Orders | Professional & Advance Services Purchase Orders |
|--|---------------------------------|--------------------------------------|---|---------------------------|---|
| Bill to and ship to addresses | X | X | X | X | X |
| Bill to e-mail address for order notification | X | X | X | X | X |
| Juniper Networks Entity | X | X | X | X | X |
| Purchase order number | X | X | X | X | X |
| Payment terms (Net 30 or per the signed agreement) | X | X | X | X | X |
| Delivery terms (FCA DC, FCA Origin, DDP, DAT, or per the signed agreement) (Partial shipments accepted unless otherwise stated on purchase order) | X | X | X | X | X |
| Product numbers and quantities for each item | X | X | X | X | X |
| Purchase price ¹ | X | X | X | X | X |
| New customer (If customer is tax exempt, please include tax exemption certificate) (For international orders, specify U.S. dollars) | X | X | X | X | X |
| End Customer information (Name, contact info, complete address, Email for activation code) | X | X | X | X | X |
| Customer Requested product Delivery Date (CRDD) | X | X | | | |

For Direct, VAR and Drop Ship orders the CRDD (Customer Requested Delivery Date) must be within 15 months of the Purchase Order Date. For Distributor Stocking orders the CRDD (Customer Requested Delivery Date) must be within 6 months of the Purchase Order Date.

¹ If special pricing applies, the special pricing approval Quote ID must be referenced on the purchase order to Juniper Networks.

General Purchase Order (Cont.)

| Table Title white | Direct Product Purchase Orders* | Distribution Product Purchase Orders | Juniper Care or Partner Support Service Purchase Orders | Education Purchase Orders | Professional & Advance Services Purchase Orders |
|--|---------------------------------|--------------------------------------|---|---------------------------|---|
| Shipping method (i.e., 2-day air) | X | X | | | |
| E-mail address for product Feature, capacity, and/or subscription activation keys (RTUs) | X | X | | | |
| Primary VAR ID ² | | X | X | X | X |
| Statement of work and end user technical contact information | | | | | X |
| Product serial number ³ | | | X | | |
| Juniper Partner purchase order number (for orders placed via distribution) | | X | | X | |
| Juniper Partner e-mail address | | X | | X | |
| Renewal quote ID | | | X | | |
| Support availability verification number ⁴ | | | X | | |
| Reseller & End User Purchase Order Number | X | | | | X |

Additional Mist Ordering notes:

Serial numbers are required for Wired Assurance or WA+SVC ordered separately from EX systems.

Any Mist WW SKUs shipping to the US require a signed WW agreement with SKU, PO #, and name of signer listed.

For additional information on placing Federal Purchase Orders please go to:

<https://partners.juniper.net/partnercenter/getDoc.page?docId=kyu1do73>

² The Primary Juniper VAR ID is required for orders placed via distribution. Direct end user purchases do not require/have a VAR ID.

³ Serial numbers are required for all purchase orders on support contract renewal or new support contract on delivered products. Serial numbers are not required on purchase order if service ordered are either on the same purchase order as the product covered or on a separate purchase order referencing the product purchase order/quote number.

⁴ Next-Day support contracts for APAC and LATAM. Next-Day, Next-Day Ship, Next-Day Onsite, Same-Day, and Same-Day Onsite support for all regions. An SA Verification Number is not required on the purchase order for renewals; it will be provided as part of the Renewal Quote.

Territory

All Juniper Partners must comply with the Territory requirements when purchase orders are placed with Authorized Distributors, or with Juniper directly. To transact in the allocated Territory, Authorized Distributors and Juniper Partners must comply with any additional requirements under the “**Special Measures**” in this section. Unless otherwise notified in writing by Juniper, at the commencement of each Juniper Partner’s reseller agreement (and always subject to US and all other applicable export or import control laws, trade compliance and all relevant laws and regulations), the Territory applicable to the Juniper Partner is:

| Location of Registered Office of Juniper Partner* | ‘Territory’ <i>(for the purposes of the Juniper Partner’s reseller agreement)</i> |
|---|--|
| United Kingdom | United Kingdom |
| USA | United States of America |
| Algeria | Algeria |
| Argentina | Argentina |
| Australia | Australia |
| Austria | European Economic Area |
| Bahamas | Caribbean |
| Bangladesh | Bangladesh |
| Barbados | Caribbean |
| Belgium | European Economic Area |
| Belize | Belize |
| Bhutan | Bhutan |
| Bolivia | Bolivia |
| Bosnia and Herzegovina | Bosnia and Herzegovina |
| Brazil | Brazil |
| Brunei | Brunei |
| Bulgaria | Bulgaria |
| Cambodia | Cambodia |
| Cameroon | Cameroon |
| Canada | Canada |
| Chile | Chile |
| People’s Republic of China | People’s Republic of China |
| Colombia | Colombia |
| Costa Rica | Costa Rica |
| Croatia | European Economic Area |
| Cyprus | European Economic Area |
| Czech Republic | European Economic Area |
| Denmark | European Economic Area |
| Egypt | Egypt |
| El Salvador | El Salvador |

| | |
|----------------------|-------------------------------|
| <i>Estonia</i> | <i>European Economic Area</i> |
| <i>Fiji</i> | <i>Fiji</i> |
| <i>Finland</i> | <i>European Economic Area</i> |
| <i>France</i> | <i>European Economic Area</i> |
| <i>Germany</i> | <i>European Economic Area</i> |
| <i>Greece</i> | <i>European Economic Area</i> |
| <i>Guatemala</i> | <i>Guatemala</i> |
| <i>Honduras</i> | <i>Honduras</i> |
| <i>Hong Kong SAR</i> | <i>Hong Kong SAR</i> |
| <i>Hungary</i> | <i>European Economic Area</i> |
| <i>Iceland</i> | <i>European Economic Area</i> |
| <i>India</i> | <i>India</i> |
| <i>Indonesia</i> | <i>Indonesia</i> |
| <i>Iraq</i> | <i>Iraq</i> |
| <i>Ireland</i> | <i>European Economic Area</i> |
| <i>Israel</i> | <i>Israel</i> |
| <i>Italy</i> | <i>European Economic Area</i> |
| <i>Japan</i> | <i>Japan</i> |
| <i>Jordan</i> | <i>Jordan</i> |
| <i>Kazakhstan</i> | <i>Kazakhstan</i> |
| <i>Kuwait</i> | <i>Kuwait</i> |
| <i>Laos</i> | <i>Laos</i> |
| <i>Latvia</i> | <i>European Economic Area</i> |
| <i>Liechtenstein</i> | <i>European Economic Area</i> |
| <i>Lithuania</i> | <i>European Economic Area</i> |
| <i>Luxembourg</i> | <i>European Economic Area</i> |
| <i>Macau SAR</i> | <i>Macau SAR</i> |
| <i>Malaysia</i> | <i>Malaysia</i> |
| <i>Maldives</i> | <i>Maldives</i> |
| <i>Malta</i> | <i>European Economic Area</i> |
| <i>Mexico</i> | <i>Mexico</i> |
| <i>Morocco</i> | <i>Morocco</i> |
| <i>Myanmar</i> | <i>Myanmar</i> |
| <i>Nauru</i> | <i>Nauru</i> |
| <i>Nepal</i> | <i>Nepal</i> |
| <i>Netherlands</i> | <i>European Economic Area</i> |
| <i>New Zealand</i> | <i>New Zealand</i> |
| <i>Norway</i> | <i>European Economic Area</i> |
| <i>Oman</i> | <i>Oman</i> |
| <i>Pakistan</i> | <i>Pakistan</i> |

| | |
|-----------------------------|-------------------------------|
| <i>Panama</i> | <i>Panama</i> |
| <i>Papua New Guinea</i> | <i>Papua New Guinea</i> |
| <i>Paraguay</i> | <i>Paraguay</i> |
| <i>Peru</i> | <i>Peru</i> |
| <i>Philippines</i> | <i>Philippines</i> |
| <i>Poland</i> | <i>European Economic Area</i> |
| <i>Portugal</i> | <i>European Economic Area</i> |
| <i>Qatar</i> | <i>Qatar</i> |
| <i>Romania</i> | <i>European Economic Area</i> |
| <i>Russia</i> | <i>Russia</i> |
| <i>Samoa</i> | <i>Samoa</i> |
| <i>Saudi Arabia</i> | <i>Saudi Arabia</i> |
| <i>Seychelles</i> | <i>Seychelles</i> |
| <i>Singapore</i> | <i>Singapore</i> |
| <i>Slovakia</i> | <i>European Economic Area</i> |
| <i>Slovenia</i> | <i>European Economic Area</i> |
| <i>Solomon Islands</i> | <i>Solomon Islands</i> |
| <i>South Africa</i> | <i>South Africa</i> |
| <i>South Korea</i> | <i>South Korea</i> |
| <i>Spain</i> | <i>European Economic Area</i> |
| <i>Sri Lanka</i> | <i>Sri Lanka</i> |
| <i>Sweden</i> | <i>European Economic Area</i> |
| <i>Switzerland</i> | <i>Switzerland</i> |
| <i>Taiwan</i> | <i>Taiwan</i> |
| <i>Thailand</i> | <i>Thailand</i> |
| <i>Timor-Leste</i> | <i>Timor-Leste</i> |
| <i>Tonga</i> | <i>Tonga</i> |
| <i>Trinidad and Tobago</i> | <i>Caribbean</i> |
| <i>Tunisia</i> | <i>Tunisia</i> |
| <i>Turkey</i> | <i>European Economic Area</i> |
| <i>Tuvalu</i> | <i>Tuvalu</i> |
| <i>United Arab Emirates</i> | <i>United Arab Emirates</i> |
| <i>Uruguay</i> | <i>Uruguay</i> |
| <i>Vanuatu</i> | <i>Vanuatu</i> |
| <i>Venezuela</i> | <i>Venezuela</i> |
| <i>Vietnam</i> | <i>Vietnam</i> |

Note*): Where Juniper approves an Affiliate of the Juniper Partner, the Territory (and always subject to US and all other applicable export or import control laws, trade compliance and all relevant laws and regulations) includes the location of the Registered Office of that Affiliate.

Special Measures:

Myanmar

Where the Juniper Partner or Authorized Distributor is authorized to transact in the Territory of the Republic of the Union of Myanmar (“**Myanmar**”), instead of the Juniper Partner (in the case of direct transactions), or Authorized Distributor (if applicable) placing purchase order(s) with Juniper Networks International B.V. for hardware, software, services and/or cloud services to be shipped, rendered, delivered, deployed to, or otherwise handled in, Myanmar, such purchase order(s) must be placed with **Juniper Networks (US), Inc.**

This special measure applies to each Juniper Partner and Authorized Distributor unless Juniper Networks notifies otherwise.

Cancellations

Purchase orders may not be modified or cancelled without the prior written approval of Juniper.

Order Status Tool (OST)

Juniper Partners or Authorized Distributors who place an order directly with Juniper Networks and would like to check the status of their orders may do so by logging into the Juniper Networks Order Status Tool located within the Juniper Networks Partner Center. <https://www.juniper.net/ost>

The OST provides the following:

- Check online to see if an order is booked, on hold, or has shipped to the customer
- Verify order details—from billing and shipping addresses to PO and SO numbers
- Locate serial numbers assigned to the product
- Track items through integrated websites with shipping vendors (FedEx, UPS, etc.)
- Share information electronically with the ability to e-mail or download order information in a variety of formats
- Request Credit Returns, Expedites, or RTU resends

Accessing OSA

- For a contact to have OST access they must be an approved contact under the VAR-ID record corresponding to the Reseller record that has the “Has a Sold-to” relationship with the Sold-to that’s on the orders that the contact wants visibility to.
- For all OST problems and requests, please contact: order-status-feedback@juniper.net

Channel Policies

From time to time, Juniper Networks develops policies, guidelines and procedures (“**Policies**”) to ensure the smooth operation of channel transactions. Policies that apply to each Purchase Order submitted by a Juniper Partner, include without limitation:

Definitive Purchase Order (No Soft Order) Policy (the “DPO Policy”):

The DPO Policy defines Juniper Networks’ standards and procedures for the submission and acceptance of orders for hardware, software, services and/or cloud services. This policy is necessary to ensure that Juniper has reasonable assurance that an end user purchase commitment is authentic and reflects an unencumbered and enforceable end user

commitment to purchase

In this policy, the: (i) purchase order that is placed by the End User with the Authorized Reseller is the **downstream order**; and (ii) purchase order placed by the: (A) Authorized Reseller on Juniper Networks; or (B) Authorized Distributor on Juniper Networks, is the **upstream order**. An Authorized Reseller includes any Juniper Partner that provides managed services to an End User. This policy does not affect 'stocking orders' (if authorized and applicable) under the Agreement (except that this policy will apply to all orders that are placed by Authorized Resellers and are fulfilled from an Authorized Distributor's stock, in which case, the Authorized Distributor does not need to place an associated upstream order with Juniper Networks as described in paragraph (b) below).

An upstream order and the associated downstream order must specify the same items of Juniper hardware, software, services and/or cloud services, on a like-for-like basis, that are ordered by the End User in the downstream order.

Each End User purchase order (downstream order) must comply with the following minimum requirements:

1. the purchase order number and date;
2. the End User's tax number (e.g. VAT/GST), if applicable;
3. the quantities and description of product and/or services items that have been ordered;
4. the applicable prices and license fees to be paid by the End User, as calculated under the terms of any agreement between the End User and the Authorized Reseller, Support Services Specialist or other Juniper Partner;
5. the bill-to and ship-to addresses;
6. any delivery terms, incoterms, shipping instructions and requested delivery dates specific to the End User purchase order¹; and

any other requirements that Juniper may specify to the Authorized Reseller and Authorized Distributor from time to time.

Juniper Networks will only accept, in addition to any other terms of the Agreement, an upstream order for Juniper hardware, software, services and/or cloud services, in the case where:

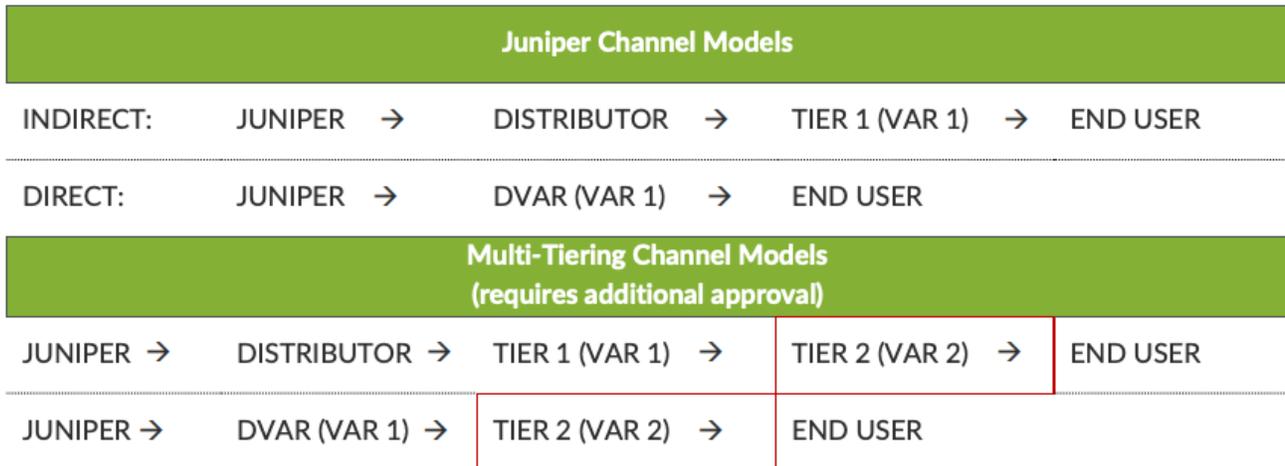
- (a) the Authorized Reseller is authorized to order directly from Juniper Networks and such upstream order is placed with Juniper Networks only **after** the Authorized Reseller has received and accepted the associated downstream order from an End User;
- (b) an order is placed with an Authorized Distributor and upstream order is placed with Juniper Networks only **after** the Authorized Distributor has received and accepted the order from the Authorized Reseller where such order is substantively similar to the associated downstream order; or
- (c) a multi-tier transaction is approved by a written notice from Juniper Networks to each multi-tier participant (within the meaning of the Global Multi-Tiering policy), such upstream order is placed with Juniper Networks only **after**: (i) the Authorized Reseller that is reselling Juniper hardware, software, services and/or cloud services to the End User has received and accepted the associated downstream order; and consecutively (ii) each approved multi-tier participant has placed a corresponding order on the next approved multi-tier participant (in consecutive sequence from Authorized Reseller to Juniper Networks).

Global Multi-Tiering (the "GMT Policy")

¹ Juniper Order Management ('OM') requirements, the delivery dates for the entire BOM in the PO should be (i) six (6) months or less for direct Authorized Resellers or direct customers; or (ii) two (2) months or less for Authorized Distributors.

The GMT Policy ensures transparency into the number and types of authorized channel partners or “tiers” permitted in Juniper Networks’ go-to-market channel model. Juniper Networks’ approved channel model generally requires Authorized Resellers to: (i) purchase from Authorized Distributors, or where authorized in writing, directly from Juniper Networks; and (ii) sell directly to End Users, which is referred to as the **Go-to-Market Model**.

In some circumstances, there may be reasonable business justifications for additional Authorized Resellers to be interposed into the Go-to-Market Model, and this is referred to as Multi-Tiering. A Multi-Tiering structure is illustrated in the diagram below (and for the purposes of these Purchase Order Requirements, the term Authorized Reseller includes ‘DVAR’ (with ‘direct’ authorization) and ‘VAR’ as depicted below):



Juniper Networks must provide prior written authorization to the Juniper Partner to engage in Multi-Tiering on a transaction-by-transaction basis (each a **multi-tier transaction**). Each interposed Authorized Reseller is referred to as a **multi-tier participant**.

Any requests to engage in a multi-tier transaction must be supported by a reasonable business justification and all documentation submitted for consideration and approval by Juniper Networks must be in the form as required by Juniper Networks from time to time.² All prospective multi-tier participants must be Juniper authorized partners with valid VAR IDs.

Multi-tier transactions must be approved in writing by Juniper Networks **before** any purchase orders are placed by multi-tier participants.

Multi-Territory Authorization (the “MTA Policy”)

The MTA Policy addresses the requirements of an Authorized Reseller to support to an End User who has branches or offices in locations that are outside of the Territory allocated to the Authorized Reseller. The **headquarters** of the End User must be located in the Territory allocated to the Authorized Reseller.

This MTA Policy applies to those Authorized Resellers who: (i) are marketing, selling (new or renewals) and/or supporting Juniper maintenance services (e.g. ‘SVC’ and/or ‘PAR’); and (ii) have been prior authorized in writing by Juniper to perform such services for a specific End User in the required Territory. The authorization in paragraph (ii) of this MTA Policy is separate from any other authorization given by Juniper Networks under the Agreement. Authorized Distributors **must verify** this multi-Territory authorization with the Authorized Reseller prior to accepting any orders from that Authorized Reseller.

² Juniper Networks can provide the forms and instructions for the submission of a multi-tier transaction approval upon request by the Juniper Partner.

General

Other Juniper policies may be posted at <https://partners.juniper.net/partnercenter/> (or other Juniper website) or provided to the Juniper Partner by the relevant Juniper channels or sales representative (each a 'Policy'). A breach of any Policy is a breach of the Agreement.

Complete or Partial Delivery

Juniper will either deliver all line items on the Purchase Order contemporaneously ("Complete Delivery") or as the individual line items (including software) are released for delivery ("Partial Delivery") at the ordering party's direction. If the ordering party fails to designate a preference, Juniper reserves the right to deliver the line items as it deems appropriate. Purchase order line items are invoiced upon delivery without regard for whether such delivery is a Partial Delivery or Complete Delivery. Payment for each invoice is due pursuant to the payment terms as per the contract.

Shipping Terms Exhibit

Customers can view the Juniper Shipping Terms Exhibit which lists the Incoterms Juniper supports by region. Partner

Center link: <https://partners.juniper.net/partnercenter/sales/>

Please include the following on all Hardware Purchase Orders:

Hardware Purchase Orders Shipping Instructions

Consignee Contact Details:

- * Name
- * Phone Number
- * Email

Carrier/FF Name

- * Account# (Incl service level)
- * Contact Name
- * Phone number
- * Email ID

Note:

FCA - ORIGIN/DC Inco term orders, all information is mandatory.

DAT-POE Inco term orders, Consignee/Broker contact details (Name, Phone & Email) should be mentioned in Purchase Order.

DDP Inco term orders, Only Consignee Contact Person Name, Phone & Email ID, to be mentioned in Purchase Order

Terms and Conditions

The terms and conditions of the:

- (a) Master Purchase and License Agreement (and all Schedules as attached thereto)(the “MPLA”);
- (b) Direct Value Added Reseller Agreement (and all variations and modifications thereto);
- (c) Juniper Partner Reseller Registration Agreement;
- (d) Distribution Agreement (and all variations and modifications thereto);
- (e) Support Services Specialist Agreement (and all variations and modifications thereto); or
- (f) such other agreement entered into by a Juniper Alliance Program partner,

apply in conjunction with these Juniper Networks Purchase Order Requirements and each of the foregoing documents are referred to as “Agreement” in these Juniper Networks Purchase Order Requirements.

A reference to “**Juniper Partner**” in these Juniper Networks Purchase Order Requirements is a reference to the party (including that party’s affiliates, if applicable) other than Juniper Networks (or any affiliate of Juniper Networks) to the Agreement, unless expressly stated otherwise. A reference to “**End User**”, “**end user**”, “**Customer**”, or “**customer**” means, collectively, the party that purchases Juniper hardware, software, services and/or cloud services not for a resale purpose.

The Juniper entity listed in Appendices B, C or D to these Juniper Networks Purchase Order Requirements which applies to a purchase order raised under the MPLA, is the Juniper Contracting Entity for the purposes of the MPLA.

By placing a purchase order for Juniper hardware, software, services and/or cloud services, the Juniper Partner agrees that the purchase order and all associated information (including quotation, End User information, and any information associated with any Juniper policy) is auditable by Juniper upon demand under the terms of the Agreement.

Appendix A: Additional Information for Successful Support and Service PO Processing

Juniper Care Services

All Juniper Partners, regardless of their business relationship with Juniper Networks, including reseller, select, elite, and Support Services Specialist partners, must place their Juniper Care Services ("SVC") orders via the Juniper Networks appointed distribution channel. The Support Services Specialist does not change any of the ordering requirements and/or methods for ordering services with an "SVC" SKU, unless it falls into any of the following categories:

- Support Services Specialist partners in EMEA
 - All SVC orders are to be placed through the Juniper Networks appointed distribution channels.
- Support Services Specialist partners in Americas/CALA
 - SVC orders are to be placed through the Juniper Networks appointed distribution channels. Any exception to the above order policy needs to be approved by the relevant Services & Support Channel Manager and DCO/RVP. Unless these approvals are in place, Juniper Order Management (OM) will reject the order.
 - Juniper OM may accept orders from a Support Services Specialist when a purchase order (PO) is being placed directly for both hardware and SVC service on the same approved PO meeting hardware order requirements.
- Support Services Specialist partners in APAC
 - SVC orders are in principal to be placed through the Juniper Networks appointed distribution channels.
 - SBMs can approve renewal orders to be placed directly upon Juniper Networks in Hong Kong.
 - The policy and associated requirements that allow for Support Services Partners to place service orders with a PAR SKU from distribution remain unchanged in APAC.

Partner Support

Support Services Specialist partners have a contract in place with Juniper that facilitates the ordering of "PAR" SKUs with Juniper directly. Orders for services with a "PAR" SKU need to be placed on the relevant Juniper Entity (as described in the contracts between Juniper Networks and the Support Services Specialist partners).

A DVAR may place PAR orders directly with Juniper following the requirements as stated below or may place orders with an authorized Juniper Distributor.

End User Order Information

| | |
|--|---|
| <ul style="list-style-type: none"> * Company Name * Site Address * City * State * Zip * Country * E-Mail Contact (First/Last Name) * Telephone | <p>For all Professional Services, the technical contact information is also required.</p> <p>APAC, EMEA, and Americas Onsite Education and Professional Services orders must be submitted with the Juniper Entity that equals the country of delivery. If no Entity is listed for the country of delivery, then the default is:</p> <ul style="list-style-type: none"> - Juniper Networks (Singapore) Pte Ltd. - Juniper Networks (Group) Ireland Ltd. - Americas Ship To: Juniper Networks (U.S.) Inc. <p>See Appendix B, C, and D for the Entity address list for Onsite Education and Professional Services orders.</p> |
|--|---|

Juniper Networks Software Products

If product specific unlocking keys are required, Juniper will e-mail the distributor, Juniper Partner, and end user product activation Authorization Code(s) based on the software license that is purchased (provided that the VAR ID and end user e-mail address are provided on the order). The Juniper Partner or end user may enable the product features by accessing the https://www.juniper.net/generate_license/ located in the Juniper Networks Customer Support Center (CSC).

Additional Support Requirements

For all Juniper Hardware product purchases:

- All like devices at the same installed location must be under same level of support
- All boards within a chassis must be covered at same level of service as the chassis
- Serial numbers are required for all devices placed under support if the service is placed on a separate PO from the hardware.
- Support for the software (including subscription software license) installed on the Juniper hardware device can be supported only if the installed at hardware device is under an active support contract.

For all Juniper Software products offered with a separate support agreement it is required to purchase support covering the first year of that license term.

Zero Dollar Service Purchase Orders (100% Discount)

These require Juniper Networks non-standard pricing (NSP) DRF (discount request form in EMEA) number on the purchase order for anything above standard discounts.

Multiple Theatres Orders

If the Juniper Networks products to be supported under a particular Juniper Networks Services Contract are located in multiple theaters, then Juniper Networks shall advise customer or Juniper Partner on appropriate Juniper Networks Services office(s) to be used. Customer or Juniper Partner will be required to submit separate purchase orders to reflect the split of supported Juniper Networks products across the applicable theaters.

How to Quote Juniper Care Support Offerings

Juniper Care Support (or Partner Support) have support descriptions and price points that map to specific product line items. Each support part number is generally composed of four sections: 1st-2nd-3rd-4th.

- 1st: Type of support: SVC (Juniper delivered) or PAR (Partner delivered). SVC/PAR SKUs have the same list price.
- 2nd: Indicates the hardware replacement option or software support (SWA).
- 3rd: Hardware/software products being supported: support SKU description will map closely to the product SKU.
- 4th: If applicable, product banding or L/M/H (Low, Medium, High).

STEP 1: Select the type of hardware support: Juniper Care (SVC-xxx) or Partner Support (PAR-xxx).

- SVC-COR or SVC-SUP indicates software features support for the Juniper hardware product.
- SVC-SWA or PAR-SWA indicates software support, SWA is the acronym for Software Advantage.

STEP 2: Select the level of hardware replacement required:

- Basic (SVC-CORE, PAR-SUP)
- RTF (SVC-CP, PAR-RTF) Return to Factory
- AR-5 (PAR-AR5) Advance Replacement 5 business days
- Next-Day Ship* (SVC-NDS, PAR-NDS) only available in depot Category C countries
- Next-Day Delivery* (SVC-ND, PAR-ND)
- Next-Day Onsite* (SVC-NDCE, PAR-NDCE)
- Same Day* (SVC-SD, PAR-SD)
- Same Day Onsite* (SVC-SDCE, PAR-SDCE)

STEP 3: Go to the Juniper Price List:

- https://www.juniper.net/partners/partner_center/scripts/getPartnerPricelist.jsp A quick way to look up the Support SKU is the Product to Service (P2S) Tool: <http://cssproducttoservicemapping.com/>

STEP 4: Select the part number that represents the hardware replacement level and product type.

- * Requires a Support Availability Verification Number, Partner Center: <https://serviceavailability.juniper.net/serviceavailability/>
- All line cards in the chassis must be covered by support, and all chassis and line cards must have the same level of support.
- SVC-JCP-xxx or SVC-JOC-xxx is Juniper Care Plus or Juniper Optimum Care, which are proactive premium levels of service.
- PAR-ACS-xxx is Advanced Customer Support, a higher level of service or upsell from Partner Support.

Juniper Care Next-Day Ship/Delivery, Next-Day Onsite, Same-Day, and Same-Day Onsite Support Requests

| Juniper Care, Partner Support | Support Availability Verification Number | | |
|-------------------------------|--|----------------|--------------|
| | Americas | European Union | Asia Pacific |
| Next-Day Ship | Required | Required | Required |
| Next-Day Delivery | Not Required | Not Required | Required |
| Next-Day Onsite | Required | Required | Required |
| Same-Day | Required | Required | Required |
| Same-Day Onsite | Required | Required | Required |

Next-Day Delivery services are checked using the Support Availability tool; however, a verification number is not required for orders placed for locations in the Continental U.S. and EU. Orders outside the EU and Continental U.S. require preapproval.

Getting a Support Availability Verification Number

For the above mentioned services, Juniper Networks requires you to validate service coverage availability prior to quoting these services to an end user or processing a purchase order. To access this tool, simply:

1. Log into the Partner Center.
2. Select the Support Availability Tool link: <https://serviceavailability.juniper.net/serviceavailability/>
3. Provide all required information.
4. The Support Availability Tool will provide you with a Support Availability Verification Number for service coverage availability.
5. Provide the Support Availability Verification Number as part of your Purchase Order to the Distributor.

Note: Submission of the Support Availability Verification Number does not relieve the responsibility of providing all information to process your order as outlined in Juniper Networks Purchase Order requirements.

Juniper Care Renewal Purchase Order Requirements

For complete details on the renewal process, please review the Juniper Networks Renewal Guide at:

<https://partners.juniper.net/sites/partnercenter/assets/services/7100073.pdf>

For all support renewals, a Juniper Networks Renewal Quote Reference Number must be stated on your purchase order.

Americas and EMEA Juniper Partners may use the Juniper Partner Online Renewal Tool to manage their end user renewals.

APAC Juniper Partners may work with the Juniper Networks Renewals desk.

Juniper Distributors, DVAR's, and Support Services Partners who are currently authorized to buy services directly from Juniper can use the Renewal Quote Request Tool: <https://psstools.juniper.net/partnerquote/>

Ordering Multiyear Service

For complete details, please see Juniper Networks Service & Support Discount Schedule located at:

<https://partners.juniper.net/sites/partnercenter/assets/services/990127.pdf>

Juniper Networks offers a pre-discounted three (3) year and five (5) year part number for a select number of Juniper products and service offerings (Core, Core Plus, Next-Day, SWA).

These part numbers are designated by a "SV3" and "SV5" on the Juniper Networks price list, and they are not entitled to any additional discounting.

Standard Multiyear

If you purchase multiyear new support on a product that does not have a 3-year part number (SV3) or 5-year part number (SV5), your purchase order should show the following:

- Part number
- Quantity (list the number of units being covered)
- Description (list the number of years of service and the discount level used)
- Net price (should reflect the list price less multiyear discount less partner discount)

Order Notifications

- Order Acknowledgements are sent via e-mail within two business days of order booking.
- Change Acknowledgements are sent via e-mail if a change is made to the order.
- Advance Shipment Notifications are sent via e-mail when order is shipped.

Resend requests for Electronic Licenses and Welcome Letters

- For status on a Right To Use License fulfillment or to have one resent email RTU-Sender@juniper.net and include your Juniper Sales Order number or Purchase Order number.
- For Welcome Letter Resends open a Customer Care Case at <https://supportportal.juniper.net>
- Customer Care contact information available at <https://support.juniper.net/support/requesting-support/#overview>

Quoting & Selling Juniper Care Plus or Support Services Specialist Advanced Customer Support & Premium Partner Enablement

Please contact your Juniper Account Manager or Service Business Manager to obtain quotes for Juniper Care Plus, Juniper Optimum Care, Customer Focused Technical Support, or Support Services Specialist Advanced Customer Support. Juniper Care Plus and Advanced Customer Support require an annual price reset based on the contracted network domain size and value.

Quoting and Selling Professional Services

For complete details by theater, please visit:

<https://partners.juniper.net/sites/partnercenter/assets/services/990126.pdf>

Quick Start services do not require a quote from Juniper Networks and may be sold directly to the end user based on the Juniper published list price. However, the end user or Juniper Partner technical contact information must be provided to Professional Services at the time of order to ensure delivery.

All consulting, Resident Engineer, and Resident Consultant purchase orders must be quoted and approved by Juniper Networks Service Business Manager (Americas) and Professional Services Managers (EMEA) with a Juniper Statement of Work.

Appendix B: EMEA Entity Address List for Onsite Education, Resident Engineer, and Professional Services Orders

Where there is no Juniper Legal Entity listed, the Professional Services order should be raised on Juniper Networks (Group) Ireland Ltd.

| Country | Address | Country | Address |
|-----------------------|--|----------------|--|
| Austria | Juniper Networks Trading GmbH Parkring 10, Liebenberggasse 7 Virtual Office 1010, Vienna Austria VAT ATU51599907 | Belgium | Juniper Networks Belgium NV The Corporate Village De Vincilaan 9, 5th Floor Elsinore Building B-1935 Zaventem Belgium VAT BE 472.540.745 |
| Czech Republic | Juniper Networks BV- organizacni slozka 14/682 Rybna Street, Prague 110 05 Czech Republic VAT CZ27654575 | Denmark | Juniper Networks Denmark ApS, Business Center City ApS Raadhuspladsen 16.1, 1550 Copenhagen, Denmark VAT 25 81 66 76 |
| Egypt | Juniper Networks Egypt LLC Suite 451, 47 Office Building, Section 1, City Centre, New Cairo Egypt TAX Register # 365-763-259 | Finland | Juniper Networks Finland Oy, Life Science Center Keilaranta 16, 5 th Floor , 02150 Espoo, Finland VAT 1701762-6 |
| France | Juniper Networks France 41-43 rue de Villiers 92200 Neuilly-sur-Seine France VAT FR 1542923328 | Germany | Juniper Networks GmbH Oskar-Schlemmer-Str. 15 D-80807 MÜNCHEN Germany VAT DE 209 273 363 |
| Greece | Juniper Networks Hellas AE, Athens Maroussi, 166 A. Kifissias Ave, Athens, Greece VAT EL998104878 | Hungary | Juniper Networks Magyarország (Ugynoki) Korlátolt Felelősségű Társaság Allee Corner Ujbuda, Office 412 Október huszonharmadika utca 8-10 Budapest, 1117, Hungary VAT 13996110-2-43 |

| Country | Address | Country | Address |
|--------------------|---|---------------------|--|
| Ireland | <i>Juniper Networks Group (Ireland) Ltd Airside Business Park, Suite 230 Swords, County Dublin Ireland VAT IE 9843345Q</i> | Israel | <i>Juniper Networks Solutions Israel Ltd Azrieli Sarona Tower, 61st Floor LABS Derech Menachem Begin 121 670123 Tel Aviv, Israel VAT Number: 512903592</i> |
| Italy | <i>Juniper Networks Italy S.r.L Via Robert Koch 1-2 Cap Gemini Center - Torre A 20152 Milano, Italy VAT 13220270154</i> | Morocco | <i>Juniper Networks Morocco-Succursal Twin Center, Tour Quest, 16 etage, Angle Boulevards Zerktouni et Al Massira, Casablanca, 20100, Morocco VAT 40151544</i> |
| Netherlands | <i>Juniper Networks International B.V. Boeing Avenue 240, 1119 PZ, Schiphol-Rijk, Netherlands VAT NL851699492B01</i> | Norway | <i>Juniper Networks Norway AS Martin Linges vei 25, 1364 Fornebu Norway VAT 98765 6328</i> |
| Pakistan | <i>Juniper Networks B.V. Pakistan Branch, FF1, Block 4, Sea View Township Phase V DHA Karachi Pakistan TAX ID 74173</i> | Poland | <i>Juniper Networks Poland Sp. Zo.o., Warsaw Trade Tower 22nd Floor Room 18 Chlodna 51 00-867 Warsaw Poland VAT PL5252305121</i> |
| Portugal | <i>Juniper Networks Spain, S.L. - Sucursal em Portugal Praca Nuno Rodrigues dos Santos 14-B 1600-171 Lisboa, Portugal VAT PT980 341 108</i> | Romania | <i>Juniper Networks Romania SRL Bucuresti Sectoul 2, Boulevard Dimitrie Pompeiu Nr.5-7 Cladirea B a Hermes Business Campus Biroul Nr. 205, Partner Bucharest, 020335, Romania VAT RO41904176</i> |
| | | Saudi Arabia | <i>Branch of Juniper Networks BV 6972 King Fahad Rd - Al Muhammadiyah Unit No 7 Riyadh 12361 - 4942 TAX 1010213921</i> |

| Country | Address | Country | Address |
|-----------------------------|--|-----------------------|---|
| South Africa | <i>Juniper Networks B.V. (Incorporated in Netherlands) Offices 6, 8, and 10 on Ground Fl, Twickenham Bldg, The Campus Johannesburg, 2146 South Africa VAT 4040247290</i> | Spain | <i>Juniper Networks Spain S.L Av. De Europa, No 19 Complejo MB One, planta baja mod. A 28108 Alcobendas, Madrid, Spain VAT ES.B/82742156</i> |
| Sweden | <i>JNPR Networks Sweden AB Floor 9, Gustav III's Boulevard 46 Hilton 3 169 04 Solna, Sweden VAT SE 556591141801</i> | Switzerland | <i>Juniper Networks Switzerland GmbH Leutschenbachstrasse 95, CH-8050 Zurich Switzerland VAT 550 812</i> |
| Tunisia | <i>Juniper Networks (Tunisia) SARL Rue du Lac, Windermere Residence Byzance, Bloc A, Appart. M2, Les Berges du Lac 1053 Tunis (TBC)</i> | Türkiye | <i>Juniper Networks Teknoloji Sistemleri Ticaret Limited Sirketi, Room 101 Barbaros Mahallesi Kardelen Sokak Palladium Tower No:2 K:32 Ataşehir Istanbul 34746 Türkiye VAT 4840621205</i> |
| United Arab Emirates | <i>Juniper Networks B.V. Office No. 2901, 2908 Business Central Tower A, 29th Fl Dubai, UAE TAX 19484</i> | United Kingdom | <i>Juniper Networks (UK) LTD 3 Lotus Park, The Causeway Staines-Upon-Thames TW18 3AG United Kingdom VAT GB733660045</i> |

Appendix C: APAC Entity Address List for Onsite Education, Resident Engineer, and Professional Services Orders

Where there is no Juniper Legal Entity listed, the Professional Services order should be raised on Juniper Networks (Singapore) Pte Ltd.

| Country | Address | Country | Address |
|--|--|-------------|---|
| Australia (Also Fiji, Papua New Guinea, and Solomon Islands) | Juniper Networks Australia Pty Ltd. Level 26, 55 Collins Street, Melbourne, Victoria, Australia 3000 | China | Juniper Networks Consulting (Shanghai) Co., Ltd. Unit 1105, Shui On Plaza, No. 333 Huai Hai Zhong Road, Shanghai 200021, PRC (Not to be used for EDU) |
| Hong Kong (Also Macau) | Juniper Networks Group (Hong Kong) Ltd 30 th Floor Tower 2, Suites 3001-7 Times Square, 1 Matheson Street Causeway Bay, Hong Kong | India | Juniper Networks Solution India Private Limited Unit no. IIA, 06 th Floor, DLF Centre, Parliament Street, Connaught Place New Delhi - 110001 India GSTIN 07AAECJ1345A1Z5 / PAN AAECJ1345A |
| Indonesia | PT. Juniper Networks Services Indonesia Suite #69, 45th Floor, AXA Tower Jl. Prof. Dr. Satrio Kav 18 Kuningan , Jakarta , 12940, Indonesia | Japan | Juniper Networks, K.K. 45 th Floor, Tokyo Opera City Tower, 3- 20-2 Nishi-Shinjuku, Shinjuku-ku Tokyo 163-1445, Japan |
| Korea | Juniper Networks Korea Ltd. 142 Teheran-ro, Gangnam-gu (Yeoksam-dong, ARC Place), 19 th Floor Seoul 06236 Korea | Malaysia | Juniper Networks Malaysia Sdn. Bhd. Lot 16.01, Level 16, 1Powerhouse No.1, Persiaran Bandar Utama, Bandar Utama, 47800 Petaling Jaya, Selangor, 50250, Malaysia |
| New Zealand | Juniper Networks Australia Pty Ltd. -New Zealand Branch Office 334, c/o Urban Hub Offices, Level 3, 318 Lambton Quay, 6011 Wellington, New Zealand | Philippines | Philippines Branch of Juniper Networks Singapore Pte Ltd Avechshares Ctr, 2 nd FL 1132 University Parkway North Bonifacio Global City, Fort Bonifacio, Taguig 1637, Philippines |
| Singapore | Juniper Networks (Singapore) Pte Ltd. 20 Anson Road #20-01 Twenty Anson 079912, Singapore | Taiwan | Juniper Networks Taiwan Limited Company 5F-1, No. 167 Sec 2, Nanking E. Road Taipei 104, Taiwan, R.O.C. |
| Thailand | JN Solutions (Thailand) Ltd. No. 63 Athenee Tower, Unit 17- 19, 23 rd Floor, Wireless Road, Kwaeng Lumpini Khet Pathumwan, Bangkok 10330, Thailand | Vietnam | Juniper Networks Vietnam LLC. 29 th Floor East Tower (Suite 20) Lotte Center Ha Noi No. 54, Lieu Giai Street, Cong Vi Ward, Ba Dinh District Hanoi, Vietnam |

Appendix D: Americas Entity Address List for Onsite Education, Resident Engineer, and Professional Services Orders

Where there is no Juniper Legal Entity listed, the Professional Services order should be raised on Juniper Networks (U.S.) Inc.

| Country | Address | Country | Address |
|------------------|--|---------------|--|
| Argentina | <i>Juniper Networks Argentina S.R.L. Ing. Enrique Butty 240 – Piso: 5 Ciudad Autonoma de Buenos Aires 1001 Argentina</i> | Brazil | <i>Juniper Networks Brasil Ltda Avenida das Nações Unidas, 12551, 9th FL, World Trade Center Brooklin Novo, São Paulo, 04578-903 SP - Brasil</i> |
| Canada | <i>Juniper Networks Canada, Inc. 1000 Innovation DR, Suite 200 Kanata, Ontario, K2K 3E7 CA</i> | Chile | <i>Juniper Networks Chile Limitada Av Vitacura # 2939 P10 OF1001 Comuna Las Condes Ciudad STGO Reg 7550071, LAS CONDES Chile</i> |
| Colombia | <i>Juniper Networks Mexico S.A. de C.V. Colombia branch Office 508, Regus La Noventa Calle 90 No. 11-13, Piso 5 Bogota, Colombia</i> | Mexico | <i>Juniper Networks Mexico S.A. DE C.V. Av. Paseo De La Reforma 404, Piso 13 Col. Juarez, Del. Cuauhtemoc 06600 Ciudad De Mexico Mexico Tax reference: R.F.C. JNM001009618</i> |

Appendix E: Additional Resources Available in the Partner Center

Juniper Networks provides a host of business materials for you on our service business processes. Please use these reference materials. They are updated frequently and announced in the monthly Juniper Partner and Distri HUB Newsletters. The following provides a sample of the material you will find in the partner center:

<https://partners.juniper.net/partnercenter/services/index.page>

Literature

Juniper Networks Service & Support Business Policies

<https://partners.juniper.net/partnercenter/getDoc.page?docid=ivmueicy>

Juniper Care Technical Services Contract Renewal Guide

<https://partners.juniper.net/partnercenter/getDoc.page?docid=jbfciajr>

How to quote Juniper Care Technical Services <https://partners.juniper.net/partnercenter/services/how-to-quotejuniper-technical-services/>

Contract Continuation Policy <https://partners.juniper.net/partnercenter/getDoc.page?docid=ify868no>

Hardware Replacement and RMA Guide. <https://partners.juniper.net/partnercenter/getDoc.page?docid=jjsuonue>

Contract Notification Guide <https://partners.juniper.net/partnercenter/getDoc.page?docid=ify868nw>

Juniper Care End User Service Agreement(s) (EUSA) <http://www.juniper.net/support/guidelines.html>

Juniper End of Life (EOL) and End of Support (EOS) Policies <http://www.juniper.net/support/eol/>

Product Activation License Keys Instructions https://www.juniper.net/generate_license/

Verify Support Availability <https://tools.juniper.net/ServiceAvailability.htm>

EOL Policy <http://www.juniper.net/support/eol/990833.pdf>

Product to Service SKU Mapping Tool <http://cssproducttoservicemapping.com/>

Product Registration Instructions <https://partners.juniper.net/partnercenter/getDoc.page?docid=ioeimq7u>

Business Tools

Manage Licenses <https://license.juniper.net/licensemanage/>

Juniper Partner Online Renewal Tool

- Americas: <http://www.juniper.net/jpartnerrenewals>
- EMEA: www.juniper.net/jpartnerrenewals-emea
- APAC: www.juniper.net/jpartnerrenewals-apac

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Juniper Networks, Inc.
1133 Innovation Way
Sunnyvale, CA 94089 USA
Phone: 888.JUNIPER (888.586.4737)
or 408.745.2000
Fax: 408.745.2100
www.juniper.net

APAC Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: 852.2332.3636
Fax: 852.2574.7803

EMEA Headquarters

Juniper Networks International B.V.
Boeing Avenue 240
1119 PZ Schiphol-Rijk
Amsterdam, The Netherlands
Phone: 35.31.8903.600
EMEA Sales: 00800.4586.4737
Fax: 35.31.8903.601

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