HIGH-SECURITY RETURN MATERIAL AUTHORIZATION SERVICE DATASHEET

Service Overview

High-Security Return Material Authorization Service provides you with peace of mind knowing you can maintain control of components that contain sensitive information during RMA. Juniper mitigates potential business and IT risk by ensuring that your data is protected. This service is available with two options, and both simplify data security procedures and processes, providing you with the control you need at all times.

Service Description

As the leading provider of high-performance secure networks and services, Juniper Networks® High-Security Return Material Authorization (RMA) Service addresses the needs of your organization by enabling you to retain removable, non-volatile memory components. Instead of returning the components to Juniper in the event of a hardware failure, this service allows you to retain them due to the sensitive data contained within them.

You have two options: 1) High-Security RMA or 2) High-Security Non-Return Service.

Service Features and Benefits

Table 1. Service Deliverables—Features and Benefits

Feature	Description	Benefits
Option 1: High-Security RMA	Retain removable, non-volatile memory in the event of hardware failure	Enables you to control and protect sensitive information
Option 2: High-Security Non-Return	Receive a replacement part and not be required to return the defective part to Juniper in the event of hardware failure	Maintains confidentiality of proprietary and highly sensitive data

Ordering Information

The High-Security Return Material Authorization Service has a minimum annual term of twelve (12) months. The High-Security RMA has a minimum requirement of Juniper® Care return-to-factory support contract while the High-Security Non-Return has a minimum requirement of a Juniper Care advanced hardware replacement support contract. A certificate of destruction must be provided to Juniper for the High-Security Non-Return option.

As a prerequisite, you must have Juniper Care Services, which provides the foundational base required to enable High-Security RMA and High-Security Non-Return. The High-Security Return Material Authorization Service is available globally.

For details, please contact your local Juniper partner, Juniper sales representative, or your assigned Juniper services business manager.

About Juniper Networks

Juniper Networks believes that connectivity is not the same as experiencing a great connection. Juniper's AI-Native Networking Platform is built from the ground up to leverage AI to deliver the best and most secure user experiences from the edge to the data center and cloud. Additional information can be found at Juniper Networks (www.juniper.net) or connect with Juniper on X (Twitter), LinkedIn, and Facebook.

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