

# JUNIPER EOL SUPPORT EXTENSION AND PRICE CHANGE

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## Juniper EOL Support Extension Overview

Juniper is upgrading many of its products and the old versions of those products are due to reach end of service in 2021 (majority in May 2021) – See Extended EoS SKUs thru 12-31-21 at bottom of this document.

EoL support extended SKUs will have a price increase of 20% effective July 1, 2020

To preserve your service revenue while giving customers more time to plan, adopt and migrate to newer platforms, we are extending service for the affected products thru 12/31/21.

## Juniper EOL Support Extension Effectivity

Providing best efforts for successful renewals, Juniper has provided Proactive Renewal Quoting effective June 15<sup>th</sup>. You can easily get your quotes on My Juniper NOW.

See Extended EoS SKUs thru 12-31-21 at bottom of this document.

## EoS Extension FAQ

1. Q: What SKUs are included in the extension thru 12/31/2021?

A: EoS Selection criteria:

- Product SKU's with EoS dates in 2021
- Active customer contract(s) exist for the SKU within past 12 months
- RMA support available for product SKU's on a best effort basis
- There are product SKUs which offer COR/SUP only – 17 SKUs
- Any SKUs not meeting these criteria were not extended

2. Q: Are there any EoS extension exceptions?

A: Legal Conditions

With this EOS extension initiative, Juniper will use its commercially reasonable efforts to provide JTAC, RMA (Return Material Authorization) and critical security vulnerability case review (on the above recommended software versions only) support to the contracted customers up until the extended EOS dates as stated above. Juniper reserves the right to further amend the above extended EOS dates if its support capability, including but not limited to depletion of inventory of relevant hardware, changes over time.

### Service Level

The EOS extension applies to all current available Juniper Care support service levels, except for NDCE (Juniper Care Next Day Onsite), SD (Juniper Care Same Day) and SDCE (Juniper Care Same Day Onsite). Please Note: as outlined in the available documents on some selected products, only Juniper Care Core/SUP service level will be extended. Some RMA associated service levels are only available to customer sites located in certain countries. Please refer to the RMA support portion below for more details.

## JTAC support

See Technical Support Bulletin TSB17796 at bottom of this document for details.

In the event that the software release version is already EOS, JTAC support will generally be limited to investigation and troubleshooting in an attempt to provide solutions, configuration guidelines and workarounds.

If a solution cannot be provided, customers will be expected to upgrade to a replacement product, should one be available.

Root cause analysis and hardware engineering support are not included; problems relating to incompatibility of newer/next generation products or problems with software that is not the recommended software version stated in TSB 17796 are excluded.

## RMA support

FRU (Field-Replaceable Unit) and the chassis, as designed, are each subject to separate EOS dates,-the earlier of the EOS date will take precedence with respect to the FRU RMA.

Where Juniper may not be able to support an RMA, Juniper will downgrade the support to JTAC only Support.

RMA support extension does NOT apply to the following countries, where import of refurbished unit is restricted (New Buy Only Country).

Bangladesh  
Brazil  
China  
Egypt  
India  
Indonesia  
Pakistan  
Sri Lanka  
Turkey  
Vietnam

ND (Next Day Delivery) and NDS (Next Day Ship) service is in in the United States and EU locations only. For all other countries, the extended Juniper Care support will be capped at RTF (Return to Factory) / Core Plus (with Return-to-Factory RMA support), AR5 (Advanced Replacement 5 Day Ship), Core/SUP (with no RMA support) service levels.

3. Q: Why are we extending service on EoL products?

A: The EoS extension preserves your services renewal revenue while allowing the Partner sales teams to proactively work to migrate customers with EoL products to the latest hardware and software with the associated service. Please work with your PAM on one of the many technology refresh programs available:

4. Q: What if a customer chooses not to extend service on their EoL product?

A: When the service contract expires, the devices will be move to expired status and no support will be available.

5. Q: Given the hardware is EoL do we have product to support RMA's?

A: We have varying levels of inventory to support the EoL product SKU's. See Extended EoS SKUs list on last page of this document.

6. Q: What level of Engineering Support can be expected with the EoS extension?

A: We will attempt to support you to the best of our ability, however, we will need to limit our Engineering Services to the JTAC recommended OS for critical security vulnerability cases. Refer to TSB17796 for details located at the end of this document.

7. Q: If Next Day and Next Day Ship is only extended to the United States and the European Union, what is the impact to the renewals quoting process?

A: US and European Union will be supported with quotes for Next Day and Next Day Ship, but support but for all other countries, the extended Juniper Care support will be capped at RTF (Return to Factory) /Core Plus (with Return-to-Factory RMA support), AR5 (Advanced Replacement 5 Day Ship), Core/SUP (with no RMA support) service levels. Refer to TSB17796 at the end of this document for details.

8. Q: What is the quoting impact to countries designated as NEW BUY only?

A: For all other countries, the extended Juniper Care support will be capped at RTF (Return to Factory) /Core Plus (with Return-to-Factory RMA support), AR5 (Advanced Replacement 5 Day Ship), Core/SUP (with no RMA support) service levels.

9. Q: What is the recommendation for Q3 quotes that have already been generated?

A: Please contact renewals team for a new renewal quote.

10. Q: What is the recommendation for quotes Q2 or earlier that have already been generated?

A: Please contact renewals team for a new renewal quote.

11. Q: If a customer has already been stepped down to Core Plus/RTF support on a prior renewal, can they now be upgraded to ND support and their support extended to the new EOS date?

A: Yes, if the customer is in the United States or EU.

12. Q: Is there any impact to pricing?

A: ALL extended EoS SKU's will have a 20% price increase effective as of the July Pricelist (7/3/20). Any quotes with current pricing will be honored through quote expiration. Unfortunately, price increases were needed to cover the additional OPEX.

13. Q: If I have additional questions, who should I contact?

A: Please contact your PAM or SPM for questions.

If you would like a quote or need more detailed information, contact your theatre alias:

- Americas: [renewals@juniper.net](mailto:renewals@juniper.net)
- EMEA: [emearenewals@juniper-service.net](mailto:emearenewals@juniper-service.net)
- APAC: [apac\\_cs\\_renew@juniper.net](mailto:apac_cs_renew@juniper.net)

## Reference Documents

[Extended EoS SKUs thru 12-31-21](#)

[Technical Support Bulletin](#) TSB17796 (EOS Date Extension Project TSB17796-Final)

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