

Juniper Networks Service Contract Renewal Guide

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Introduction

As a Juniper Networks Authorized Partner you know that selling service solutions adds value to every product sale. Service Contracts enhance your customer’s satisfaction by protecting their network investments, which increases the opportunity for repeat business and raises your profit margin potential.

Renewing your customer’s Service Contracts on-time is key to ensuring a positive customer experience, increasing customer loyalty, and boosting awareness of the Juniper Networks Authorized Partner relationship benefits.

In this document, you will find an overview of the Juniper Networks Service Contract Renewal Process, alongside information about the tools and resources available to you as a Juniper Networks Authorized Partner.

Juniper Networks Service Contracts

Juniper Networks Service Contracts consist of any combination of the following Juniper Networks Service Offerings:

- Maintenance Services
- Advanced Services
- Software Subscription Licenses

All the above-mentioned Juniper Networks Service Offerings are term-based and require renewal at the time of contract expiration to ensure ongoing access and support.

The Partner Renewals Portal

The [Juniper Networks Partner Renewals Portal](#) is a self-service portal that allows you, our authorized partners, to efficiently manage and renew your customer's Service Contracts. As a Juniper Networks Authorized Partner, you can:

- View, search and download existing quotes
- Create new renewal quotes
- Copy and edit existing renewal quotes
- Easily identify renewal opportunities via the "IBase Sweep" feature which identifies assets with Service Contracts expiring soon, as well as assets without any Service Contract history

Quotes that are created or edited via the Partner Renewals Portal are available immediately, eliminating any lead time associated with manual requests.

Juniper Networks provides access to renewal quotes for expiring Service Contracts 75-90 days in advance of expiration to enable you and your customers to renew these contracts on time, avoiding gaps in coverage and any potential impacts to their networks.

Training materials for the Partner Renewals Portal can be found [here](#).

Please note that the Partner Renewals Portal does not currently support non-standard quote requests or revisions. These requests will require offline assistance from the Service Renewal Team.

The Juniper Networks Service Renewal Team

The Juniper Networks Service Renewal Team is a dedicated group of service sale professionals, each with extensive knowledge of Juniper Networks' service offerings, policies, and procedures. These teams have all the tools necessary to work with you to perform a complete analysis of a customer's Installed Base to ensure their network is fully covered. These teams are available to facilitate quoting and purchase order processes to ensure a seamless renewal experience. Juniper Networks values you, our authorized partner, as the owner of the account relationship and will assist you in the process of ensuring that all products are covered and renewed in a timely manner.

Service Renewal Contacts

Theater	Email Alias
AMER	renewals@juniper.net
CALA	cala-renewals@juniper.net
EMEA	emearenewals@juniper.net
APAC	apac_cs_renew@juniper.net , apac_quoterequest@juniper.net (quote requests only)

The Juniper Networks Service Contract Renewal Process

Below you will find a step-by-step overview of the Juniper Networks Service Contract Renewal Process.

- 1) Quotes for expiring Service Contracts are made available to view and download on the Partner Renewals Portal.
- 2) 75-90 Days in advance of expiration, search for a specific quote on the Partner Renewals Portal or download upcoming quotes in a single, bulk action.
- 3) Provide the Renewal Quote to your customer for review and approval.
- 4) Use the “Edit Quote” functionality in the Partner Renewals Portal to submit any changes requested by your customer (i.e., adds, declines, term length or service level changes). The online tool will provide you with the updated quote immediately.
- 5) Any non-standard quote change requests, general questions or concerns should be sent to the [Juniper Networks Service Renewal Team](#) for assistance.
- 6) Once the customer has reviewed and approved their Renewal Quote, they will generate and send a Purchase Order to their Juniper Networks Authorized Reseller.
- 7) The Juniper Networks Authorized Reseller will generate and send their Purchase Order to the Juniper Networks Authorized Distributor of choice (or, in cases of Direct VAR Agreements, directly to the corresponding Juniper Networks Order Management alias). If appropriate, the Juniper Networks Authorized Distributor will send their Purchase Order to the corresponding Juniper Networks Order Management alias.
- 8) To avoid delays in processing, it is critical that the Purchase Order received by Juniper Networks matches the Renewal Quote and contains all of the necessary requirements, as outlined here: [Juniper Networks Purchase Order Requirements](#).
- 9) The [Order Status Tool](#) is available to Juniper Networks Direct Resellers and Distributors and enables live tracking of Purchase Order progress.
- 10) The Juniper Networks Order Management team will process the Purchase Order, creating the new Service Contract and updating the Serial Number Entitlement status.
- 11) An Order Acknowledgement is sent via email within two business days of the order booking.
- 12) A Service Contract Welcome Letter, with contract details and instructions for accessing support, will be sent to the distribution list on the Purchase Order received by Juniper Networks. If you require Juniper Networks to resend, or expand the distribution of, the Service Contract Welcome Letter for any given Service Contract Renewal transaction, please open a ticket requesting such via the [Juniper Support Portal](#) or by contacting [Juniper Networks' Customer Care](#) team.

In the event that assets are located across multiple theaters, Juniper Networks will provide a separate Service Renewal Quote for each theater. Separate Purchase Orders will be required.

Where there is an expired Service Contract resulting in a lapse in Maintenance Services, the [Juniper Networks Services & Support Inspection and Reinstatement Policy](#) will apply to those products.

If a Software Subscription License was purchased but never activated by the End Customer, no renewal transaction will be required. Please ensure that the Software Subscription License has been activated prior to requesting a Service Renewal quote.

Expired Software Subscription Licenses may be renewed for up to 1 year (365 days) following Service Contract expiration date. Expired Software Subscription License(s) will be backdated to the previous Service Contract’s expiration date at time of renewal. If a Software Subscription License has been expired for more than 1 year (365 days), renewal of the original license is no longer possible, and the customer will be required to purchase a new Software Subscription License.

In scenarios where Juniper Networks is notified by an authorized partner that their customer is declining their Service Contract Renewal more than thirty (30) days prior to the expiration date, the Juniper Networks Service Renewal Team reserves the right to contact the End Customer directly to determine the reason for the non-renewal.

Please refer to the [Juniper Networks Global Partner Incumbency Policy](#) for information on Juniper Networks’ procedures when a customer requests a Service Renewal quote via a partner other than the incumbent partner on record.

As part of the Juniper Networks Authorized Partner Program, you may only renew a Juniper Networks Service Contract for the product line(s) you are certified to sell. For details, please reference your Juniper Networks Partner Agreement.

Service Renewal Quote Request Requirements

In the event that a quote is not available on the Partner Renewals Portal and a manual quote request is needed, the following information must be supplied to the Juniper Networks Service Renewal Team. Failure to comply may result in quoting or renewal execution delays.

Required End User Information	Other Required Information
End User Company Name	Juniper Networks VAR ID Number
Full Company Address (Street, City, State/Province/Territory/Dept, Zip Code, Country)	Product Serial Number
End User Contact Name	Install Site Address(es) if they vary from Company Address
End User Email Address	Requested Service Level
End User Phone Number (including area and country code)	Requested End Date (the service start date will vary dependent on previous contract)

All requests for quotes, and orders for service, require a Juniper Networks Authorized VAR ID Number and End User information at time of submission. Inclusion of the VAR ID Number ensures that partner sales metrics are accurate, reflected in the renewals/attach rates and, subsequently, to

the partner discounts. Any order received that does not include the VAR ID Number and End User Information may be returned to the Juniper Networks Authorized Partner.

Service Renewal Purchase Order Requirements

All Juniper Networks Authorized Partners, regardless of their business relationship with Juniper Networks, including Reseller, Select, Elite, Elite Plus and Support Services Specialists partners, must place their Service Contract Renewal orders via the Juniper Networks appointed distribution channel.

For details on the information that we require on all Service Contract Renewal Purchase Orders submitted to Juniper Networks Order Management, please review the [Juniper Networks Purchase Order Requirements](#) document posted in the Partner Center. Please ensure that all Purchase Orders submitted to Juniper Networks Order Management contain all the required information to avoid delays in processing.

A Juniper Networks Renewal Quote Number must be stated on every Service Contract Renewal Purchase Order.

When renewing service across multiple theaters, each Renewal Quote will require a separate Purchase Order. Purchase Orders for Service Contract Renewals must be addressed to the correct Juniper Networks Entity and submitted to the corresponding Juniper Networks Order Management team. The Juniper Networks Entity name and address can be found in the top left corner of your Juniper Networks Service Renewal Quote.

	AMER	EMEA	APAC
Email	orders@juniper.net or us-ordad@juniper.net	emeaorders@juniper.net	apac-ordad@juniper.net or spg-orderadmin-apac@juniper.net
Fax	+1-408-936-3034 +1-978-589-0078	+353 1 8903601	+852-3102-2143
Entity Information	Juniper Networks (US) Inc. 1133 Innovation Way Sunnyvale, CA 94089	Juniper Networks International B.V. Boeing Avenue 240 1119 PZ Schiphol-Rijk The Netherlands For UK Services: Juniper Networks (UK) Limited 3 Lotus Park The Causeway Staines-Upon-Thames TW18 3AG United Kingdom	Juniper Networks International B.V. Boeing Avenue 240 1119 PZ Schiphol-Rijk The Netherlands For Australia Services: Juniper Networks Australia Pty. Ltd. Level 26, 55 Collins Street Melbourne, VIC, 3000 Australia For India Services: Juniper Networks Solution India Private Limited Unit no. 11A, 06 th Floor, DLF Centre, Parliament St, Connaught Place New Delhi – 110001 India

Juniper Networks Contract Administration Policies

For a complete business review, the [Juniper Networks Service and Support Business Policies](#) document can be found in the Partner Center.

Contract Administration Policies	
Contract Cancellation	Juniper Networks Service Contracts are non-transferable, non-cancellable and non-refundable.
Downgrading Maintenance Service Level	Maintenance service levels may not be reduced during the contracted term. At the time of contract expiration, the customer may renew at the service level of their choice without penalty.
Upgrading Maintenance Service Level	A customer may upgrade their maintenance service, such as from Juniper Care Core to Juniper Care Next Day service, at any time during the contracted term, except in cases where the product has been announced as End of Life. The customer is required to pay the financial delta between their current maintenance service level and the new maintenance service level.
Gray Market Product Reinstatement Policy	Requests for Juniper Care Service Contracts on products purchased outside of Juniper Networks Authorized Channels are subject to Juniper Networks Gray Market Product Reinstatement Policy .
Lapsed Coverage	When renewing a Service Contract that has lapsed for a period of less than 12mo, the renewed service will be backdated to the previous contract's expiration date. Late fees will apply when the lapse in service exceeds 90 days. When renewing a Service Contract that has lapsed for a period of more than 12mo, the Juniper Networks Services & Support Inspection and Reinstatement Policy will apply.
Global Incumbency Policy for Services	See: Juniper Networks Global Partner Incumbency Policy .
End of Life Policy	See: Juniper Networks Product End of Life Policy and Procedure
Subscription Renewal Policy	Juniper Networks Software Subscription Licenses are eligible for renewal up to 12mo past the Service Contract expiration date. A new Software Subscription License will have to be purchased if the previous Service Contract has been expired for more than 12mo.
Support Contract Purchasing Policy, Service Theater Categories	Service Contracts will be priced based on the region where the product will reside and where services are to be rendered. This is known as the Service Pricing Category. The Service Contract Purchase Order must be placed with the corresponding Juniper Networks entity. Country level Service Pricing Category information can be found in the Information Tab of the Partner Pricelist .
Install Base Updates	To ensure our depots are properly stocked to support HW replacement for assets with active Service Contracts, Juniper Networks is reliant on the product registration information we receive from our customers and partners. Install Site updates can be made by opening a ticket via the online Juniper Support Portal or by contacting Juniper Networks' Customer Care team.

Definitions

Co-Term: At time of renewal, this is the action of aligning all of a customer's Service Contracts to expire on the same end date. Juniper encourages all customers to co-term at time of renewal.

Consolidate: At time of renewal, this is the action of gathering all Service Contracts for a given customer and renewing them simultaneously. Consolidated contracts are generally co-termed to a single end date during the annual renewal cycle.

Incumbent Reseller: The Incumbent Reseller is defined as the Juniper Networks Authorized Reseller who sold the most recent Juniper Networks Service Contract. Incumbency applies to Maintenance Services only. Please see the [Juniper Networks Global Partner Incumbency Policy](#) for additional detail.

Gray Market Product: A new, used, or refurbished Juniper Networks product that has been sourced or sold outside of Juniper Networks Authorized Channels. Please refer to [Juniper Networks Gray Market Product Reinstatement Policy](#) for additional information.

Late Fee: A fee required to reinstate services on contracts for which (i) the standard warranty has ended; or (ii) the Service Contract has lapsed, in the case of each of clauses (i) and (ii), for a period of more than ninety (90) days. Also known as a Reinstatement Fee.

Product Inspection: A product inspection is required to reinstate Service Contracts on standard Juniper Networks hardware products (except for those that are under a Lifetime Hardware Warranty) for which (i) the standard warranty has ended; or (ii) the Service Contract has lapsed, in the case of each of clauses (i) and (ii), for a period of more than 365 days. Inspection Fees will be charged at the then current Global Price List rates.

End of Life (EOL): The date on which Juniper Networks will no longer be producing a given product.

End of Service (EOS): The date on which Juniper Networks will no longer be providing technical services on an End of Life (EOL) product.

Last Order Date (LOD): The last date on which a customer can order an End of Life (EOL) product.

Appendix

Tools

- [Customer Care](#)
- [End of Life Products & Milestones](#)
- [Order Status Tool](#)
- [Partner Renewals Portal](#)
- [Partner Renewals Portal Training Materials](#)
- [Service Availability Tool](#)
- [Serial Number Entitlement Tool](#)
- [Support Portal](#)

Policies and Procedures

- [Juniper Care Services Datasheet](#)
- [Juniper Care Hardware Replacement Services Guide](#)
- [Juniper Networks Global Partner Incumbency Policy](#)
- [Juniper Networks Gray Market Product Reinstatement Policy](#)
- [Juniper Networks Product End of Life Policy and Procedure](#)
- [Juniper Networks Purchase Order Requirements](#)
- [Juniper Networks Services and Support Inspection and Reinstatement Policy](#)

- [Juniper Networks Service and Support Business Policies](#)
- [Juniper Networks Service and Support Discount Policy](#)
- [Partner Pricelist](#)
- [Remote Inspection Waiver Form](#)
- [Remote Inspection Command Output Requirements](#)
- [Remote Inspection Waiver Certification of Operability Statement](#)

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