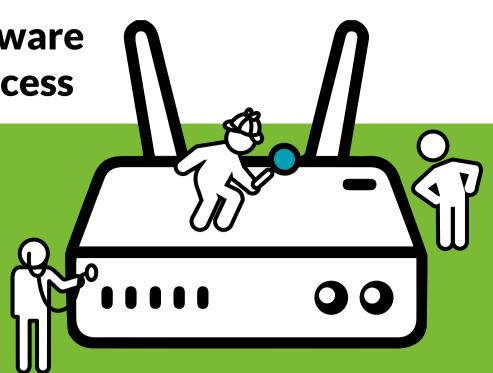






If your support for Juniper hardware has lapsed for over a year, you'll need to undergo the inspection process - and pay an inspection fee - to renew that support.

Here's how it works.



About the inspection



Three different price points, based on device category.



Mandatory across all Juniper hardware (when support has lapsed for >365 days).



Fully remote: no onsite visit or phone calls involved.

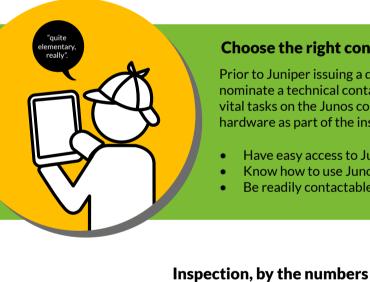
When do I require inspection?



Not sure when your service contract expires?

Enter your Serial Number at https://entitlementsearch.juniper.net

(requires sign-in)



Choose the right contact!

Prior to Juniper issuing a quote for inspection, you'll need to nominate a technical contact. This person will complete some vital tasks on the Junos console governing your Juniper hardware as part of the inspection process. They should...

- Have easy access to Junos
- Know how to use Junos
- Be readily contactable

Juniper charges for inspection fee and support renewal term (1-5 years), as per PO



technical contact, Juniper then issues quote

against the quote

(inspection fee + support

renewal)

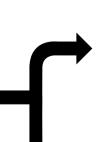
Customer places PO

Juniper sends command-prompt instructions to technical contact



Technical contact sends Junos' output to Juniper for review Technical contact

enters prompts into Junos



PASS

Juniper charges for inspection fee and support renewal term (1-5 years), as per PO

FAIL

Juniper only charges inspection fee and cancels the renewal from the PO. Customer can either buy new hardware or go without support.