

FAQS ABOUT JUNIPER TECHNOLOGY MIGRATION INCENTIVE PROGRAM

The Juniper Technology Migration Incentive Program (TMIP) helps customers realize the full potential of their Juniper Networks® MX Series Universal Routing Platform investments well into the Cloud-5G+AI era. The value-first program introduces innovative new technology consumption models and unique value propositions for the Juniper routing hardware and Junos® software.

What is Juniper TMIP?

The Juniper Technology Migration Incentive Program offers you additional investment protection by allowing you to swap previously purchased equipment for discount credits on new equipment.

Who is eligible for the TMIP?

Juniper customers and partners who have bought and deployed MX Series Universal Routing Platforms with the identified SKUs.

What is the difference between TMIP Phase 1 and 2?

TMIP Phase 1 focused on end-of-life SKUs, which are listed [here](#).

TMIP Phase 2 is focused on enhancing the MX platform's reputation as the right tool for the right job. Phase 2 lowers the barriers to adopting innovative new platforms such as the MX10008 and Juniper MX10016 Series, and it addresses market inflection points such as dense 400 GbE, use case versatility, and investment protection.

What is the TMIP validation period?

The validation period is scheduled to end in June 2022.

How do customers and partners participate in TMIP?

Order your new trade-up product and return your trade-in equipment. See the instructions [here](#).

What products are eligible for TMIP Phase 1?

Eligible products are listed in the TMIP [overview](#).

Is this a global program?

The program operates in all countries where Juniper does business.

Can the TMIP Phase 1 program incentive be combined with any other promotion program?

Refer to the [TMIP Phase 1 Program Terms and Conditions](#).

What are the eligible products for TMIP Phase 2?

Refer to the [TMIP Phase 2 Program Terms and Conditions](#)

Are there any requirements on the condition of the returned equipment?

Returned equipment must be in working condition from a production or lab network. No damaged equipment is eligible. The equipment must have been purchased originally through a Juniper authorized channel or directly from Juniper. No equipment sold through channels unauthorized by Juniper are eligible for this program.

How will my support contract on the trade-in or destroyed equipment be handled?

If any remaining value is left on the existing Juniper support contract for the traded or destroyed equipment, discount credits can be applied to the new Juniper equipment purchased. Serial number(s) and the support contract expected end date must be provided for the trade-in or destroyed equipment to obtain the discount and to update the existing support contract status. Contact your Juniper account manager or services business manager for details.

How do I update my contract status on trade-in equipment that no longer requires support?

Contact [Juniper Customer Care](#) and provide the trade-in equipment serial number(s) and contract termination date. The Juniper contract team will mark the requested contract "not for renewal."

What if I don't return the equipment (physically) or a signed Certificate of Destruction (COD)?

We highly recommend that you return the equipment or an officially signed CoD expeditiously. You have three months from shipment of your new Juniper equipment to either return the trade-in equipment or a signed CoD. Failure to comply within this time period will result in repeated notifications that you are in breach of contract, and Juniper will be owed the TMIP credits. If you need additional time, please send an email request to mx-migration-incentive@juniper.net.

Who is an authorized signer of the COD?

Authorized signers must hold the official title of vice president or above and must have legal signoff authority for the customer, government agency, or partner/reseller.

Can I ship back more than one item toward the purchase of new Juniper equipment?

No, you will not receive additional credit beyond a “1 return for 1 product” order, as specified in the TMIP [overview](#).

I am a Juniper partner. Do I have to pass on the discount to the customer?

This program is intended to provide end customers with additional investment protection for their eligible Juniper equipment. Juniper isn't keeping program discount information from customers so they will likely be expecting the TMIP discount credits.

How is the TMIP discount credit calculated?

Refer to the TMIP [overview](#) to understand how the credit is calculated and to see examples.

When is the discount credit applied?

The credit will be applied at the time the new equipment is ordered. The discount is listed in the quote.

Are Flex SKUs supported on MPC7E?

Full bandwidth Flex SKUs are supported as part of TMIP.

Who can I contact for additional questions and clarifications not covered in this FAQ?

For more information or questions email mx-migration-incentive@juniper.net or contact your Juniper account team.

About Juniper Networks

At Juniper Networks, we are dedicated to dramatically simplifying network operations and driving superior experiences for end users. Our solutions deliver industry-leading insight, automation, security and AI to drive real business results. We believe that powering connections will bring us closer together while empowering us all to solve the world's greatest challenges of well-being, sustainability and equality.

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