Vendor Program Overview
Juniper Networks is a leading global provider of networking and security solutions..

Key Products
Ex Series Ethernet Switches- High performance networking switches.
Junos Space Security Director- Helps organizations improve the reach, ease, and accuracy of security policy administration with a scalable, GUI based management application.
Junos Space Network Director- Simplifies network operations by unifying wired and wireless management for complete life-cycle of management of campus and data center networks from a single pane of glass.
MAG Series- Enables authorized users to have secure remote and LAN-based network access.
MX Series- Ethernet-centric services routers that are purpose-built for the most demanding carrier and enterprise applications.
SRX Series Firewalls- Uses Dynamic Services Architecture powered by Junos to scale integrated security and network capabilities.
SSG Series Firewalls- High-performance security platforms designed for everything from small branch offices to large global deployments.
SSL VPN Appliances- Ensures that remote and mobile users have access to network resources.

Maintenance/Support
Maintenance is recommended with all hardware purchases. Maintenance can provide software updates, phone support, hardware replacement, and onsite technicians; depending on location and availability. Support options vary by hardware product family. Please contact the Licensing Team for more information.

Authorization Requirements
Juniper restricts the sale of product to authorized Juniper J-Partners only. Juniper has different levels of authorization. This affects the products that can be purchased based off a reseller's authorization level and pricing. Please apply at http://www.juniper.net/JPartner/Signup.do to apply.

Reseller Partner's: This level is able to purchase: SSG's, EX Switches, OAC, SBR, J series, and Renewals ONLY. To purchase, the reseller must have a Juniper partner ID (VAR ID).

Select Partner: These Partners can purchase any products that Reseller Partners are able too; along with any product family that they have been certified in with Juniper.

Elite Partner: This Partner Level can purchase all Juniper products.

Ordering Requirements
To assure prompt processing of your Juniper Support/Licensing Purchase, please be sure to include the following information when placing your order with us:
1. Juniper Reseller Partner ID number (VAR ID)
2. PO number

3. End-user agency/organization name
4. End-user shipping street address, city, state and zip code
5. End-user contact name - first and last name required
6. End-user contact phone number
7. End-user contact email address (email domain must match business name)
8. Serial number or hardware PO# for all hardware units that support is being ordered for.
9. Renewal Orders require the Juniper Quote number for processing

Product Delivery
Juniper's standard processing time on support orders is 5-7 business days. License orders are processed in 48-72 hours. Support contracts and licenses are delivered via email. The delivery can be sent to both the reseller & the end user.

Renewals
Resellers requesting service renewal quotes need to contact the Juniper Renewals Quote desk at 415-901-4431. A quote will then be generated and sent to the reseller. Juniper Service can also be reached at Renewals@juniperservice.net. Please allow the team 24-48 hours to create the quote. The price that Juniper gives you, is also your Ingram pricing and there are no Ingram skus.

Pricing Programs
Pricing is based on your Partner Level with Juniper. All partners receive 16% off on support.
Reseller level partners receive 25% off MSRP on licensing & hardware
Select level partners receive 35% off MSRP on licensing & hardware
Elite level partners receive 40% off MSRP on licensing & hardware

Important Notes
Please contact your Juniper TAM for any special pricing, trade in, or trade up programs.

Returns Overview
Returns are granted on an exception basis only. A replacement order is strongly recommended prior to submitting a return request. ETA's for Juniper to process return requests are 6 to 8 weeks.

To request a return, please contact us with the following information:

Your Ingram account number
Your PO #
Ingram Order number
Sku of product to be returned
Quantity
Reason for Return
Replacement PO# (if available)

Please contact our licensing desk with any questions.

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