



## Service Overview

*High-Security Return Material Authorization and Non-Return Service provides Juniper customers with peace of mind knowing they can maintain control of components that contain sensitive information during RMA and non-return service. Juniper mitigates potential business and IT risk by ensuring that customer data is protected. This service has two options, and both simplify data security procedures and processes, providing companies with the control they need at all times.*

# HIGH-SECURITY RETURN MATERIAL AUTHORIZATION AND NON-RETURN SERVICE

## Service Description

As the leading provider of high-performance secure networks and services, Juniper Networks® High-Security Return Material Authorization and Non-Return Service addresses the needs of government organizations by enabling them to retain failed parts and non-volatile memory components instead of returning them. Customers can take advantage of two options: High-Security RMA and High-Security Non-Return Service (NR).

## Service Features and Benefits

Table 1. Service Deliverables—Features and Benefits

Feature	Description	Benefits
<b>Option 1: High Security RMA</b>	Customer can remove non-volatile memory.	Enables customer control and protects sensitive information.
<b>Option 2: High-Security NR</b>	Customer will receive a replacement device and not be required to return the defective device to Juniper.	Maintains confidentiality of proprietary and highly sensitive data.

## Ordering Information

The High-Security RMA Service has a minimum annual term of twelve (12) months. The High-Security NR Service has a minimum of an advanced hardware replacement support contract. A certificate of destruction must be provided to Juniper for the High-Security NR option. As a prerequisite, customers must have Juniper® Care Services, which provides the foundational base required to enable High-Security RMA and High-Security NR. The High-Security Return Material Authorization and Non-Return NR Service is available globally. For details, please contact your local Juniper partner, Juniper field sales manager, or your assigned Juniper service business manager.

## About Juniper Networks

Juniper Networks brings simplicity to networking with products, solutions and services that connect the world. Through engineering innovation, we remove the constraints and complexities of networking in the cloud era to solve the toughest challenges our customers and partners face daily. At Juniper Networks, we believe that the network is a resource for sharing knowledge and human advancement that changes the world. We are committed to imagining groundbreaking ways to deliver automated, scalable and secure networks to move at the speed of business.

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