



Communication Regarding Fortinet Service Activation Policy Improvements

FortiCare™ and FortiGuard™ Service Contract Grace Period Change

*Update: To help manage ongoing supply chain related backlog issues on several product lines, the previous policy announcement (from October 2022) is revised below to focus the new Grace Period Activation Policy to FortiCare Technical Support** and FortiGuard Subscription contracts on FortiGate hardware appliances only. The new effective date will be Monday, February 6th, 2023.*

Dear Fortinet Distributors and Resellers,

Fortinet is announcing an upcoming change to its FortiCare Technical Support and FortiGuard Subscription contract “Grace Period” policy. The change simplifies the policy in order to provide greater clarity and consistency, no matter how such contracts are purchased.

Effective Monday February 6th, 2023, all new FortiCare Technical Support contracts and new FortiGuard Subscription contracts (“Service Contracts”) purchased in any product line hardware bundle, or purchased as standalone or bundled Service Contracts for FortiGate hardware appliances, will auto-start after 60 days in the USA and Canada, and after 90 days in all other countries, unless the Service Contracts are registered and activated previously. These above-mentioned periods of 60 and 90 days (“Grace Periods”) start with shipment from Fortinet, irrespective of when products arrive at a partner or end customer. The policy for Service Contracts (purchased outside of a hardware bundle) for all other product lines and FortiGate virtual machines (VMs) is unchanged.

Purchase Method	Applicable Products	Current Policy (US & Canada / Rest of World)	New Policy effective February 6, 2023 (US & Canada / Rest of World)
Hardware Bundles *	All product line hardware bundles	Auto-start after 60 days / 100 days if not previously registered	Auto-start after 60 days / 90 days if not previously registered
Standalone FortiCare** and FortiGuard Service Contracts and Subscription Bundles (no hardware)	For FortiGate hardware appliances	No auto-start, forfeiture after 365 days / 365 days *** if not previously registered	Auto-start after 60 days / 90 days if not previously registered
	For All other product lines (and FortiGate VMs)	No auto-start, forfeiture after 365 days / 365 days *** if not previously registered	No change
All other term-based licenses	See footnote****	No auto-start, forfeiture after 365 days / 365 days *** if not previously registered	No change

* Hardware bundles are defined as a combination of a hardware device and *one or both* of FortiCare Technical Support and FortiGuard subscription licenses into a single orderable part number/SKU. Product lines that currently have hardware bundles include FortiGate, FortiWiFi, FortiMail, FortiWeb, FortiAnalyzer, FortiManager, FortiADC, FortiNDR, FortiTester, and FortiVoice.

** Defined strictly for this policy change as FortiCare Essentials, FortiCare Premium, or FortiCare Elite/Elite Upgrade technical support contracts. Other Technical Support contracts, such as Premium RMA and Secure RMA, are not included in the new policy.

*** Forfeiture after 365 days for one year contracts. For multiyear contracts, the first year is forfeited after 365 days unless previously registered.

**** Other term-based licenses include: FortiConverter, FortiManager/FortiAnalyzer/FortiGate Cloud management and other SaaS offerings, virtual machines, and client software. None of these have grace periods, and the standard 365-day forfeiture policy applies.

Please note:

- The new terms are not retroactive and will not be applied to existing contracts dated before February 6, 2023. The new terms will also not apply to orders booked before February 6, 2023 and shipped after that date.
- Fortinet’s Continuous Support Policy remains in effect. Renewals of FortiCare technical support and FortiGuard subscription contracts should start from the end of the previous contract.

On February 6th 2023, documentation on Fortinet.com and the Fortinet Support Portal will reflect the new policy.

Sincerely,

Your Fortinet team