RENEWAL GUIDE

FORTINET RESELLER EMEA

Introduction

Dear Partner,

For Fortinet renewal business is a very important indicator. It values the end user's level of satisfaction, the benefits they see in our solutions and it builds a long term relationship through our reseller Partners and Distributors. A renewed customer is a customer who knows our products better, and in some cases can serve as an ambassador for future projects.

Therefore, at Fortinet we want to make sure that we have the right organization and infrastructure to support our end customers and Channel Partners. In most of our major countries and regions, you have a dedicated resource who is accountable for the local success of renewal and whose role is to work closely with our reseller partners and distributors to answer the requirements of our end customers.

The objective of this guide is to describe the processes and tools we have in place to secure renewal business and to contribute to expand the channel and Fortinet footprint at the end customer.

We hope this Renewal Guide will assist you and your business to achieve continued success with Fortinet on a daily basis.

For more information, please visit the dedicated Renewal Hub area on the Partner Portal.

The International Renewal Team

Index

Fortinet Renewal Basics

CHAPTER 1

CHAPTER 1.1

Defining Renewal

1 Renewal

Each Fortinet product (unit) has a Serial Number on which contracts are registered.

When this contract expires it becomes a renewal opportunity.

2 Renewal Opportunity

A renewal opportunity is the sum of all units with expiring service contracts during the quarter, registered under one single "company account".

3 Measurement

The Distributor Renewal Portal as well as Fortinet's internal Renewal Tool (RTS) capture the renewal opportunities by Quarter, Company Name and Expired, Renewed and Missing amount.

The amount is based on the billing amount of last registered contract.

The resulting renewal rate is visible on the distributor's assessment list and updated on a regular basis. It builds an important key performance indicator.

CHAPTER 1.2

Fortinet Serial Number (SN), Product Code (SKU) and Contract

1 Serial Number

A serial number is the unique identifier of a Fortinet product which may be registered in the support portal. It contains 16 digits. With the SN you can define the unit category through the first 6 digits.

Example:

| **FG100D**0000000000 is a FortiGate 100D

| **FMG-VM**0000000000 is a FortiManager VM

| **FL-2KB**0000000000 is a FortiAnalyzer 2000B

2 SKU

Fortinet services have to be ordered through product codes (SKU) which are defined in our public price list.

Example:

FC-10-00113-900-02-12

FC = Yearly SKU
(and not a Co term SKU starting with FC2).

10 = WorldWide SKU.

00113 = defines the unit category
(in that case a FG100C).

900 = defines the Service type

02 = Regular SKU
(and not an upgrade SKU with 01).

12 = defines the contract period in number of purchased months
(12/24/36/48/60). Please check availability in the price list.

3 Contract

Once a SKU has been ordered by our distributors an individual contract registration code (12 digits) is generated and sent in a contract letter to the distributor.

Please read carefully our registration rules mentioned on the first page of each contract letter.

Renewal service contracts are auto registered during the order process if they have been ordered with a Fortinet Quote ID.

> ℹ️ **Note**
>
> **Standalone contracts have to be registered on the specific Serial Number as per the Fortinet Warranty and Support policy.**
>
> **For more details please refer to Chapter 5.2** Warranty and Support Policy

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CHAPTER 1.3

Hardware Warranty

The hardware warranty will start on the earlier of either the date of product registration, at first point when the unit will connect with Fortinet and request updates, or will automatically start 100-days after product shipment from Fortinet to Distributor.

This does not mean that the unit is autoregistered.

The product warranty will be activated to start counting down days. Product Registration is still required in order to be recognized by our systems.

For more details please refer to Chapter 5.2 Warranty and Support Policy.

Different Product Warranty Types

Table 1

1	**Standard Warranty (ST) – Standard Unit:** Comes with warranty only including 1 year hardware coverage and 3 months enhanced support and 3 months firmware and general updates.
2	**Bundle Warranty (BD) – Bundle Unit:** Hardware includes a one or three year bundle package. FortiGate HW bundle can be ordered with 24x7 FortiCare and FortiGuard Unified Protection (UTM) or FortiGuard Enterprise Protection or with ASE FortiCare and FortiGuard 360 Protection.
3	**Demo Warranty (DE) – Demo Unit:** A unit sold by Fortinet with a special discount, for demonstration use on customer's and reseller site.

| Includes a 1 year Enterprise Protection 24x7.

| Can't be sold during the first year of purchase.

| As long as it is used as demo it does not fall under. Fortinet's Continuous Service policy.

| For more information please refer to our Worldwide Demo Policy.

CHAPTER 1.4

Quick view on Fortinet Service Types

Forticare Support Services

Forticare Support contracts provide global support on a per product basis for 1, 3 or 5 years and include a hardware RMA provision, technical assistance, firmware / software updates (OS), and access to a wealth of information and resources on the Fortinet support site.

Fortinet proposes different support levels, including the possibility to upgrade to a higher level during the service period.

| **Forticare 24x7 (Advanced Support):**

Including

+ Hardware Coverage "Advanced replacement"
– next business day delivery
+ Firmware update
+ Enhanced support and Telephone support.

| **ASE Forticare:**

Including

+ Hardware Coverage "Advanced replacement"
– next business day delivery
+ Firmware update
+ Enhanced support and Telephone support
+ Advanced Services Ticket Handling

| **Certified Service Partner Program**

| **Forticare CSPP Support:** Special contract and conditions for Fortinet CSPP Partners. Only open for Expert Partners. For more information regarding the Fortinet CSPP Partner Program please contact: pmo-spp@fortinet.com.

Premium RMA

The Premium RMA services (to be purchased in addition to Forticare 24x7 or ASE) provide replacement hardware on-site within a defined timeframe, with the goal of maintaining high system availability. The service is delivered using dedicated parts, strategically located, to assure the associated service level.

There are three levels of service:

| **Next day delivery provides:** Replacement hardware to be delivered on the next day (any day), if the confirmation details are confirmed by 15:00 local TAC time; documented acknowledgement of replacement hardware delivery; defined process for return of the defective hardware.

| **4 hour courier delivery provides:** Replacement hardware to be delivered on-site within 4 hours; documented acknowledgement of replacement hardware delivery; defined process for return of the defective hardware.

| **4 hour on-site delivery by an engineer provides:** Replacement hardware to be delivered on-site within 4 hours; an engineer on-site to exchange defective hardware with replacement hardware and restore firmware and any IP address information; the recovery of the defective hardware; documented confirmation of service completion.

Secure RMA

The Secure RMA service is designed for customers with strict requirements for protection of data. For maximum security, this service allows for the non-return of the defective hardware and therefore the protection of data within the customer's premises.

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i **Note**

For more information about RMA Services and Hardware support definitions, please check our FortiCompanion to RMA services on the support portal ➜ Quick links ➜ Guidelines, Policies & Documents.

Fortiguard Security Services Bundles

The service bundle contract is a package including a Forticare support contract + Fortiguard security services. Fortinet proposes different bundle packages depending on the included Forticare support level and Fortiguards:

| **Fortiguard Advanced Threat Protection Bundle:**

Including

+ Forticare 24x7
+ AMP*
+ NGFW

Antivirus, Botnet, IP/Domain Reputation, Content Disarm & Reconstruction, FortiSandbox Cloud, Mobile Security, Virus Outbreak Protection.

| **Fortiguard Unified Threat Protection Bundle (UTP):**

Including

+ Forticare 24x7
+ AMP*
+ NGFW
+ ANTISPAM
+ WEB FILTERING.

Antivirus, Botnet, IP/Domain Reputation, Content Disarm & Reconstruction, FortiSandbox Cloud, Mobile Security, Virus Outbreak Protection.

| **Fortiguard Enterprise Protection Bundle:**

Including

+ Forticare 24x7
+ AMP*
+ NGFW
+ ANTISPAM
+ WEB FILTERING

+ INDUSTRIAL SECURITY SERVICE
+ IOT DETECTION (upon FOS6.4 availability)
+ SECURITY RATING
+ FORTICONVERTER SVC

Antivirus, Botnet, IP/Domain Reputation, Content Disarm & Reconstruction, FortiSandbox Cloud, Mobile Security, Virus Outbreak Protection.

| **Fortiguard 360 Protection Bundle:**

Including

+ ASE Forticare
+ AMP*
+ NGFW
+ ANTISPAM
+ WEB FILTERING
+ IoT DETECTION (upon FOS6.4 availability)
+ INDUSTRIAL SECURITY SERVICE
+ SECURITY RATING
+ SD-WAN Cloud Assisted Monitoring
+ SD-WAN Overlay Control VPN service
+ SD-WAN Orchestrator (upon FOS6.4 availability)
+ FORTIMANAGER Cloud
+ FORTIANALYZER Cloud
+ FORTICONVERTER service
+ IPAM Cloud (upon FOS6.4 availability)

Antivirus, Botnet, IP/Domain Reputation, Content Disarm& Reconstruction, FortiSandbox Cloud, Mobile Security, Virus Outbreak Protection.

FortiGuard Security Services available for Fortigate (À la Carte)

| AMP, IPS, Web Filtering

| Security Rating

| Industrial Security Service

| IoT Detection Service

| FortiIPAM Cloud Service

| Threat Intelligence Service SD-WAN Cloud
  Assisted Monitoring

| SD-WAN Overlay Control VPN service

| SD-WAN Orchestrator Entitlement License

| FORTIMANAGER Cloud

| FORTIANALYZER Cloud

| FORTICONVERTER service

FortiGuard Security Services Available (FortiGate)

Table 2

FORTIGUARD BUNDLES & SERVICES	Advanced Threat Protection (ATP)	Unified Threat Protection (UTP)	Enterprise Protection	360 Protection	A la carte Protection
FORTIANALYZER Cloud	–	–	–	•	•
FORTIMANAGER Cloud	–	–	–	•	•
IPAM Cloud (upon FOS6.4 availability)	–	–	–	•	•
SD-WAN Orchestrator (upon FOS6.4 availability)	–	–	–	•	•
SD-WAN Cloud Assisted Monitoring	–	–	–	•	•
SD-WAN Overlay Control VPN service	–	–	–	•	•
IoT Detection (upon FOS6.4 availability)	–	–	•	•	•
FORTICONVERTER service	–	–	•	•	•
Industrial Security Service	–	–	•	•	•
Security Rating	–	–	•	•	•
Web Filtering	–	•	•	•	•
Advanced Malware Protection (Includes Antivirus, FortiSandbox Cloud, Mobile, Botnet, VOS, CDR)	•	•	•	•	•
IPS	•	•	•	•	•
Anti-Spam	–	•	•	•	–

Fortinet Renewal Organization

CHAPTER 2

CHAPTER 2.1

Renewal Reminders

If a customer does not renew their FortiGuard or FortiCare services, their product will no longer be protected against the latest threats. To help inform end users, Fortinet sends out automatic renewal notices in local language on both a monthly and daily basis.

Monthly notices are sent the first Tuesday of each month 3, 2 and 1 month before service expiration (unless the expiration date is the first day of that month, in which case we send the notice on the first Wednesday). All units from an account that are due to expire during a specific month will be mentioned in the same email.

Daily notices are sent 15 days before service expiration, the day of expiration and 30 days after service expiration. All units from an account that are due to expire on a specific day will be mentioned in the same email.

The renewal notices are specific to end of sale products, upgrades or regular renewals.

CHAPTER 2.2

Secure Our Future

In order to support our end customers and channel partners, Fortinet is handling renewals with dedicated local resources. Their role is to help you manage your renewal business, be more proactive and get the renewals done in time. Those elements will assure your customer satisfaction and customer retention rate.

Among their tasks

| Calling customers before service contract expiration.

| Setting up a link between the end user, the reseller and the distributor.

| Assisting distributors with quote generation.

| Working closely with our central renewal team, in order to share best practices among the regions, to get trained and to collect your feedback to improve our tools, systems and processes.

Get in touch with your renewal ISR to coordinate your quarterly renewal opportunities or send an email to: renewals_emea@fortinet.com.

> **Note**
>
> **Please find your representative in our Renewal operation team document posted in the Renewal HUB.**

Partner Renewal Tool

CHAPTER 3

Renewal Asset

Note

Login to the partner portal and discover our Partner Renewal Tool by clicking on the ➔ Renewal Asset

Your Renewal Tool: Asset Tracking System (ATS)

Fortinet has developed the Asset Tracking System renewal tool for our partners, in order to help you to:

| Save time.

| Improve your renewal rate.

| Improve your renewal income.

| This system enables you to save time and increase your renewal income with the following functions:

| Easily keep track of your units.

| View FortiCare/FortiGuard contract information.

| View individual unit information.

| Keep track of upcoming renewals.

| Find upgrade/upsell Opportunities for sales campaigns or end of order units eligible to Trade up program.

| Extract easy and relevant reports.

CHAPTER 3.3

Asset Section

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1

• **Query My Assets**

Allows you to show one specific asset or gives you a complete view of your current installed base (click on **"Submit"**) for which your reseller name has been chosen during the registration process.

2

• **Upcoming Renewals**

Select this section if you are looking for your short term business opportunities, Select **"the expiration time frame"** to see short term opportunities or a longer time-frame if you wish to have an extended view. You can also check if units are eligible for the trade up program by checking the box **"Show units eligible to Trade up program"**. In order to see more end user information, you can click on **"Details"** next to the company name.

Video Upcoming Renewals ————————————————————•

3

• **Upsell Opportunities**

Allows you to identify upsell opportunities. Discover our new trade up program, and help your customer enjoy the latest Fortinet technology. You can find more information in the partner portal in the section **"Promotions"**.

Video Upsell Opportunities ————————————————————•

4

• **Search Option**

Search by support type, Level of Support and Product Model.

5

• **Download**

Export results in an Excel file.

CONTINUE ▼

i **Notes**

If some of your customers are missing, it may be that they did not select the (right) reseller while registering the product, or that they changed their reseller without updating the partner information in their Fortinet support account. We are here to help you on emea_partners@fortinet.com**.**

Please be informed that the Asset Section only gives an overview of your installed base but does not provide any link to the support portal in order to manage your customers (register products, open tickets, create subaccounts).

For customer account management through the partner portal, please access the Support Portal by clicking on "Support".

See more details in chapter 4 **.**

CHAPTER 3.4

Query Section

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The Query page gives detailed information about a specific Fortinet product.

1

Search by Serial Number

2

Enter the Serial number you want to query and click on **"Submit"**.

A

• **Current Support Coverage**

Shows the service expiration date of the product.

B

• **Warranty Info**

Indicates the warranty and model type, ship date and registration date, the model name and the Fortinet sales order.

C

• **Contract Info**

Lists all contracts which have been applied on the product with start and end dates, support types and level.

D

• **Registered License Info**

Shows the license number of a VM model, Fortitoken and V-Dom.

E

• **Product Address Info**

Indicates the product location which has been filled in by the customer on their support account. Mandatory for PRMA.

i   Good to know

No customer information details are displayed.

3

Search by Contract Number

Enter a Contract Number you want to query and click on **"Submit"**.

A

• **Contract Info**

Shows the contract number, PO and Sales order and the Contract Creation date.

Continue on next page

B

• **Contract Item**

Refers to the Part number (SKU) which has been ordered, the serial number on which the contract is registered, the registration date and indicates the contract status (registered, cancelled, not registered).

C

• **Contract Term**

Shows the support type and level, as well as the start and end date of the contract.

4

Search by License Number

Enter a License Number you want to query and click on **"Submit"**.

A

• **Serial Number**

Shows the serial number under which this license is registered.

B

• **SKU**

Defines the license model (Vdom, VM product, Token).

C

• **Creation Date**

Indicates when the license has been created.

D

• **Sales Order**

Shows the Sales order in which the License has been purchased.

CHAPTER 3.5

5 Key Points
to Renew a Fortinet Contract

1. **Get in touch with your Fortinet distributor** in order to get a quotation.

2. **Do not forget to include the end user details**, the serial numbers, the requested services and the quote period to facilitate the renewal process in your renewal quotation request.

3. **Renewal contracts are automatically registered** by Fortinet as long as the quote ID number has been included in the distributor purchase order to Fortinet; no manual registration of a renewal contract is necessary.

4. **In case of new service contracts not purchased with Quote id,** please do not forget to register your contract registration code (delivered by your distributor) on the Fortinet appliance by accessing your customer's registration account on the support portal or advise your customer to do it.

5. **Verify with your customer** the updated entitlement on support.fortinet.com. Do not forget to check if the reseller name in "general page" is up to date.

CHAPTER 3.6

Trade Up Program

If your unit has been declared End of Order (EOO) you may consider replacing it, by joining our Trade up program and get generous discounts.

Trade Up program discounts are applicable to Entry level models by default.

For Mid-High range models, applicable discounts need further approval from Fortinet local Representative. Verify eligible models on the Trade up dedicated page.

End-users can also benefit from a transfer of existing service subscriptions to their upgraded unit if a recommended replacement is chosen – check our Migration Matrix.

Important

Units with support subscriptions that expired more than 12 months ago are not eligible for the TradeUp program!
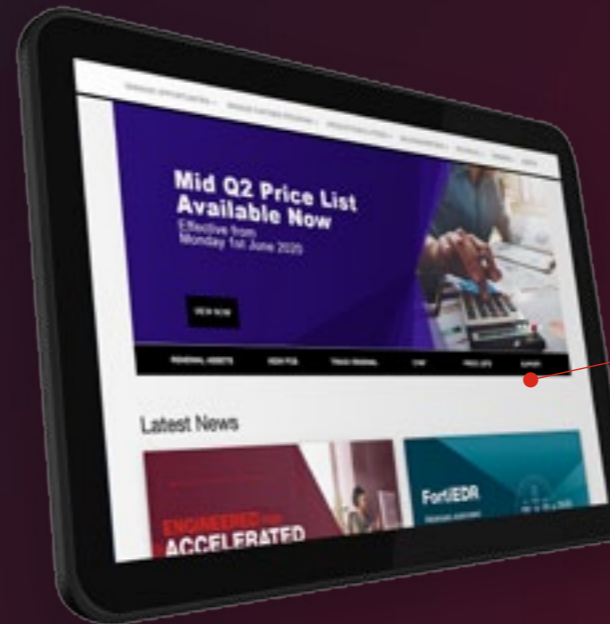
To view more details visit

Promotions ➜ **Trade Up**

Customer Account Management

CHAPTER 4.1

Get Support

Note

Login to the partner portal and click on ➜ Support to access the Partner Portal Support.

CHAPTER 4.2

Coordinate the Registration Process with Your Customer

3 easy steps

1 The customer logs on to the support portal with their credentials. New customers have to sign up first to create their customer account.

2 The customer creates a sub-account for their reseller. A confirmation email is sent to the reseller. The reseller has to reset their password.

3 The reseller logs into the partner portal, accesses support and connects this sub-account to their existing partner account to create their customer account list.

Note

Following these steps will allow you to access all connected customer accounts. The visiblity of your customers' complete installbase is essential to secure your renewal business.

CHAPTER 4.3

Account Creation in the Support Portal

Typically, end customers create a support account in their name and then register their products. A reseller may create a support account on behalf of their customer – the customer however is, as they owns the devices, administrator of the support account and not the partner.

Partners in the past and even today create support accounts in their name and register their customers' devices on their account. This is highly discouraged as it makes customer identification and account management difficult and time consuming. We encourage all partners to follow our registration process and to transfer their customers' products to an account on their behalf. Our customer service team can assist you. Please open a customer service ticket.

Special Cases

In some cases distributors or resellers create a support account in their name for their demo equipment or the internal lab products which are owned by them.

Service providers can create a support account on their behalf as typically their customers are not the owner of the products. Please refer to chapter 4.6 Account Management for Service Providers.

CHAPTER 4.4

Difference between Support Portal and Partner Portal

	SUPPORT PORTAL	PARTNER PORTAL
General	support.fortinet.com	partnerportal.fortinet.com
	Primary tool for customers.	Primary tool for resellers.
	Customer support account.	Partner account.
	Login with your support portal account credentials.	Login with your partner portal account credentials.
Customer Account Management	Manage users: Customer to create a subaccount for their reseller, he may do the same for additional users in their organization.	**Partner Portal Support Access:** Connect your subaccount created by the customer to your partner account in order to manage and update your connected customer accounts.
	Register products and contracts.	
	Manage products.	
	Create tickets for Technical Assistance, Hardware Replacement and Customer Service.	

ℹ **Reminder Note**

Switching between portals requires authentication.

CHAPTER 4.5

How to Connect Accounts

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Please make sure your customer has created a subaccount for you and don't forget to reset your password.

A subaccount can be easily created by your customers on their support account in the support portal. Advise your customer to follow these simple steps:

Click on the **"User Icon"**, select **"Manage User"**, then click on the **"Add User"** icon, fill in the form and define the account permissions which include the renewal notification mailing.
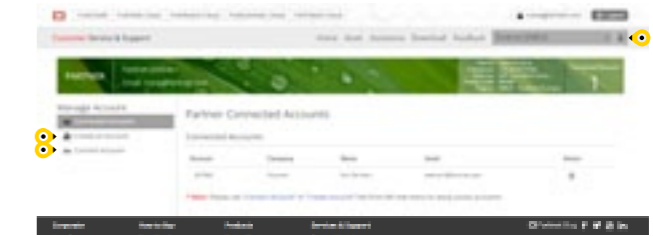
+
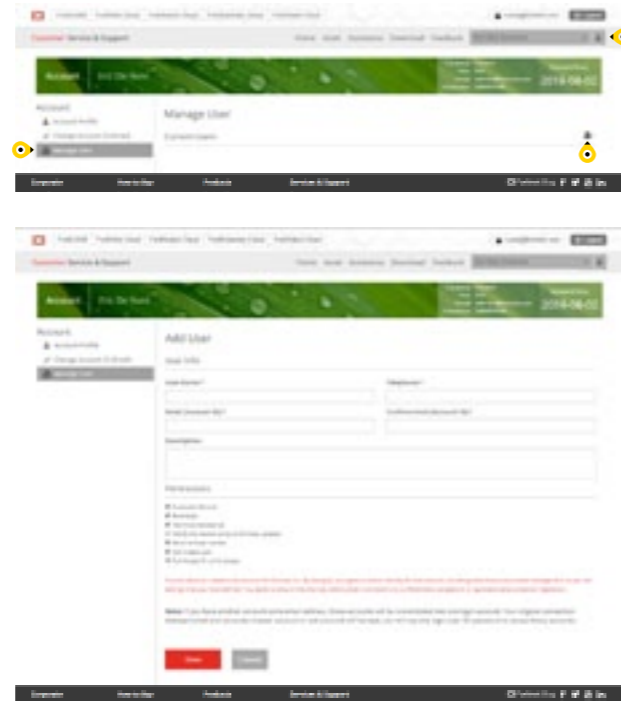
Login to your partner account and click on **"Support"** .

CONTINUE ▼

Click on the **"User icon"** to show your connected account page.
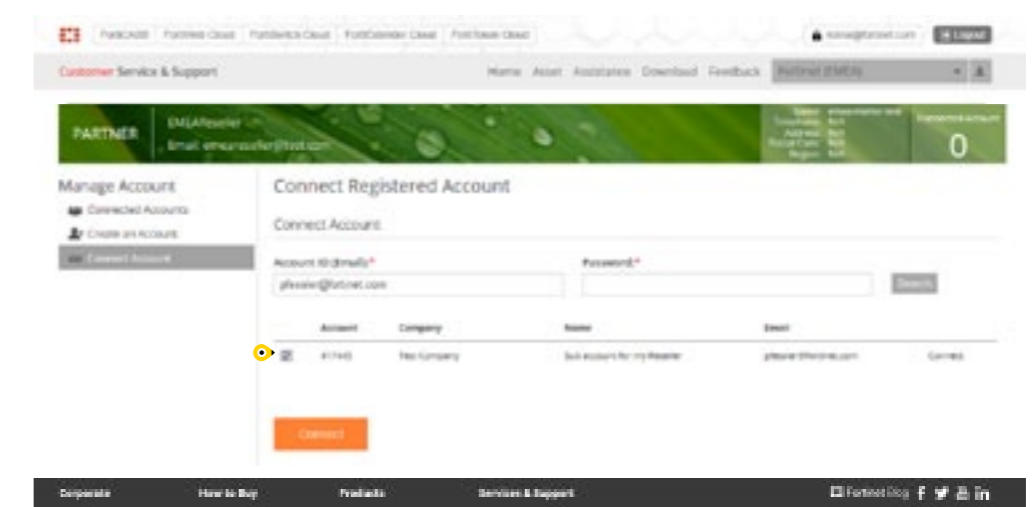
1

If no accounts have been connected the list will be empty.

Click on **"Connect Account"** to create your customer account list.

2

Connect the sub-account created by the Customer: Enter your sub-account credentials, click on **"Search"**, select the account and click on **"Connect"**.

The account will now be listed in your connected accounts.

| Once connected, the reseller's subaccount will no longer be accessible from support. fortinet.com.

| The connection will not affect the customer's support login on support.fortinet.com.

| The connected account will be visible and accessible for all members of the partner account.

CHAPTER 4.6

Account Management for Service Providers

When a services provider purchases products from Fortinet he normally does not re-sell them but rather charges a monthly service fee for Customer Premises Equipment (CPE). Typically, customers are not the owner of the products and do therefore not need to register any product on their behalf.

This needs to be done by the service provider by using one of the two following methods:

A Account management with filter set up in Support Portal/Manage Products

The service provider registers all products under one account under their name and fills in the description field for each product to identify a specific customer CPE.

In the Support Portal's Manage Product page the service provider can set filters to sort their customer list. This is ideal, for service providers with strict naming conventions but could be difficult to manage and is time consuming.

To guarantee prioritized ticket handling the registration account should be connected to the partner portal.

To connect an account refer to chapter 4.5 How to Connect Accounts.

All service provider admins who need access to this account should have a partner account login.

The registration account can be connected to the partner account by one of the members.

The connected account will be visible and accessible for all members of the partner account.

The account will no longer be accessible through the customer support portal but only through the partner portal support access.

CONTINUE ▼

B Account management with account creation on partner portal support access

Service provider logs in to their partner account and click on support.

1

2

Click on the **"User Icon"** to show your connected account page.

Click on **"Create an Account"** to create a customer account and to connect it into your customer account list.

3

Fill in the form with your customer's information

Click on **"Save"**.

The customer account has now been created, will be automatically listed in your connected accounts and accessible for all members of the partner account.

The customer does not have access to this account by default – unless the service provider creates a sub-account for him.

Note

This is the preferred method as the service provider will be able to filter a specific customer by selecting the drop down list with the arrow next to the account icon.

CHAPTER 4.7

Managing Customers

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The partner portal provides access to the support portal to manage all connected accounts. The partner can filter the customer data by selecting the appropriate account in the drop down list next to the account icon.

+

They will have access to all system features such as Product registration, Ticket creation and Reporting. Moreover, a new feature is now available, allowing partners to Decommission Units, in order to have a clean database that accurately reflects the boxes in production.

i
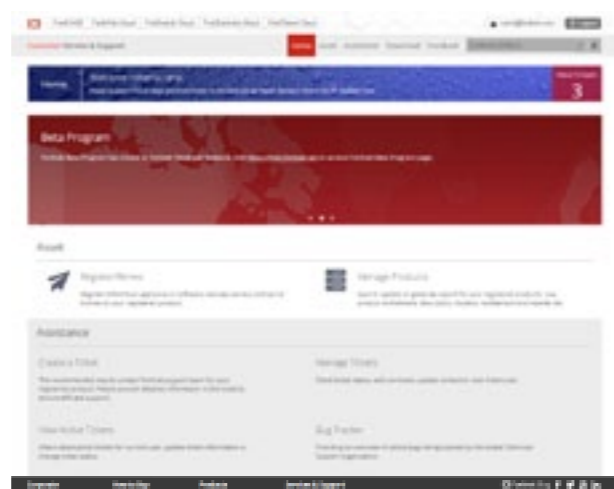
Note

Priority Technical Support for Partner

This service is designed for our partners who provide initial support to their customers. Ticket opening through the partner portal is required.

We strongly encourage you to submit and follow up your support tickets using this service.

CHAPTER 4.8

Updating Customer Connected Accounts

Partners can update their connected account list via their partner portal support access.

Click on the **"User icon"** to view your connected account list.

Use the **"Bin Icon"** to delete an existent connected account in your list.

Select an **"Account ID"** to manage the user of your connected account.

1

You can add sub-accounts by clicking on the **"Add User Icon"** if your own account permissions permit.

2

Fill in the form and define the access permissions:

Full access allows the user to access all registered products.

Chose limited Access to select the serial numbers of the specific products which should be accessible by the user.

Click on **"Save"**. A new Sub account is now created.

3
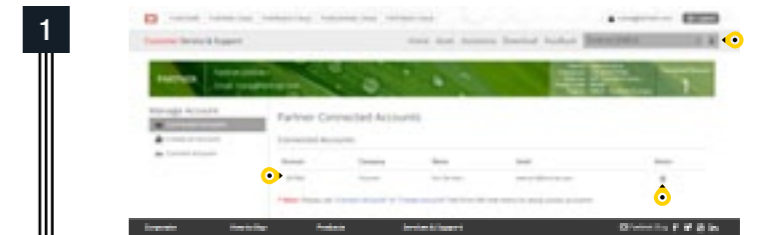
CHAPTER 4.9

Managing Decommissioned Units

In order to have a clean database, easy to manage and that accurately reflects the boxes in production, you may suggest end users to decommission old and/or replaced units.

Customers can set a unit as decommissioned and it will continue to work as hardware only. The decommissioned unit will remain registered in the support account and will be visible in Decommissioned Unit view.

Partners can manage the decommissioning of their connected accounts.

1

To create a decommissioned list:

Select **"Asset"** / **"Decommissioned Units"** and then **"Manage List"**

i **Good to Know**

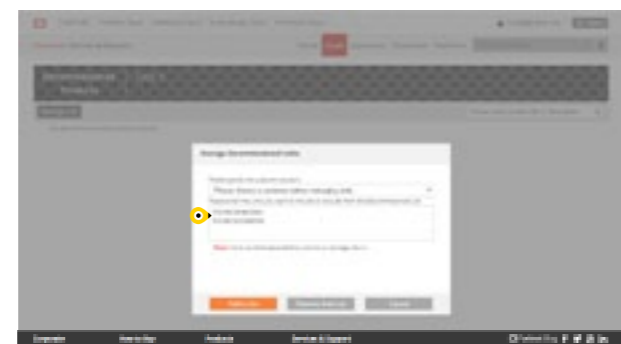**It is possible to revert a unit from decommissioned list to main list.**

2

If you are a partner, choose the customer account, add the Serial Number and then click in **"Add to List"**. If you have more than a Serial Number, you have to separate them with a "comma" or with an "enter".
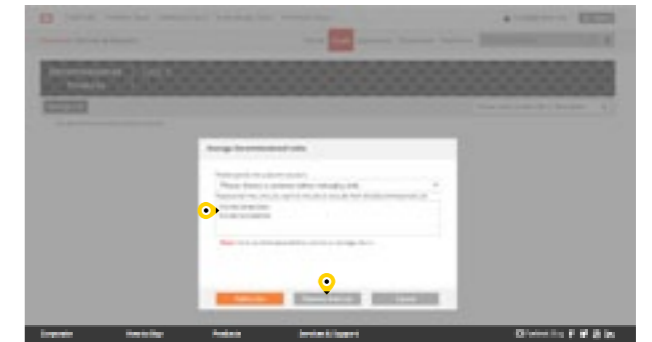

CONTINUE ▼
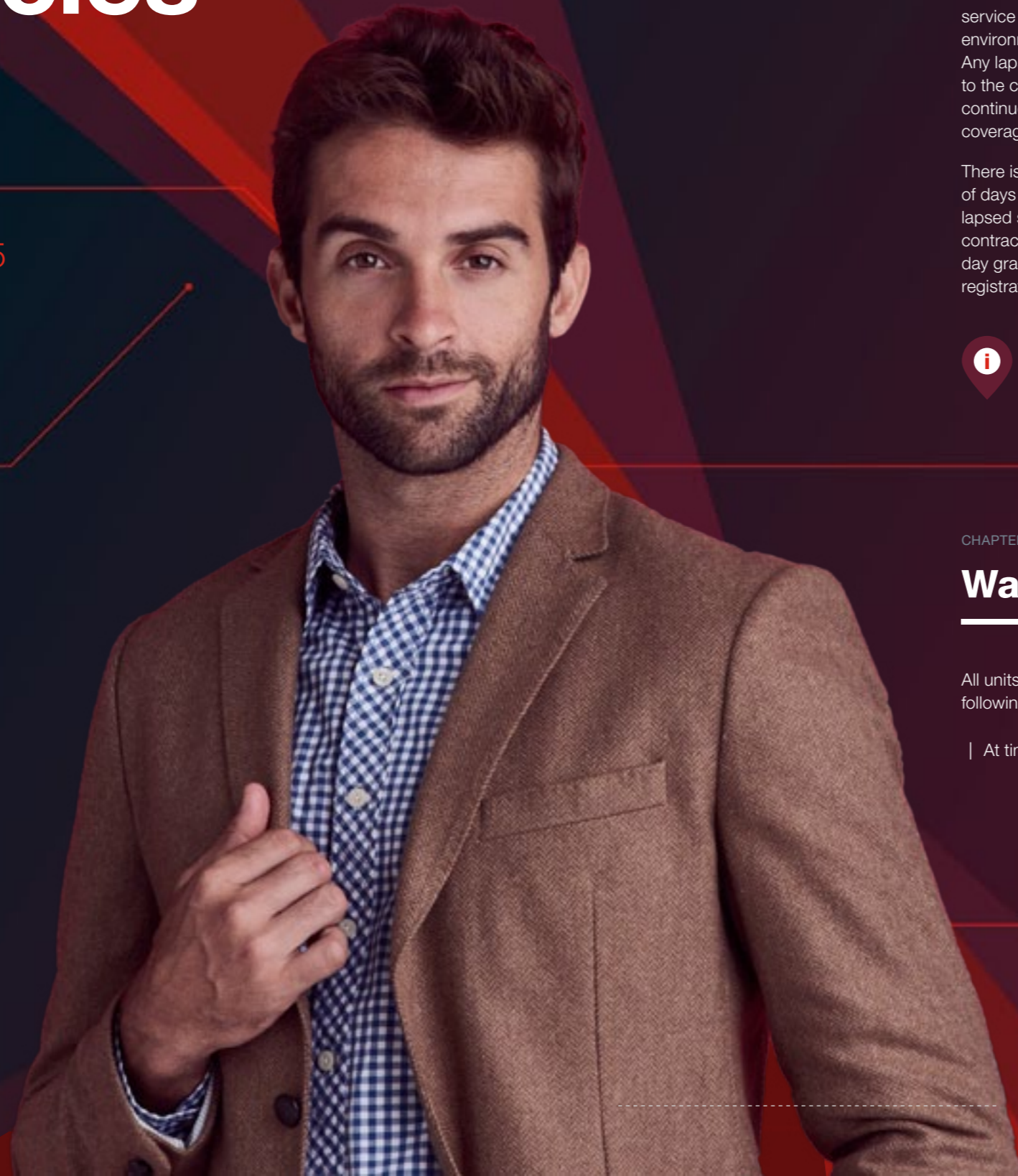
3

To remove Serial Numbers from the list:

Click in **"Manage List"**, then write the Serial Number you want to remove and click in **"Remove from List"**

Once removed, the Serial Number will be visible again in the main product list.

Fortinet Programs & Policies

CHAPTER 5

CHAPTER 5.1

Continuous Service Policy FAQ

Fortinet designed FortiCare support and FortiGuard services to be continuous. When a customer does not renew by the expiration date, then a lapse in the service period occurs, which makes the customer's environment vulnerable to security related threats. Any lapses in service will require coverage back to the contract expiration date in order to maintain continuous service coverage. The maximum back coverage is limited to six months.

There is a 10-day grace period, which is the number of days after the contract expiration date before the lapsed service period coverage goes into effect. If a contract is purchased and registered within the 10-day grace period, then the contract starts on date of registration.

Excluded from This Policy

Table 4

1	Multi-year Renewals.
2	Renewals for Demo Units / Eval units.
3	A la carte FortiGuard Renewals.

To view more details visit

Sales ➜ Policies and Compliance ➜ Continuous service policy FAQ

Good to Know

To avoid any lapse in service, we recommend customers renew on time. Renewals cane purchased well in advance of the expiration date without any restrictions; Renewedcontracts will be added to the existing ones.

CHAPTER 5.2

Warranty and Support Policy

All units shipped to Distributors have the product warranty and support start at the EARLIER of the following events:

| At time of registration.

| At first point when unit connects with Fortinet and requests updates.

| If these two events do not occur within 100 days of the shipment, the hardware, service and support will be auto-activated 100 days from Fortinet shipment to distributor.

The product will not be registered on an account automatically, but the warranty and the support contract will be activated to start counting down days.

The policy does not affect the renewal process; the renewal is due when the support contract expires. The policy only has an effect when the warranty / support contract starts. Please note that distributors are processing renewal orders through the Renewal tool which will issue a quote ID, therefore these kind of contracts are auto registered and do not fall under this policy.

To view more details visit

Sales ➜ **Policies and Compliance ➜ Warranty and Support Auto-Activation FAQ's**, as well as on the EULA and the Legal page

CHAPTER 5.3

Worldwide Demo Policy

Fortinet offers contracted and current FortiPartners a demonstration equipment purchase program which provides a special discount to partners on units purchased specifically for demonstration purposes.

All demo units come complete with both Fortinet's 24x7 FortiCare (support and maintenance) and FortiGuard (suite of subscription services) for one (1) year at the time of shipment, excluding VM software products.

All units purchased under the Demo program may be resold by the FortiPartner twelve (12) months after the original ship date. Upon the resale of any demo unit, partners must notify Fortinet via a Customer Service ticket. After the initial one (1) year of service any additional contract must be purchased with standard discount through regular distribution channel.

Demo units do not fall under Fortinet's continuous service policy.

To view more details visit

Sales ➜ **Policies and Compliance ➜ Worldwide Demo Policy**

CHAPTER 5.4

Fortinet Product Life Cycle Policy

Fortinet suggests that customers familiarize themselves with the Fortinet Product Life Cycle Policy.

Particularly important to Fortinet customers are the following product life cycle milestones that each Fortinet hardware product passes through before reaching the end of its life cycle:

Fortinet Product Life Cycle Policy

Table 5

1   **End of Order Date (EOO):** The end of order date is the last date on which a hardware or software product may be ordered, after this date the product is no longer available for sale. Fortinet will provide a minimum of ninety days advance notice of the affected product's EOO date by publishing an EOL notification.

2   **Last Service Extension Date (LSED):** The last date at which an order will be accepted, for a product that is no longer available for purchase, for an extension of an existing contract for support or security subscription services. No service contracts may be extended past the EOS date. The last service extension date is 12 months before the EOS date for the relevant product.

3   **Final Firmware Release (FFR):** The last release of firmware operationally supported on a specific hardware product. FFR firmware is in a must-fix support phase until the EOS date of the applicable hardware product.

4   **End of Support Date (EOS):** The final milestone in the product lifecycle is the End of Support date. After this date Fortinet, will not sell, manufacture or improve the product and is under no obligation to provide support services. In general the EOS for hardware takes place 60 months after the End of Order Date.

To view more details visit

Support ➜ **Quick Links ➜ Product Life Cycle**

CHAPTER 5.5

External Resources

Partner Program

Engage ➜ **Program overview**

Price list

Sales ➜ **Latest Pricing**

PRMA Service Availability

Premium RMA Availability Tool

User: PRMA Partner
Password: prmapartner

Products & Services

| www.fortinet.com/products.html

| www.fortinet.com/support-and-training/
support-services/forticare-support.html

CHAPTER 5.6

Contacts

Questions Related to Fortinet Renewals?

Check out our Renewals page on the partner portal or contact us at:

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About Fortinet

Fortinet (NASDAQ: FTNT) secures the largest enterprise, service provider, and government organizations around the world. Fortinet empowers its customers with intelligent, seamless protection across the expanding attack surface and the power to take on ever-increasing performance requirements of the borderless network - today and into the future. Only the Fortinet Security Fabric architecture can deliver security without compromise to address the most critical security challenges, whether in networked, application, cloud or mobile environments. Fortinet ranks #1 in the most security appliances shipped worldwide and more than 360,000 customers trust Fortinet to protect their businesses. Learn more at www.fortinet.com, the Fortinet Blog, or FortiGuard Labs.

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