



Quote renewal services contracts

- **DISTRIBUTORS or Partners*** can generate renewal quotes throughout the **RENEWAL QUOTES** button on Partner Portal
- **DISTRIBUTORS or Partners*** should renew services contracts on time to avoid quotes and contracts backdating according to **Fortinet continuous service policy**.

Definitions

RENEWAL QUOTES: Based on quarterly price lists, distributors or partners* can generate quotes to renew one or more services contracts of 12, 36 or 60 months with standard (one or multiple years) SKUs.

COTERM QUOTES: Based on co-term price lists, distributors or partners* can generate co-term quotes to renew contracts and chose the end date. It allows to choose one common end date for multiple SN and services (that had different ones initially). Coterm quotes are particularly useful when standard (one or multiple years) SKUs are no more available in price and partners need a price for a specific duration or even until End of Support (EOS) date.

**According to the local rules in your GEO*

FortiCare/FortiGuard continuous service policy - backdating rules

Renewal purchase	Backdating rules
1-year service contract	up to 6 months of backdating will be applied Example: If a SN has not been renewed on time and has expired for 4 months, customer will only receive 8 months of support instead of their 12 months contract.
2- years or more service contract (multi years contracts)	backdating is not applied
LESS than 2 years COTERM service contract	up to 6 months of backdating + 1 year of support
MORE than 2 years COTERM service contract	backdating is not applied

Useful documents

[Fortinet Continuous service policy](#)
[Ordering guides](#)
[Price lists](#)