



Alcatel-Lucent Enterprise Application Partner Program

Guidelines

January 2019

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Alcatel-Lucent Enterprise Application Partner Program Program Guidelines

This document describes the target audience of the Alcatel-Lucent Enterprise Application Partner Program (AAPP), as well as the tools and services offered to those individuals or companies joining this Program or willing to join. It also describes the operational principles and processes that govern the AAPP. More specifically, it will help existing or potential partners identify the benefits and requirements that apply to their situation.

Alcatel-Lucent Enterprise reserves the right to amend or add to these guidelines at any time at its sole discretion. Changes appear on the Alcatel-Lucent Enterprise Application Partner Program website at <https://www.al-enterprise.com/en/partners/aapp>

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1 ABOUT THE PROGRAM

1.1 MISSION

The Program's mission is to support a broad ecosystem of developers and partners throughout the solution lifecycle, helping Program participants to:

- **DEVELOP INNOVATIVE APPLICATIONS or SOLUTIONS** based on Alcatel-Lucent Enterprise technologies and advanced APIs
- **CERTIFY and DEPLOY TRUSTED SOLUTIONS** supported over multiple releases
- **MARKET THEIR OFFERING and SELL JOINT SOLUTIONS** by increasing market presence and go-to-market opportunities across all regions and markets

A wide variety of organizations and individuals develop applications, solutions, products and services that complement Alcatel-Lucent Enterprise communication solutions for Enterprise: application developers, technology providers, hardware manufacturers, infrastructure providers, and universities, and other entities, as well as Alcatel-Lucent Enterprise Business Partners and customers who want to develop their own applications.

1.2 BENEFITS

1.2.1 Technology services

The Program enables Program Participants to develop, certify and deploy their application/solution in Alcatel-Lucent Enterprise environments.

Technology benefits include:

- APIs to integrate your application/solution with Alcatel-Lucent Enterprise platforms
- A technical knowledge database including a repository of documentation on Alcatel-Lucent Enterprise technologies
- Development assistance to reduce development time and costs
- Virtual and physical labs to simplify application/solution development and testing, and minimize your investments in equipment and manpower
- Developer Partner Accreditation Process to provide recognition of your expertise as a developer of applications based on particular Alcatel-Lucent APIs
- Application/Solution Certification Process to formally certify your application/solution and/or product interworks with Alcatel-Lucent Enterprise platforms
- Technical support to assist in the deployment and maintenance certified applications and joint solutions

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- Training programs to enable Partners to acquire advanced technical skills and knowledge

1.2.2 Business services

The Program helps Partners market and sell their application/solution.
Business benefits include:

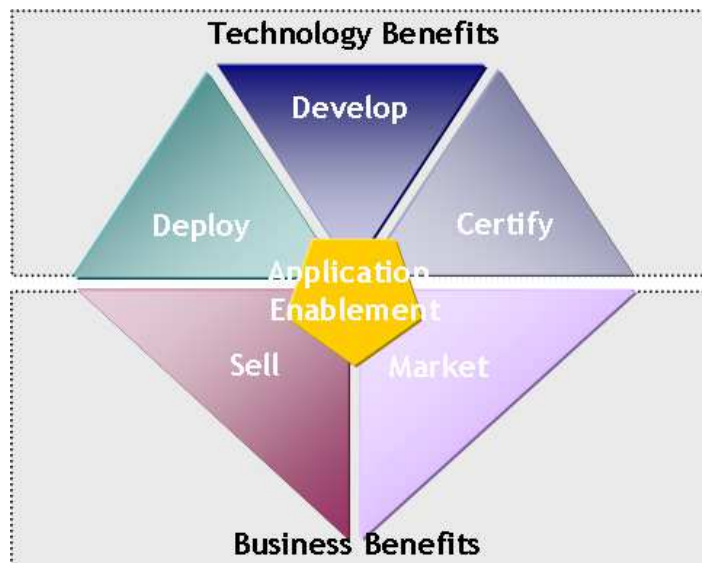
- Logos, Web toolkit and press activities to provide strong differentiators for your public relations and web communications
- Partner presence on Alcatel-Lucent enterprise websites, AAPP leaflet, AAPP ecosystems, e-newsletters and customer references to increase your market exposure (several thousand Alcatel-Lucent Enterprise Business Partners serving more than 250,000 customers worldwide)
- Joint participation in trade shows, events and briefing centers to help you connect your company with Alcatel-Lucent Enterprise Business Partners and customers
- Joint sales enablement and business plans to develop co-sell and re-sell strategies with Alcatel-Lucent Enterprise.

1.3 APPLICATION LIFE CYCLE

The different steps of the application life cycle are illustrated below:

The Program supports application developers and partners throughout the application life cycle helping them to:

- **Develop** innovative applications,
- **Certify and deploy** trusted applications,
- **Market and sell** joint solutions.



1.4 MEMBERSHIP LEVELS

The Program has five membership levels, including three types of partnerships:

- Developer
- Registered company
- Developer Partner
- Application Partner
- Solution Partner

All Program Participants initially start as Developer or Registered Companies, and may access Partner status upon completion of the relevant certification or accreditation processes.

Developer

A developer is an individual who register into a specific public web site where all APIs are available for free and where possible help is provided through a Discussion Forum. There is no restriction and no control from Alcatel-Lucent Enterprise to access to this level.

Registered Company

This is the real entry point of the program. In order to become registered, your company must apply to the program. Upon acceptance of your request by Alcatel-Lucent Enterprise, your company will be provided with access to advanced technical benefits (upon payment of a fee) as described later.

A Registered Company is within one of the following status:

1. Registered company with no certification
The solution/product of the company is not certified (or the certification is no longer valid) and the company is only listed in the program with no agreement from Alcatel-Lucent Enterprise to support the solution/product.
2. Registered company with certification
The solution/product of the company has been certified and is supported by Alcatel-Lucent Enterprise. The company/solution is mentioned in specific documents (like AAPP leaflet or ecosystems). However, to increase the company visibility within Alcatel-Lucent Enterprise website, it is strongly recommended to go to a real and powerful partnership level like Application Partner

Developer Partner

To be accredited as Developer Partner, your company demonstrates its ability to develop innovative applications or solutions based on specific Alcatel-Lucent Enterprise APIs or SDKs. Your company shows commitment to Alcatel-Lucent Enterprise. Developer Partners have acquired competency on Alcatel-Lucent Enterprise platforms and development APIs and have completed the accreditation process to get their skills and knowledge recognized. Developer Partners are eligible for technology benefits and business benefits.

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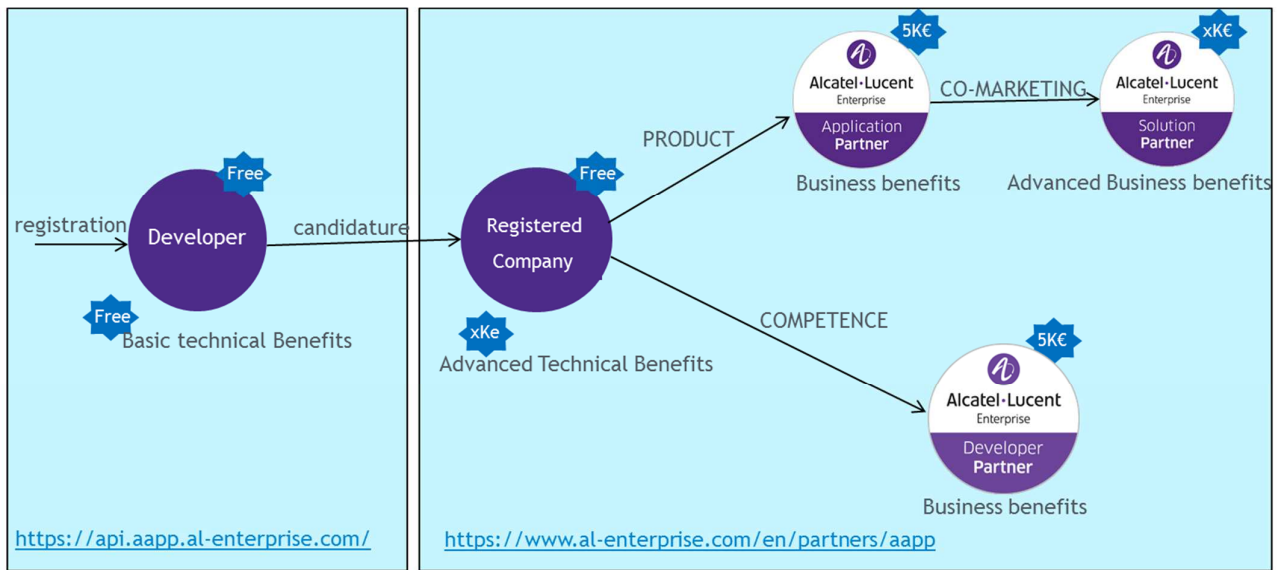
Application Partner

To become an Application Partner, your company's application(s) and/or product(s) application are formally tested and verified to show that they interwork properly with Alcatel-Lucent Enterprise. In addition, Application Partners demonstrate commitment and a strong market presence in key market for Alcatel-Lucent Enterprise. Application Partners are eligible for technology and business benefits offered by the Program.

Solution Partner

Solution Partners are engaged in close cooperation with Alcatel-Lucent Enterprise to develop, market and sell joint solutions based on both parties' products or applications. They are eligible for advanced technology and business benefits such as R&D collaboration, joint solution definitions and business plans throughout a contract.

Below is a schematic description of the complete AAPP life cycle with two separated domains: the first one for individual (Developer) with public and basic items, the second one for a company who need advanced technical assistance or/and marketing benefits.



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1.5 PROGRAM BENEFITS PER MEMBERSHIP LEVEL

Participants benefit from graduated technology and business support depending on their membership level:

ALE APPLICATION PARTNER PROGRAM				Developer	Registered	COMPETENCE	PRODUCT		
						Developer Partner	Application Partner	Solution Partner	
Pre-requisites				No	No	1 deployed solution at customer site	interoperable and certified solution	Application Partner + common GOTO Market	
Fee (annual)				No	No	5000€/6000\$	5000€/6000\$	specific agreement	
AAPP BENEFITS	TECHNICAL BENEFITS	BASIC	Access to APIs/SDKs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
			Access to Standard Sandbox	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
			Basic support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		ADVANCED	Access to Advanced Sandbox			1000€/1500\$ for 3 months	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
			Advanced support (SLA)			400€/500\$/ticket	5 Tickets / year	5 tickets / year	<input checked="" type="checkbox"/>
			order a physical lab (Starter-Kit)						<input checked="" type="checkbox"/>
			Software download				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
			Technical Documentation Library			to be charged	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
			Technical Knowledge Center			to be charged	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
			Lab System upgrade			600€/800\$	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
		COACHED	Interoperability/validation tests			1500€/2000\$/ticket	3 Tickets / year	3 tickets / year	<input checked="" type="checkbox"/>
			Business consulting				charged		
	Training / Coaching								
	Co-development								
	Ergonomics Designing								
	BUSINESS BENEFITS	Presence in ALE web site			1000€/1500\$ one year	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		Presence in AAPP Leaflet & Ecosystems			if certified	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		Dedicated Program Manager						<input checked="" type="checkbox"/>	
		Dedicated Business Manager						<input checked="" type="checkbox"/>	
		Business monitoring						<input checked="" type="checkbox"/>	
		Interoperability/Validation logo			if certified	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		Membership logo				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		Member of AAPP Newsletter				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		ALE Event sponsoring				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		Presence in ALE Briefing Center						<input checked="" type="checkbox"/>	
		Communication through ALE Partner Focus				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
		Co-writing succes stories/use cases						<input checked="" type="checkbox"/>	
		Included in ALE Webinar				<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
Included in ALE Verticals Collaterals						<input checked="" type="checkbox"/>			
Included in ALE Standard Offer						<input checked="" type="checkbox"/>			
Common Press Release						<input checked="" type="checkbox"/>			
Influenced deals or revenues						<input checked="" type="checkbox"/>			
Co-working with R&D								TBD	

ticket: For Advanced support a ticket is a e-Service Request
 For interoperability test a ticket is depending of the type of solution, to be validated (for example a SIP phones require 3 tickets whereas a simple PMS only 2; see later a correspondence table)

x ticket/year: x tickets are included in the membership fee package every year and must be consumed before two years

Details on each service are given later in this document.

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1.6 PROGRAM REQUIREMENTS

The Program requirements related to the different membership levels are as follows:

ALE requirements	membership level			
	Registered	Developer Partner	Application Partner	Solution Partner
Terms and Conditions acceptance	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Paid membership fee		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Complementary value proposition with ALE portfolio		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Valid company, product and web site	optional	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Inter-Working Report (IWR) completion	optional		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Developer Partner accreditation completion		<input checked="" type="checkbox"/>		
Marketing collateral available on certified applications (partner brief, commercial brochure, data sheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
joint solutions (including customer presentation, joint data sheet/customer case study, technical and sales training, FAQs, etc.)				<input checked="" type="checkbox"/>
ALE presence on partner web site	optional	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Documented customer references				<input checked="" type="checkbox"/>
Joint customer deals registration				<input checked="" type="checkbox"/>
Joint technical escalation process		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Business plan				<input checked="" type="checkbox"/>
Specific cooperation agreement				<input checked="" type="checkbox"/>

2 TECHNOLOGY SERVICES

The Program enables Participants to learn develop, certify and deploy their application in Alcatel-Lucent Enterprise environments.



2.1 APIs

Alcatel-Lucent Enterprise makes it simple to integrate third-party applications with its network infrastructure, communications platforms and software suites.

Alcatel-Lucent Enterprise products offer a large range of Application Programming Interfaces (APIs) that are documented and supported by Alcatel-Lucent Enterprise experts. These enable your application/solution to interoperate with Alcatel-Lucent Enterprise solutions, while offering your customer a rich set of features.

An “API” is a way to inter-work with Alcatel-Lucent platforms to access specific resources. Program Participants have a choice of more than 50 APIs.

Those interfaces could be:

- A **protocol** description (a document describing the protocol in detail) based on:
 - Proprietary definition (for example, AHL, CDR)
 - Standard definition (for example, CSTA, SIP, QSIG)

- A full Software Development Kit (**SDK**) including guidelines, library, tools, and examples for:
 - Proprietary application (for example, XML Phone Web Service, TSAPI Premium Server)
 - Standard application (for example, TAPI Premium Server)

2.1.1 API types

▪ Public APIs

Public APIs give you access to the latest Alcatel-Lucent Enterprise technologies, whether you want to develop innovative applications for Alcatel-Lucent Enterprise phones, empower your business applications with IP communication features, or provide users with the global benefits of unified communications. Alcatel-Lucent Enterprise public APIs documents are accessible to every developer free of charge.

Public APIs are available with no restriction at: <https://api.aapp.al-enterprise.com>

▪ Reserved APIs

Reserved APIs are open to Participants under specific agreement from Alcatel-Lucent Enterprise and contractual commitment from Participants. In general Participant must commit to certify their resulting solution based on the use of one of those APIs. Pre-payment is mandatory.

The following interfaces are at this level:

- Active Recording (TDM DR-Link and IP DR-Link)
- Paging

• unpublished APIs

Unpublished APIs require collaboration with Alcatel-Lucent Enterprise R&D (Research and Development).

For more information about our APIs, please go the public web site, above, to get all detailed information

2.1.1 Supported platforms

Current supported platforms are split in three categories:

2.1.1.1 OmniPCX platform

- **Alcatel-Lucent OmniPCX™ Enterprise Communication Server (OXE):** The Alcatel-Lucent OmniPCX Enterprise is a highly scalable solution based on a pure software communications server platform that provides multimedia call processing for both Alcatel-Lucent Enterprise and third-party clients/phones including TDM, IP and SIP.
- **Alcatel-Lucent OmniPCX Office Communication Server (OXO and OXO Connect):** The Alcatel-Lucent OmniPCX Office is an integrated communications system for small and medium-sized businesses (SMBs), providing a personal communications manager (Alcatel-Lucent PIMphony Softphone), an advanced call

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center solution, secure high-speed Internet access, advanced TDM and IP telephony and LAN switching. The Alcatel-Lucent Enterprise solution consists of a pre-configured server that provides every employee with voice, Internet, e-mail and data capabilities.

Those main platforms support a lot of range of phones based on several technologies (TDM, IP, WLAN, DECT) and several advanced integrated applications like Network management System (OmniVista 8770), Contact Center and associated services (IVR, Call distribution, Supervision, ...) and also external gateways like OT-SBC or Open gateway.

See more details on the Business Portal Web Site (available to AAPP members with a specific login)

2.1.1.2 CPaaS platform

- **Rainbow:** Alcatel-Lucent Rainbow is a cloud-based, enterprise-grade, Communication Platform (CPaaS) that connects people and systems. It creates an integrated and innovative cloud-based collaborative workspace for business users and their contacts.

2.1.1.3 Networks platform

- **OmniAccess Stellar LBS (Location based Services):** Alcatel-Lucent Enterprise Location-Based Services (LBS) enables businesses to better engage with customers, improve customer loyalty, optimize business processes and refine services which can ultimately boost revenues and/or reduce operating costs

2.2 TECHNICAL LIBRARY DATABASE

Program Participants benefit from a repository of technical documentation for Alcatel-Lucent Enterprise products that helps them understand Alcatel-Lucent Enterprise technologies.

The repository includes feature lists, user manuals, installation guides, maintenance guides, etc. Program Participants can search, browse and download.

The database includes technical documentation for the most recent product releases as well as earlier releases.

The technical library is available on the BPWS (Business Portal Web Site); it requires specific credential.

2.3 TECHNICAL KNOWLEDGE CENTER

The TKC Customer Care knowledge tool answers technical support FAQs, shares articles, how to guides, known issues and workarounds to assist in troubleshooting before contacting ALE.

As above, TKC is available on the BPWS (Business Portal Web Site); it requires specific credential.

2.4 DEVELOPMENT ASSISTANCE

2.4.1 Basic Assistance

A Discussion Forum is at the disposal to developers. It is a free area where developers may post questions or issues and can get answers, trips or advices from the community. There is no commitment from Alcatel-Lucent Enterprise to answer or solve any requests posted on this web site.

For any request about bug fixing, it is strongly recommended to handle it through the Advanced assistance (to be charged).

For APIs the direct access is:

<https://www.alcatelunleashed.com/viewforum.php?f=373%20>

2.4.2 Advanced assistance

The development assistance service enables Participants with a valid development assistance package to contact Alcatel-Lucent Enterprise for guidance on the use of

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Alcatel-Lucent Enterprise APIs. Direct access (by e-mail or telephone) is provided to Alcatel-Lucent Enterprise experts who respond to technical questions.

This assistance is provided through the Alcatel-Lucent Enterprise Technical Support Center, which is responsible for the management and routing of all requests. This center ensures development assistance and technical support.

A wide range of development issues are included:

- Questions and requests for clarification about interface contents
- Guidance on the use or the meaning of services offered by the interfaces
- Clarification on the dynamic behavior of the underlying systems or functions driven by the interfaces
- Clarification on the system limits and resulting constraints when using the interfaces
- Guidance on development in light of these issues

Alcatel-Lucent Enterprise experts will also provide diagnostic guidance and suggest best practices.

Key features

1. Program Participants can open a Service Request (SR). SRs are received by the Alcatel-Lucent Enterprise Technical Support Center and can be sent by:
 - hot line
 - e-mail
 - via Alcatel-Lucent Enterprise web sites (Business Partner Portals)
2. Program Participants must designate technical contact persons who have the appropriate technical skills to support the application. Such contacts will be the exclusive technical interfaces.
3. They can track progress and update their SRs with notes and attachments.
4. The Alcatel-Lucent Enterprise Technical Support Center is organized per product line:
 - OmniPCX Office
 - OmniPCX Enterprise
 - Contact Center solutions
 - Terminals
 - etc.
5. The development assistance service is valid through a support ticket (ST).
The participant must ensure that the balance of available support ticket is positive before to submit his issue/question otherwise the request will be rejected. He can buy additional tickets if needed (see detail later in this document)

IMPORTANT NOTE 1: This development assistance does not cover source coding or debugging on the Program Participant's applications in case of issues. To help the developer, we often provide with our SDK a sample of source code that can be used as example to validate the configuration. If a specific assistance for coding/debugging is required by the Program Participant, Alcatel-Lucent Enterprise Professional Services could be involved and a quotation will be proposed.

2.4.3 More Advanced assistance (Coaching)

Specific and customized assistance or coaching is possible via our Professional Services. Please contact them directly by email: professional.services@al-enterprise.com

2.5 TESTING TOOLS

Program Participants may access a virtual lab to develop and test their solution in Alcatel-Lucent Enterprise environments with minimum investments in terms of equipment and people.

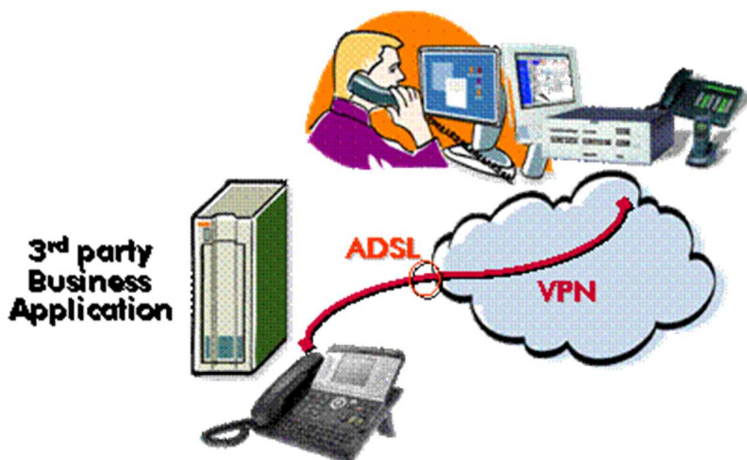
2.5.1 Sandbox

The Developer Program Sandbox provides free 24x7 hosted labs for integrating and working with ALE technologies. Free; Installed and ready to go; preconfigured for OXE Web Services.

The Sandbox is available free of charge with only basic assistance services (see above)

Note: For OmniPCX platforms, all APIs are not available through this Sandbox, please check with AAPP team the list of available APIs provided in the Sandbox

2.5.2 Virtual labs



The virtual lab is an e-testing service that provides developers with secure remote access to a platform, hosted by Alcatel-Lucent Enterprise, which includes all features required to develop and test applications based on Alcatel-Lucent Enterprise products, APIs and SDKs. Access to services and resources is managed through a virtual private network (VPN) over an Internet connection.

Applications and terminals are located on a network on the Partner side, whereas central equipment (PBX, web services framework, CTI servers, etc.) is located on the Alcatel-Lucent Enterprise network.

The virtual lab service may be used on development, test, certification and proof of concept purposes. This service needs 30 minutes of setup time and is available 24/7.

Alcatel-Lucent provides the following:

- IP subnet address
- IP address for the central equipment (PBX, framework, etc.)
- Soft-phone software to be downloaded
- Phone set numbering
- Possible login/password to access the central server (framework, etc.)
- An open VPN client package (software) with automatic installation and configuration for Windows platforms.

Note: This Virtual lab is a complementary test platform of the free-access Sandbox which provide basic services for Web Services only. This sandbox is provided with pre-configured users and no support. At the reverse, the Virtual lab provides the access to all APIs available to all ALE communications servers and it is possible to configure specific services/functions according to the participants requests.



2.6 SOLUTION CERTIFICATION

Program Participants may have their solutions and/or products formally certified to demonstrate that their solution and/or product properly inter-work with Alcatel-Lucent Enterprise platforms. The aim of the Solution Certification is to:

- Reduce integration costs
- Accelerate deployments
- Minimize risk of failure
- Ensure a high level of trust for customers and business partners

2.6.1 Inter-Working Report

The Solution Certification is based on successful testing by Alcatel-Lucent Enterprise and the Partner, the result being consigned into an Inter-Working Report (IWR) validated by both parties.

The IWR is a technical reference document written jointly by Alcatel-Lucent Enterprise and the Partner company, and describes the testing configuration, selected features and results. The IWR may also contain any known potential inter-working limitations.

IWRs are published on Alcatel-Lucent Enterprise web sites.

2.6.2 Certification process

To start the testing process, the Participant needs to provide all details (technical description, architecture, features list, ...) of the solution to be certified to help Alcatel-Lucent Enterprise and the Participant Company jointly decide which test plan and testing method will be the most appropriate.

2.6.3 Methods of testing proposed by Alcatel-Lucent

The method depends on the application or/and product type:

- **“On-site testing”** carried out at Alcatel-Lucent Enterprise in the presence of one or more representatives of the Partner company and an Alcatel-Lucent Enterprise technical support engineer
- **“E-testing”** carried out at the Participant’s premises through a network connection to the central Alcatel-Lucent Enterprise lab platform. Availability of e-testing depends on the solution/product type.
- **“Self-testing”** carried out at the Participant premises, based on a test plan and guidance provided by Alcatel-lucent Enterprise. The test results are verified by Alcatel-Lucent Enterprise.

For all testing methods, Participants will be expected to pay the appropriate testing fees and to have engineers present during the testing to provide technical support and ensure correct setup.

2.6.4 Re-testing and re-certification

Alcatel-Lucent Enterprise reserves the right to ask the partner company to update its IWR if:

1. The partner company has a new major product release.
2. Alcatel-Lucent Enterprise has a new product release that may impact inter-working.
3. The maximum validity period is 2 years after the IWR publication date.

Failure to maintain the validity of the inter-working status deprives the Partner from using the Alcatel-Lucent Enterprise Certified Solution logo and associated benefits.

Note: The InterWorking report becomes automatically obsolete when the mentioned product releases are end of life.

2.6.5 Certification tickets

The certification is invoiced according to a given number of certification tickets. Before starting the process, the AAPP team will notify the partner about the required number of tickets.

Upon payment, a schedule will be suggested for the process to start.

Granted the Application Partner and Solution Partner have certification tickets included in their membership, additional tickets might be needed against a fee.

The number of tickets necessary to do a certification is based on the time it takes to achieve the following steps. The following steps are included in the certification, which might require more or less tickets depending on the time it takes:

- Definition of a Test Plan which will be executed during the test session (This Test plan can be built specifically for this purpose or can be reused from an existing one already applied for similar solution)
- Preparation of the lab. test
- Execution of the tests
- Writting of the InterWorking Report
- Validation by the both parties
- Publication of the report

The execution of the test plan will be executed in one shot and the report will be written with all results including possible issues. However, if the global result is too bad the report won't be accepted and a new certification will have to be rescheduled against fees.

Please note that the certification time slot does not allow for R&D to jump in and look at issues.

It is highly recommended to access one of our virtual labs in order to prepare your tests first. Application Partners & Solution Partners will have access to a predetermined number of tickets for technical support, while registered members will need to buy technical support tickets.

Below is a list of non-exhaustive certifications tickets required per type of solution/product to certify (this table only gives a general idea of quantity of tickets, the right value must be determined by ALE according to the detailed features list provided by the participant)

Solution	Platform	Certification tickets
Analog terminal	OXE/OXO	1
SIP terminal	OXE/OXO	2
PMS	OXE/OXO	2
PMS + Voice mail	OXE/OXO	3
Alarm Server based on DECT Alarmaing/notification	OXE/OXO	2
Alarm server based on ALE Paging interface	OXE	1/2
Voice Recorder based on IP DR-Link interface	OXE	3
Voice Recorder using TDM/IP DR-Link + network	OXE	5

2.7 DEVELOPER PARTNER ACCREDITATION

The Developer Partner Accreditation is applicable for certain specific interfaces and SDKs and for certain products.

Alcatel-Lucent Enterprise may grant the Developer Partner Accreditation to companies that have demonstrated their ability to develop quality solution based on these interfaces or SDKs and that satisfy the Developer Partner Program requirements.

The requirements may vary depending on the interface or SDK and on the product.

In general, a Developer Partner company has performed the following:

- Fulfilled its obligations related to the Program terms and conditions (for example, fees paid, partner information submitted, etc.)
- Successfully trained a minimum of two developers on the specific product and SDK (meaning two developers have completed the training course and passed the related certification exam)
- Committed to maintain at all times a minimum of two qualified developers
- Invested in sufficient lab equipment to perform autonomous development and testing
- Submitted a minimum of one solution developed using the specific interface or SDK to Alcatel-Lucent Enterprise for evaluation

The Developer Partner Accreditation is valid for two calendar years and may be automatically renewed with the Program membership unless otherwise specified (for example, in case of product or SDK major update).



2.8 TECHNICAL SUPPORT

The technical support service enables Participants with a valid certification and/or accreditation to collaborate with Alcatel-Lucent Enterprise experts and Business Partners to solve technical issues raised during or after the customer installation phase.

NOTE: *Technical Support must be distinguished to Development Assistance (see above) where the participant is asking for help or assistance during his development phase. This request is handled with the lower priority/severity compared to issue coming from a customer site. If the participant escalated an issue with was raised from a customer site that will be considered in the context of a development assistance (so with lowest priority). It is strongly recommended that a real customer issue is escalated to ALE technical support through the Business Partner in charge of the installation to be properly handled. Anyway, ALE Technical Support team will need to access to the system for investigation or traces/log analysis and only the Business Partners have the skill or the credentials for that purpose.*

This technical support is provided through the Alcatel-Lucent Enterprise Technical Support Center, which is responsible for the management and routing of all Services Requests (SRs). This service ensures 24/7 coverage through the Alcatel-Lucent Enterprise global network of technical centers and technical support engineers.

The following general rules apply:

- Only certified solutions/accredited developers are officially supported by Alcatel-Lucent Enterprise.
- The major releases of both parties are certified. Intermediate versions may be certified or not depending on a mutual decision. Only the existence of the IWR in the Alcatel-Lucent Enterprise web Portals for the appropriate Alcatel-Lucent Enterprise and Solution partner release guarantees that the solution release has been certified with this Alcatel-Lucent Enterprise release.
- If the IWR for the Alcatel-Lucent Enterprise release is not available or not valid, Alcatel-Lucent Enterprise is not committed to provide support for a given product or solution. solutions delivered by Participants but not certified will not be supported as such. Alcatel-Lucent Enterprise shall however propose the On-Demand Diagnostic service where assistance will be provided against payment.

- The existence of the IWR engages Alcatel-Lucent Enterprise and the Participant. Both parties are engaged, not exclusively Alcatel-Lucent Enterprise.

2.8.1 Technical issues and severities

The severity definitions are related to cases (that is, SRs) opened in the Service Request Management Service) by Program Participants to report either questions or technical issues.

The following definitions apply:

- **Severity 1 - Emergency**

An end user's telecommunications network or a major business application is down, causing a critical impact on business operations if service is not restored quickly. Severity 1 cases are processed 24 hours a day, 7 days a week. Alcatel-Lucent Enterprise requires that an expert (ACSE) of the Business Partner is on site to qualify the issue as a Severity 1. The expert will be assigned to remain on site until closure of the emergency situation.

Note: In some cases, due to the type of solution, Emergency severity is not applicable. This is a mutual decision between Alcatel-Lucent Enterprise and the Participant.

- **Severity 2 - Critical**

An end user's service is not down but telecommunications network or a main business application is severely degraded with a significant impact on business operations. A workaround needs to be delivered if possible.

- **Severity 3 - Major**

Network functionality is noticeably impaired but most business operations continue. These issues have either medium or low impact on business operations.

- **Severity 4 - Minor**

Network functionality is loosely impaired or the end user requires information or assistance on Alcatel-Lucent product capabilities, system installation or configuration. These ordinary issues have very low impact on business operations.

For Severity 3 (S3) and Severity 4 (S4) cases, Participants may contact Alcatel-Lucent Enterprise by telephone, e-mail or on the Internet, through the e-Service Request on the web site.

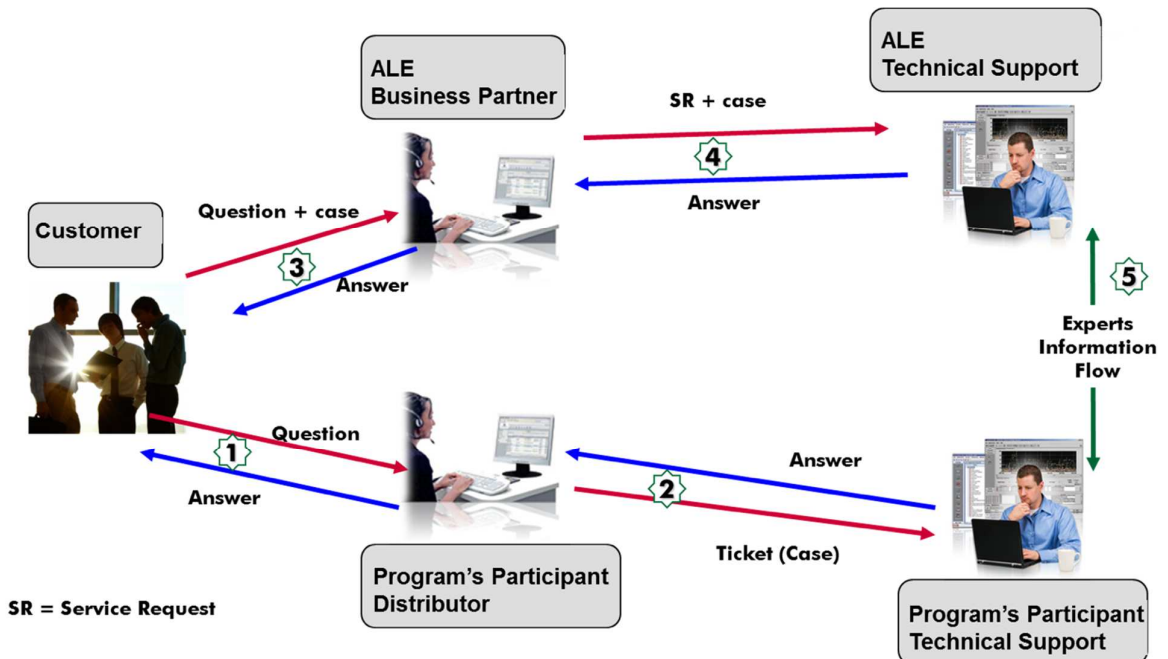
For Severity 1 (S1) and Severity 2 (S2) cases, a telephone call shall be the only way to contact Alcatel-Lucent Enterprise. The call will be routed immediately to an Alcatel-Lucent Enterprise engineer.

2.8.2 Problem diagnostic and technical support flow

As for other Alcatel-Lucent Enterprise equipment, the Alcatel-Lucent Enterprise Business Partner is the only one facing the end customer for installation or maintenance. The Business Partner will open an eSR (e Service Request) either on the Alcatel-Lucent Enterprise side or on the Participant side, depending on the nature of the issue. Experts from both companies will collaborate to provide the best and quickest answer.

The principle is that Alcatel-Lucent Enterprise Technical Support will be subject to the existence of a valid InterWorking Report within the limits defined in the chapter “Limits of the Technical support” of the IWR.

In case technical support is granted, Alcatel-Lucent Enterprise and the Participant, are engaged as following:



(*) The Participant Distributor can be a Third-Party company or the Alcatel-Lucent Enterprise Business Partner itself

2.8.3 Escalation in case of a valid interworking-report

The InterWorking Report describes the test cases which have been performed, the conditions of the testing and the observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties, Alcatel-Lucent Enterprise and the Participant, are engaged:

Case 1: the responsibility can be established 100% on Alcatel-Lucent Enterprise side. In that case, the problem must be escalated by the ALE Business Partner to the Alcatel-Lucent Enterprise Support Center using the standard process: open a ticket (eService Request -eSR)

Case 2: the responsibility can be established 100% on Program's Participant side. In that case, the problem must be escalated directly to the Participant by opening a ticket through the Participant Hotline. In general, the process to be applied for the Program's Participant is described in the IWR.

Case 3: the responsibility cannot be established. In that case the following process applies:

- The Program participant shall be contacted first by the ALE Business Partner (responsible for the solution, see figure in previous page) for an analysis of the problem.
- The Alcatel-Lucent Enterprise Business Partner will escalate the problem to the Alcatel-Lucent Enterprise Support Center only if the Participant has demonstrated with traces a problem on the Alcatel-Lucent Enterprise side or if the Participant (not the ALE Business Partner) needs the involvement of Alcatel-Lucent Enterprise.

In that case, the ALE Business Partner must provide the reference of the Case Number on the Program Participant side. The Participant must provide to Alcatel-Lucent Enterprise the results of its investigations, traces, etc, related to this Case Number.

Alcatel-Lucent Enterprise reserves the right to close the case opened on his side if the investigations made on the Participant side are insufficient or do not exist.

Note: Known problems or remarks mentioned in the IWR will not be considered.

For any issue reported by an ALE Business Partner outside the scope of the IWR, Alcatel-Lucent Enterprise may offer the "On Demand Diagnostic" service where Alcatel-Lucent Enterprise will provide 8 hours assistance against payment.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent Enterprise PBX with ACTIS quotation tool in order to interwork with a 3rd party solution is not the guarantee

of the availability and the support of the solution. The reference remains the existence of a valid InterWorking Report.

Please check the availability of the Inter-Working Report on the Alcatel-Lucent web sites

IMPORTANT NOTE 2: Involvement of the Alcatel-Lucent Enterprise Business Partner is mandatory, the access to the Alcatel-Lucent Enterprise platform (remote access, login/password) being the ALE Business Partner responsibility.

2.8.4 Escalation in all other cases

These cases can cover following situations:

1. An InterWorking Report exist but is not valid (see chapter “Validity of an Inter-Working Report” in the IWR)
2. The 3rd party company is referenced as Program Participant but there is no official InterWorking Report (no IWR published on all ALE web portals),
3. The 3rd party company is NOT referenced as Program participant

In all these cases, Alcatel-Lucent Enterprise offers the “On Demand Diagnostic” service where Alcatel-Lucent Enterprise will provide 8 hours assistance against payment.

2.9 TRAINING

Alcatel-Lucent Enterprise offers multi-disciplinary training in fields that includes sales product knowledge, pre-sales design and post-sales engineering.

A variety of training methods are available, enabling Participants to lower their training costs, reduce training time and minimize travel expenses. Training methods include online computer-based learning, online instructor-led classes, and classroom training and labs. Courses are regularly held at Alcatel-Lucent Enterprise training centers around the world. A training program can also be run on the Participant’s premises.

3 BUSINESS SERVICES



REMINDER:

The Program helps Partners market and sell their application.
Business benefits include:

- Logos, Web toolkit and press activities to provide strong differentiators for your public relations and web communications
- Partner presence on Alcatel-Lucent Enterprise websites, AAPP leaflet, AAPP ecosystems, e-newsletters and customer references to increase your market exposure (3000+ Alcatel-Lucent Business Partners serving 500 000 customers worldwide)
- Joint participation in trade shows, events and briefing centers to help you connect your company with Alcatel-Lucent Enterprise Business Partners and customers
- Joint sales enablement and business plans to develop co-sell and re-sell strategies with Alcatel-Lucent Enterprise

3.1 LOGOS AND CERTIFICATES

3.1.1 A distinctive sub-brand

A family of logos for the ALE Application Partner Program has been created to provide a distinctive sub-brand to identify and differentiate trusted Solution Partners, Application Partners and Certified Applications.

Each sub-brand logo includes a modified version of the Alcatel-Lucent Enterprise logo and Partner designation title for use in all marketing communications including presentations, technical and marketing documentation, web sites, press releases, articles, panels, etc.

3.1.2 How to use sub-brand and corporate logos

The Alcatel-Lucent Enterprise Certified Application mark can be used only by Participants of the Program, having at least one application/solution certified by Alcatel-Lucent Enterprise. Use of this mark for any other product of the company not certified by Alcatel-Lucent Enterprise is not allowed.

The Application Partner and Solution Partner marks can be used only by Partners of the Program. These logos can be used by Partners for marketing communications materials


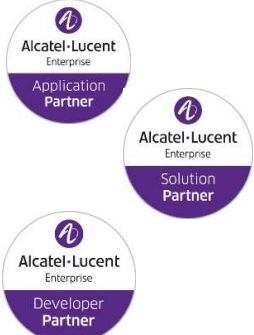

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including presentations, technical and marketing documentation, web sites, e-marketing campaigns, press releases, articles, panels, etc.

When a Partner needs to identify Alcatel-Lucent Enterprise as one of many companies they partner with, the Alcatel-Lucent Enterprise corporate logo shall be used for any marketing communications such as web sites, graphic panels, e-marketing campaigns, advertising and other promotional materials.

3.1.3 Review and approval

All sub-brand logo and corporate logo usage must be reviewed and approved by an Alcatel-Lucent Enterprise representative.

Applications	Types of logos	Types of Program Participants
<p>Certified logo</p> <p>When a Program Participant needs to communicate about its product certified by Alcatel-Lucent Enterprise (e.g., data sheet, commercial brochure, technical or product training, technical certificate)</p>		<p>Application/ Solution Partners</p> <p>Registered Companies with Certified Application/Solution</p>
<p>Partnership logos</p> <p>When the Partner needs to communicate about the membership level of its company (e.g., corporate presentation, corporate web site)</p>		<p>Application Partners</p> <p>Developer Partner</p> <p>Solution Partners</p>
<p>Corporate logo</p> <p>When the Partner needs to identify Alcatel-Lucent Enterprise as one of many companies they partner with</p>		<p>AAPP members</p>

3.2 WEB TOOL KIT

The web tool kit is a pack of elements that can be immediately posted by Partners on their own web sites to promote their relationship with Alcatel-Lucent Enterprise. Designed as “Ready-to-Post”, this web tool kit contains:

- Alcatel-Lucent Enterprise short presentations
- ALE Application Partner Program short presentation
- Related URLs
- “Certified Application”, “Developer Partner”, “Application Partner” or “Solution Partner” logos and related branding guidelines

3.3 PRESS ACTIVITIES

Partners may wish to issue a press release upon successful completion of the certification or accreditation process. All partner press releases mentioning Alcatel-Lucent Enterprise must be approved by the Alcatel-Lucent Enterprise corporate press department. Upon validation, these press releases could be posted on the Alcatel-Lucent Enterprise press room.

Alcatel-Lucent Enterprise may wish to issue a joint press release in collaboration with Solution Partners and some Application Partners. The same approval and publication processes shall apply.

3.4 PARTNER PRESENCE ON ALCATEL-LUCENT ENTERPRISE WEB SITES

The ALE AAPP web site consists of three parts:

- A public area dedicated to OmniPCX APIs: <https://api.aapp.al-enterprise.com/>
A light registration is required to download items published on this web site.
- A public area included in the Alcatel-Lucent Enterprise corporate web site: <https://www.al-enterprise.com>.
The public area has been designed to promote the Program and associated partners and to maximize the exposure of Applications and Solutions Partners. There are also all IWRs, the access to the APIs store and to the private area to handle the Advanced technical assistance.
- A private area, only accessible with a specific credential, included in the ALE Business Portal: <https://businessportal2.alcatel-lucent.com>
The private area is shared with ALE Business Partners and provide all IWRs, all APIs with additional items on APIs (like Software package if relevant), all software associated to ALE platforms and additional technical information like the Technical Library and the Technical Knowledge Center.

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Beside those AAPP web sites mainly dedicated to OmniPCX components, the participant may access (with specific credential) to other sites:

- For NBD products to SpaceWalkers at <https://www.spacewalkers.com/>
- For Rainbow CPaaS at [Rainbow Hub](#)

3.4.1 Solution & Company catalog

Program Participants who have successfully passed the certification or accreditation process are invited to post their company and solution/expertise brief(s) (one solution/expertise brief per certified solution or expertise) on the Partnership area and update information when necessary.

- A solution brief contains the information about the certified solution with all technical details to help a potential customer or Business Partner to decide to deploy such a solution
- A company brief contains information about the company as well as business contacts and a link to the web site.
- An expertise brief contains information about the skill, the know-how of a company with all technical details to help a customer or a Business Partner select this company to develop or customize a specific solution.
- Marketing and technical documents may be also attached to previous briefs.

3.4.2 Listed (or not supported) Solutions

Program Participants who are registered in the program may register their solution even if it is not certified.

The AAPP Catalog will also mention those unsupported solution but they will be explicitly distinguished to others certified and supported solutions. Less detailed information will be required for such an entry in the Catalog.

All certified solutions which belong to a participant who left the program (by himself or after an ALE decision due to specific reason like no fee payment) or when associated IWR is no longer valid (expiration date of the report [2 year], version no longer commercialized, ...) are automatically mentioned as Unsupported.

Alcatel-Lucent Enterprise reserves the right to review and amend the Participant information (without altering content) as well as to remove information or related collateral that is not appropriate or not directly in line with the certified solution and/or the expertise.

3.5 PARTNER PRESENCE ON AAPP LEAFLET & ECOSYSTEMS

AAPP team publishes periodic documents mentioning 3rd party solutions addressing specific market or domain.

The AAPP leaflet is a global overview of interoperable and certified solutions, updated twice a year. More than 200 products related to more than 80 companies are listed with some detailed information like the platform, the API or the targeted Vertical.

The AAPP ecosystem is an overview of interoperable and certified solutions which address a specific Vertical or a specific domain. There are updated at least twice a year.

Following ecosystem are available today:

- By Vertical (Hospitality, Healthcare, Education, Transportation & Government)
- By Domain (SIP, Headsets, Voice Recording)

An additional document dedicated to Disabled people is still in progress.

3.6 E-LETTERS

Alcatel-Lucent Enterprise issues various e-letters profiled by geographic area and type of reader (customer, Business Partners, internal employee, etc.) that deliver news from Alcatel-Lucent Enterprise and the Enterprise market. Compilations of all the new certified solutions are published on a regular basis. In addition, dedicated articles written by Participants may be published.

3.7 CUSTOMER REFERENCE PROGRAM

The Alcatel-Lucent Enterprise Customer Reference Program showcases companies worldwide that are experiencing the benefits of Alcatel-Lucent Enterprise products and solutions. Alcatel-Lucent Enterprise invites Participants to use the Customer Reference Portal to demonstrate how joint customers improve the way they do business with participant solutions certified by Alcatel-Lucent Enterprise.

The case studies can be developed by the Participant or Alcatel-Lucent Enterprise. They may be posted on various Alcatel-Lucent Enterprise web sites (Enterprise Portal, Business Partner Portal and intranet).

3.8 BRIEFING CENTERS

With locations worldwide, Alcatel-Lucent Enterprise Briefing Centers showcase the latest Alcatel-Lucent Enterprise solutions, helping deliver key messages and keeping clients informed of the latest updates.

Briefing centers illustrate how Alcatel-Lucent Enterprise solutions meet the general communication needs of small, medium and large enterprises and verticals. Joint ALE

solutions and Participant Certified Solutions may be associated with Alcatel-Lucent Enterprise demonstrations through joint demonstration scripts and messages.

3.9 EVENTS AND TRADE SHOWS

Premium participants may be associated with Alcatel-Lucent Enterprise local and central events that are major meeting points for enterprise customers, service providers, distributors and solution developers, as well as industry influencers such as press, analysts and consultants.

Some exhibitor packs dedicated to Participants may be available including booth rental and promotion at very attractive prices.

Participants may be invited to customer presentations (for example, round tables, conferences, workshops) organized by Alcatel-Lucent Enterprise at central and local levels.

Alcatel-Lucent Enterprise may also participate in Partner events: internal seminars, re-seller or customer events, booth sharing in trade shows, etc.



3.10

SALES ENABLEMENT

Sales enablement gives the opportunity to Premium Participants and selected Solution Partners to educate Alcatel-Lucent Enterprise direct and indirect sales channels on their offering.

Partner sales tools kits are available, including marketing and technical collateral on joint solutions:

- Customer/sales presentation
- Joint data sheet
- Customer case study
- Technical and sales training
- FAQs

Training sessions are organized to present joint solutions or Certified Applications:

- These sessions are dedicated to technical, pre-sales and sales persons from Alcatel-Lucent Enterprise or Business Partners.
- They are organized by Alcatel-Lucent Enterprise central or local teams.
- The format varies (webinars or in-room sessions).

3.11 BUSINESS PLAN

Alcatel-Lucent Enterprise establishes strong relationships with Solution Partner to market and sell joint solutions that combine the expertise of both companies. In this case, sales or Original Equipment Manufacturer (OEM) agreements are signed. Alcatel-Lucent Enterprise direct and indirect sales channels are encouraged to co-sell or re-sell those combined offerings. A common business plan is built in collaboration with the Premium Participant including:

- Scope and business goals of the partnership as well as the means to reach those goals (allocated budget, resources and schedules)
- Associated marketing plan describing the necessary marketing actions and deliverables
- Common roadmap
- Common reporting process
- Common human resources to coordinate and execute the business plan

4 ENROLLMENT AND RENEWAL

4.1 HOW TO JOIN THE PROGRAM

Step 1: Registration

According to the targeted web site, the registration is different.

Step 1a: Registration for individuals (Developer level)

- A) Fill a very light form with first name, name and email address
- B) Accept the APIs Terms and Conditions.

For this level, the process stops here. The individual is then ready to start working.

Step 1b: Registration for companies (Registered level)

- A) Read and accept the Program Terms and Conditions.
- B) Fill in and submit the online registration form to provide general information about the company and candidate solution(s). Companies apply for membership as Alcatel-Lucent Enterprise will use the information to evaluate the interest of membership in the Program and its technical feasibility.

Step 2: Evaluation by Alcatel-Lucent Enterprise

- A) Alcatel-Lucent Enterprise will acknowledge the candidacy upon receipt of the completed registration from (refer step 1b).
- B) Evaluation criteria for all candidates:
 - The Program is open to companies that wish to develop products and services that are compatible with Alcatel-Lucent Enterprise platforms and technologies (including certain OEM products), and which offer a value proposition that complements the Alcatel-Lucent Enterprise portfolio.
 - In the opinion of Alcatel-Lucent Enterprise, the solution or product should be able to maximize joint market coverage and penetration, either directly or through Business Partners, and bring significant value to our joint end customers.

B) Evaluation criteria for Application/Developer/Solution Partner:

- Participant status is open only to Registered Companies selected by Alcatel-Lucent Enterprise.
- The company will have successfully completed the accreditation or certification process and is committed to maintaining that status.
- Through a certified solution, the business activity offers the prospect of generating recurrent joint revenue.
- The company either has regional coverage (for example EMEA or APAC) or a strong position in a given market.

Alcatel-Lucent Enterprise will notify you of the results of the evaluation Participant.

Step 3: Acceptance

For **Registered** membership level, the acceptance is not depending of a fee so a simple email will make official this partnership.

For all other membership levels, the acceptance in the Program is conditional on the payment of applicable fees and completion of relevant tasks.

The membership fee covers participation in the Program for one year and includes access to standard benefits and services. Additional benefits and services may be ordered through the Program Catalog, according to participant needs.

Membership status is conferred upon payment of the applicable fees (unless otherwise stated). Please note that participants who are invited to become Partners will initially be classified as Registered Companies upon payment of the associated fee; they will become Partners once their solution has been awarded Certified Solution status.

Step 4: Membership activation

Membership will be directly activated for Registered participant and upon payment of the associated fee for the others. For the last ones, one or more login(s) will be provided for the private area of the Developer Partner Portal, providing access to the Program's benefits and services.

4.2 HOW TO RENEW YOUR PARTICIPATION

To renew the Program membership, the Participant must do the following:

- Pay the annual fee
- Approve the amendments that Alcatel-Lucent Enterprise may have written into the Program Terms and Conditions
- Keep marketing and technical documents up to date (Partner Brief, IWRs, etc.)

- For Registered participants, the renew is automatic and do not need participant involvement except if they explicitly ask to leave the program.

5 PRICING

INDIVIDUAL DEVELOPER: free of charge

REGISTERED COMPANIES: free of charge

Additional fee-based benefits are available as follows:

- Certification is available for 1500 euros (2000 US dollars) per ticket with the possibility to buy a 3 tickets package for 4000 euros (5000 US dollars).
- Development assistance is available for 400 euros (500 US dollars) per ticket with the possibility to buy a 3 tickets package for 1000 euros (1200 US dollars)
- Virtual lab is accessible for 3 months for 1000 euros (1500 US dollars)
- Presence on the web site for 1000 euros (1200 US dollars) for one year
- Lab software licences update: 600 euros (800 US dollars) excluding hardware

The Development Assistance tickets and the Certification tickets can be consumed during two years, after two years they are lost.

All companies can order a global AAPP services package for 5000 euros (6000 US dollars) which include:

- 3 Certification tickets (2 years duration)
- 3 Development assistance tickets (2 years duration)
- 1 Virtual lab access (3 months duration)
- 1 Catalog Presence (1 year duration)
- 1 Lab software licence update

APPLICATION, DEVELOPER PARTNERS: Annual fee of 5000 euros (6000 US dollars)

Services covered by the annual fee include:

- Personal logons to the Partner website for up to five of the employees
- Access to an online resource center that hosts technical documentation for Alcatel-Lucent Enterprise platforms, as well as APIs, development tools, facilities for downloading software updates, etc.
- Development assistance (5 tickets package). This covers access to Alcatel-Lucent Enterprise experts by phone, email or Web during the development phase.
- Certification session based on 3 tickets package
- Unlimited access to e-Testing (i.e., the virtual lab) facility
- Lab Software licences updates (excluding hardware)
- Business services

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Additional fee-based benefits are available as follows:

- Certification tickets (per unit: 1500 euros (2000 US dollar) or per 3: 4000 euros (5000 US dollars)
- Support tickets (per unit: 400 euros (500 US dollars) or per 3: 1000 euros (1200 US dollars)

	per unit (€/€)	per packages	
		Quantity	price (€/€)
Assistance Ticket	400€ / 500\$	3	1000€ / 1200\$
Certification Ticket	1500€ / 2000\$	3	4000€ / 5000\$

SOLUTION PARTNERS: Contractual fees

Services covered by the contractual fee include all basic benefits provided to APPLICATION or DEVELOPER Partners as well as advanced technology and business benefits to support the joint solution

Summary of Program Fees

Catalog item	Registered Company	Application Partner/ Developer Partner	Solution Partner
Annual membership fee	free	5000 €/6000\$ (*)	Contractual
Development Assistance	Per ticket	5 tickets/ year	Unlimited
Virtual Labs	1000€/1500\$ for 3 months(**)	Unlimited	Unlimited
Technical support	Only for Certified Solution		
Solution certification	Per ticket	3 tickets / year	Contractual
Lab software update	600€/800\$	Yes	Yes
Web presence	on demand 1000€/1200\$ per year(**)	Yes	Yes

(*) For participant, already member of the program at the end of 2018 (this new program starts in January 1st in 2019) the annual fee remains at the previous rate

(**) for a period, superior to what is mentioned here, please ask the AAPP team for a specific proposal

Technical Support means here that a 3rd party solution deployed on a customer site is supported by ALE if the IWR exist, is still valid and the deployment is conform to the architecture and the limitation/restriction described in the IWR

6 PROGRAM REFERENCE DOCUMENTS AND TEMPLATES

WEB SITES

- ALE Corporate Portal: <https://www.al-enterprise.com>
- ALE Application Partner Portal: <https://www.al-enterprise.com/partners/aapp>
- OmniPCX APIs: <https://api.aapp.al-enterprise.com>
- Network Portal: <https://www.spacewalkers.com/>
- Rainbow Hub: <https://hub.openrainbow.com>

DOCUMENTS

- Program Guidelines
- Terms and Conditions (<https://www.al-enterprise.com/-/media/assets/internet/documents/aapp-program-terms-and-conditions-2017-04-26.pdf>)
- AAPP leaflet (<https://www.al-enterprise.com/-/media/assets/internet/documents/aapp-leaflet.pdf>)
- Ecosystem per Verticals ([Hospitality, Healthcare, Transportation, Education, Government](#))
- Ecosystem per domain ([SIP, Voice Recording, Headsets](#))
- Program Brochure
- Online Application Partner Guide (<https://www.al-enterprise.com/en/partners/aapp>)
- Branding Guidelines

TEMPLATES

- Candidature Brief
- InterWorking Report (IWR)
- Company Brief
- Solution Brief
- Partner Press Release
- Partner Case Study
- Partner Demo Script

7 Glossary

- **Program:** ALE Application Partner Program (AAPP)
- **Program Participant:** An individual or organization registered in the Program. Program Participants include Registered Companies and partners.
- **Application Partner Portal:** Application Partner web site
- **Business Partner Portal:** Business Partner web site
- **API:** Application Programming Interface or “Interface”
- **SDK:** Software Development Kit
- **SRM:** Service Request Management
- **IWR:** Inter-Working Report

<https://www.al-enterprise.com/partners/aapp>