

# Diamond Support for Alcatel-Lucent Enterprise Communications

## Premium Support Excellence from ALE

Diamond Support is Alcatel Lucent Enterprise's premium service, designed to ensure the reliable, secure, high performance operation of ALE communication infrastructures. It leverages ALE's highest level of support expertise, a continuous customer relationship and a strong commitment to availability and service continuity.

This offer applies to any environment covered by an active Software Premium Service (SPS) contract or Purple on Demand (PoD) subscription. It is particularly suited for organizations seeking performance, operational control and peace of mind, as well as for mission-critical environments requiring high availability, sustained performance and reinforced security.



### **A dedicated expert for high-end support**

During Business Hours, each customer benefits from the assistance of a Designated Support Engineer (DSE) or a backup—a Level 3 expert fully proficient in ALE Voice solutions.

This exclusive support model provides:

- Personalized expert-to-expert communication
- In-depth knowledge of the customer's architecture and history
- Immediate understanding of context and operational priorities
- Faster and more focused handling of critical incidents

The DSE may also deliver:

- Targeted knowledge transfer, strengthening the customer IT team's autonomy
- Remote assistance during planned maintenance to secure operations
- Proactive recommendations supporting future upgrades and deployments

## A simple annual subscription model

The offer is delivered through an annual subscription, which includes a defined number of Diamond-tagged Service Requests (SRs).

Diamond SRs can be opened 24/7:

- by phone, or
- through the MyPortal platform

SR handling follows all SPS contract rules with immediate DSE involvement during Business Hours and support from standby teams outside these hours.

### Service description

Diamond Support, the highest standard of ALE support expertise, includes:

- End-customer access to ALE support
- Privileged access to a Designated Support Engineer (DSE)
- Operational meetings follow-up
- Proactive guidance and recommendations from vendor
- Remote assistance on demand during scheduled maintenance windows
- Knowledge transfer on new features

### Customer benefits

#### Direct access to an ALE expert

- Fast, expert-level support from a dedicated Level 3 engineer who knows your environment.

#### Maximum availability and faster resolution

- Prioritized handling and accelerated escalation ensure your critical communications infrastructure stays running.

#### Proactive optimization

- Expert guidance boosts stability, strengthens security and prepares your system for future evolution.

### Product coverage

The list below is provided for information purposes only and may evolve over time. Please refer to your SOW for the official list of products applicable to your service.

- Alcatel-Lucent OmniPCX® Enterprise Purple
- Alcatel-Lucent OmniVista® 8770 NMS
- Rainbow™ Business, Enterprise
- Dispatch Console
- OmniPCX Open Gateway
- OpenTouch SBC
- Visual Automated Attendant
- Visual Notification Assistant

### Prerequisite

- Equipment needs to be under a valid Service, Premium Service, Purple on Demand or Rainbow subscription.
- Diamond Communication Support is available for Business Partners with a valid distributorship agreement or a valid indirect partner charter.

### Geographic availability

Diamond Support Services are available worldwide unless otherwise stated in the "Support Services for Communication Products, Service Essentials for Business Partners" document on MyPortal.

### Diamond ticket management process

#### SR submission

- The customer or Partner submits an SR via MyPortal or by phone via the Welcome Center.

#### Ticket dispatching

- During Business Hours, the ticket is immediately assigned to the DSE for handling.
- Outside Business Hours, the ticket follows standard support rules. Depending on the severity and product, it is routed to the on-call Level 3 support team or the Level 2 support team, who manage it until the DSE returns.

#### Ticket handling

Tickets are handled in accordance with the "Support Services for Communication Products – Service Essentials for Business Partners" document on MyPortal.

#### Ordering information

Orders are fulfilled on demand only and bound to approval by ALE. For offers, please contact the ALE Welcome Center or your ALE representative.

- Diamond Communication Support includes a minimum quantity of thirty (30) SRs per year.
- Diamond Communication Support term is twelve (12) months.

### Contact information

ALE recommends that Diamond Communications Support SRs are handled by phone or through MyPortal for faster routing.

#### Phone:

- |           |                  |                           |
|-----------|------------------|---------------------------|
| • English | + 1 650 385 2193 | (24/7)                    |
| • German  | + 1 650 385 2197 | (7:00 am-7:00pm CET/CEST) |
| • French  | + 1 650 385 2196 | (7:00 am-7:00pm CET/CEST) |
| • Spanish | + 1 650 385 2198 | (9:00 am-7:00pm CET/CEST) |

Toll-free phone numbers are available on MyPortal in the Support section.

**MyPortal:** <https://myportal.al-enterprise.com>