



SUPPORT SERVICES FOR NETWORK PRODUCTS

SERVICE ESSENTIALS
FOR END CUSTOMERS

WORLDWIDE (UNLESS STATED DIFFERENT)

Edition 1.11 –April 2018

TABLE OF CONTENTS

1	General Provisions	3
2	OmniVista Cirrus Subscriptions.....	3
2.1	OmniVista Cirrus Premium Support.....	3
2.1.1	Online access to and use of support facilities for each Licensed Device through the Business Portal and Global Welcome Center	3
2.1.2	Online access to and use of service and support facilities for each Licensed Device through the Business Portal and Global Welcome Center	5
2.1.3	End of Support	7
2.2	OmniVista Cirrus Base Support.....	8
3	Contact information.....	9

1 General Provisions

This Service Essential (“Essential”) describes the terms and conditions applicable to support and maintenance Services from ALE to you for ALE Network Products and Subscriptions.

Scope of countries: worldwide, unless stated different

Effective date: April 2018

2 OmniVista Cirrus Subscriptions

Scope of countries: Countries are listed in the [OmniVista Cirrus Country Availability Document](#) unless stated different.

2.1 OmniVista Cirrus Premium Support

2.1.1 Online access to and use of support facilities for each Licensed Device through the Business Portal and Global Welcome Center

During the OmniVista® Cirrus Subscription you have the right to contact ALE to submit Service Requests for issues with OmniVista Cirrus NMS applications and Licensed Device management operation. ALE will provide you access to the Business Portal and Global Welcome Center. Support Service is delivered remotely in English only. At its sole discretion, ALE may choose to dispatch ALE personnel onsite to identify the root cause of the reported problem or implement the solution to a reported problem. ALE will only make such a decision after all efforts have been exhausted between ALE TAC experts and you to resolve the reported issue remotely.

2.1.1.1 Severity levels and Service levels

The following table show the various support severity levels and their service levels.

Severity Level	Description	Response Time	Non Defect Resolution Time	Defect Resolution	
1	Critical	Production environment, telecommunications network, or major business application is down, causing a critical impact to business operations (e.g. severely degraded service quality, continuous disruption of service)	< 60 minutes	< 48 hours	Hot Fix
2	High	Production environment is not down, however, there is a severe impact or degradation to business operations or development activities (e.g. degradation of service quality, intermittent disruption of service, blocks integration work, delays final system or acceptance testing).	< 4 business hours	< 5 business days	Next Maintenance Release
3	Medium	The business operations are noticeably impaired but are able to be continued (e.g. some degradation of service quality, impaired network functionality, or occasional disruption of service)	< 1 business day	< 10 business days	Future Maintenance Release
4	Low	There is minimal impact on the business operations or request for information or assistance on ALE product capabilities, system installation, or configuration.	< 1 business day	< 20 business days	Future Maintenance Release

- If required, you must provide remote access to the faulty OmniVista Cirrus NMS Licensed Device through the Internet at your own cost. If remote access is not made available, ALE’s resolution and response and resolution times may be delayed and ALE shall not be held responsible for such delay.

2.1.1.2 Opening a Service Request

When you open a Service Request, you must provide the following information:

- End-Customer company name
- End-Customer postal address(es), including country
- End-Customer Phone number
- Subscription Identifier

All Critical and High Service Requests should be opened via Telephone.

2.1.1.3 24x7 Phone Support

Welcome Center agents are available 24 hours a day seven (7) days a week. You may call into the ALE Global Welcome Center and open a Service Request. The ALE Global Welcome Center forwards the call to the ALE Technical Assistance Center (TAC) based on the Severity Levels of the problem reported by you.

2.1.1.4 24x7 Online Support Portal Access

You have access to the Business Portal. On the Online Business Portal, you can:

- Create Service Requests
- View status of open and closed Service Requests
- View status of Licensed Device replacement requests
- Access to documentation and technical bulletins

2.1.1.5 Remote Diagnostics

Remote diagnostics support is available 24x7 for Severity 1 problems and during business hours for other severity level. TAC Employees will provide remote support to you over the phone to diagnose the root cause of the reported problem. After the root cause of the problem has been determined, a TAC expert shall recommend a solution to the problem. available to ALE TAC experts during remote diagnosis. The ALE TAC expert may require actions, tests, traces or other activities that can only performed onsite. At the request of ALE TAC, the you will perform the activities necessary to determine the root cause of the issue and/or to implement the solution to the reported problem.

2.1.2 Online access to and use of service and support facilities for each Licensed Device through the Business Portal and Global Welcome Center

During the OmniVista® Cirrus Subscription you have the right to contact ALE to submit Service Requests for issues with Licensed Devices. ALE will provide you access to the Business Portal and Global Welcome Center. Support Service is delivered remotely in English only. At its sole discretion, ALE may choose to dispatch ALE personnel onsite to identify the root cause of the reported problem or implement the solution to a reported problem. ALE will only make such a decision after all efforts have been exhausted between ALE TAC experts and you to resolve the reported issue remotely.

2.1.2.1 Severity levels and Service levels

The following table show the various support severity levels and their service levels.

Severity Level	Description	Response Time	Non Defect Resolution Time	Defect Resolution
1	Critical Production environment, telecommunications network, or major business application is down, causing a critical impact to business operations (e.g. severely degraded service quality, continuous disruption of service)	< 60 minutes	< 48 hours	Hot Fix
2	High Production environment is not down, however, there is a severe impact or degradation to business operations or development activities (e.g. degradation of service quality, intermittent disruption of service, blocks integration work, delays final system or acceptance testing).	< 4 business hours	< 5 business days	Next Maintenance Release
3	Medium The business operations are noticeably impaired but are able to be continued (e.g. some degradation of service quality, impaired network functionality, or occasional disruption of service)	< 1 business day	< 10 business days	Future Maintenance Release
4	Low There is minimal impact on the business operations or request for information or assistance on ALE product capabilities, system installation, or configuration.	< 1 business day	< 20 business days	Future Maintenance Release

If required, you must provide remote access to the faulty OmniVista Cirrus NMS Licensed Device through the Internet at your own cost. If remote access is not made available, ALE's resolution

and response and resolution times may be delayed and ALE shall not be held responsible for such delay.

2.1.2.2 Opening a Service Request

When you open a Service Request, you must provide the following information:

- End-Customer company name
- End-Customer postal address(es), including country
- End-Customer Phone number
- Subscription Identifier
- Serial Number of Licensed Device

All Critical and High Service Requests should be opened via Telephone.

2.1.2.3 24x7 Phone Support

Welcome Center agents are available 24 hours a day seven (7) days a week. You may call into the ALE Global Welcome Center and open a Service Request. The ALE Global Welcome Center forwards the call to the ALE Technical Assistance Center (TAC) based on the Severity Levels of the problem reported by you.

2.1.2.4 24x7 Online Support Portal Access

You have access to the Business Portal. On the Online Business Portal, you can:

- Create Service Requests
- View status of open and closed Service Requests
- View status of Licensed Device replacement requests
- Access to documentation and technical bulletins

2.1.2.5 Remote Diagnostics

Remote diagnostics support is available 24x7 for Severity 1 problems and during business hours for other severity level. TAC Employees will provide remote support to you over the phone to diagnose the root cause of the reported problem. After the root cause of the problem has been determined, a TAC expert shall recommend a solution to the problem. available to ALE TAC experts during remote diagnosis. The ALE TAC expert may require actions, tests, traces or other activities that can only performed onsite. At the request of ALE TAC, the you will perform the activities necessary to determine the root cause of the issue and/or to implement the solution to the reported problem.

2.1.2.6 Next Business Day Advance Replacement of faulty ALE Devices

After TAC employees have determined the root cause of a service request as faulty Licensed Device, ALE will ship replacement equipment the next business day to the delivery address you agreed with the Service Supplier, in the same country as the Service Supplier. The replacing ALE Device may be a refurbished or new unit and it shall be up to ALE's sole discretion as to if the unit is refurbished or new. Equipment is shipped according 2010 Incoterm DAP. ALE shall provide an RMA number and pre-paid shipping label to the End-Customer to return the ALE Device to an address provided by ALE during the process. ALE shall provide written return instructions within the package in which the replacement ALE Device is shipped. ALE is not

responsible for delays due to transport, customs nor obtaining export licenses. ALE is not responsible for any custom fees nor duty taxes. ALE is not responsible for aiding you for customs clearance of Advanced Replacements.

Upon receiving the replacement ALE Device, you shall ship or return the reported ALE Device to ALE's Local Entry Point within 25 Business Days of shipping the replacement part. You shall follow the shipping instructions for returning defective units to ALE, and will use the pre-paid airway bill provided by ALE. You include the RMA number (Return Material Authorization, as defined as a written authorization delivered by ALE to you allowing the latter to return Equipment or parts thereof to ALE or to a Local Entry Point indicated by ALE) provided by ALE on the exterior of the shipping container.

The Local Entry Point means the premises of ALE or of an ALE's subcontractor, as defined by ALE, to which you shall ship the faulty parts of the equipment for replacement or repair. For the avoidance of doubt, Local Entry Point is not necessarily located in the country where your premises are located.

If you fail to return the reported defective unit to ALE, you shall no longer be entitled to Advanced Replacement until the Non-Returned Inventory (NRI) is returned to ALE. Any subsequent shipping of replacement ALE Devices will only take place after ALE has received the faulty ALE Device at your own cost. ALE shall repair or replace, at ALE's discretion, the faulty ALE Device. ALE shall ship the repaired or replaced unit to you within 10 Business Days of receipt of the faulty unit at ALE's Local Entry Point. You must obtain an RMA number from ALE prior to shipping the faulty equipment to ALE and include the RMA number on the exterior of the shipping container. You are responsible for providing adequate packing material to protect against a reasonable risk of damage that would normally occur during shipping by common carrier.

When applicable, you are responsible to maintain and provide all necessary government authorization (permits and tax identification, as examples) and documentation necessary to facilitate customs clearance processing. End-Customer is responsible to maintain and provide proof of delivery for all RMA Maintained Products shipped to the ALE Local Entry Point.

You are responsible to ensure that its requested delivery site is open for business to receive AVR. Delays caused to ALE or repeat attempts by ALE to deliver the AVR due to End-Customer site not open for business relieves ALE of its AVR delivery deadline obligations.

2.1.3 End of Support

For the duration of the subscription, ALE Devices will be supported until 5 years after the End of Sales date set by ALE. The End of Sales date for ALE devices will be displayed in OmniVista Cirrus NMS. You will have the possibility to move the Hosted License from a non-supported ALE device to a supported ALE Device.

2.2 OmniVista Cirrus Base Support

Note: valid in the United States only.

2.2.1 Email access to Global Welcome Center to get support for OmniVista Cirrus NMS

For the duration of the OmniVista® Cirrus Subscription you have the right to contact ALE to submit Service Requests for issues with OmniVista NMS. ALE will provide you the eMail address of the Global Welcome Center.

Support Service is delivered remotely in English only. At its sole discretion, ALE may choose to dispatch ALE personnel onsite to identify the root cause of the reported problem or implement the solution to a reported problem. ALE will only make such a decision after all efforts have been exhausted between ALE TAC experts and you to resolve the reported issue remotely.

2.2.1.1 Severity levels and Service levels

The following table show the various support severity levels and their service levels.

Severity Level	Description	Response Time	Non Defect Resolution Time	Defect Resolution
1	Critical Production environment, telecommunications network, or major business application is down, causing a critical impact to business operations (e.g. severely degraded service quality, continuous disruption of service)	< 60 minutes	< 48 hours	Hot Fix
2	High Production environment is not down, however, there is a severe impact or degradation to business operations or development activities (e.g. degradation of service quality, intermittent disruption of service, blocks integration work, delays final system or acceptance testing).	< 4 business hours	< 5 business days	Next Maintenance Release
3	Medium The business operations are noticeably impaired but are able to be continued (e.g. some degradation of service quality, impaired network functionality, or occasional disruption of service)	< 1 business day	< 10 business days	Future Maintenance Release
4	Low There is minimal impact on the business operations or request for information or assistance on ALE product capabilities, system installation, or configuration.	< 1 business day	< 20 business days	Future Maintenance Release

- If required, you must provide remote access to the faulty OmniVista Cirrus NMS Licensed Device through the Internet at your own cost. If remote access is not made available, ALE's resolution and response and resolution times may be delayed and ALE shall not be held responsible for such delay.

2.2.1.2 Opening a Service Request

When you open a Service Request, you must provide the following information:

- your company name

- your postal address(es), including country
- Phone number
- Subscription Identifier

All Critical and High Service Requests should be opened via Telephone.

3 Contact information

For any question with regard to your Support Services contract or agreement, you may get in touch with Alcatel-Lucent Enterprise:

- : Ebg_global_supportcenter@al-enterprise.com
-  in English + 1 650 385 2193 (24/7)
-  in German + 1 650 385 2197 (7:00 am till 7:00pm CET)
-  in French + 1 650 385 2196 (7:00 am till 7:00pm CET)
-  in Spanish + 1 650 385 2198 (7:00 am till 7:00pm CET)
- Fax: +33 3 69 20 85 85

-  Toll free + 1 800 995 2696 (24/7 USA and Canada)

-  Toll free + 800 002 001 00 (coverage below)
 - In English for United Kingdom, Italy, Australia, Denmark, Ireland, Netherlands, South Africa, Norway, Poland, Sweden, Czech Republic, Estonia, Finland, Greece, Slovakia, Portugal
 - In French for France, Belgium, Luxemburg
 - In German for Germany, Austria, Switzerland
 - In Spanish for Spain

For any other question please contact your ALE or Service Supplier commercial representative, or [contact us](#) directly.