Alcatel-Lucent Enterprise Network Support Software, Support Plus and Support Total Services for End Customers

Boost your competitive advantage with a network at peak performance.

Support Software, Support Plus and Support Total services are high-performance maintenance service options for Alcatel-Lucent Enterprise LAN switches, WLAN access points and management platforms.

Today's networks are backbones for all mission-critical IT and OT activities including secure connectivity to IoT, reliable business operations, excellent customer service, instant access to cloud and IA services.

With Support Software, Support Plus and Support Total, ALE teams will support your IT teams to continuously maintain peak network performance. Minimize disruptions and get the network back up and running as fast as possible even in case of complex issues. Keep up with technology advances by evolving the network with the latest software updates. Secure your operations by installing the latest security enhancements. Optimize your stock of spare parts by getting replacement parts in advance of the return of the faulty parts.

Features	Benefits
Advanced hardware replacement options	Get LAN and WLAN replacement parts quickly in case of hardware issue and reduce your stocks of spare parts
Advanced service level objectives	Get problems resolved as quickly as possible by skilled experts from the ALE Technical Expert Center teams, who have direct access to Engineering for complex problem solving
24x7 Technical Support access	Improve the performance of your network team with anytime access to ALE experts. Technical Support engineers will assist from product-related questions to troubleshooting and resolution of system issues.
Software updates, upgrades	Evolve your network to meet ever-changing technology needs and improve the network's cyber resilience with instant access to latest software
ALE MyPortal access	Reduce your costs of operations by logging cases easily and getting instant visibility of all queries

Network Support Services Overview

Support Services Options	Support Software	Support Plus[1]	Support Total[2]
4-hour advanced hardware delivery	–	–	✓
Advanced replacement: Next Business Day shipment	–	✓	–
Advanced service level objectives	–	✓	✓
24x7 Technical Support access	✓	✓	✓
Software updates, upgrades	✓	✓	✓
ALE MyPortal access	✓	✓	✓
Term	1 to 5 years		
Validity	Until covered product's End of Support date[3]		
Return-to-Factory hardware replacement	With Hardware Limited Lifetime Warranty		

1 Available in the USA and countries of the European Union
2 Available in Canada – contact ALE Welcome Center or ALE representative.
3 End of Support date is available from ALE or Business Partner

Support Services: Product coverage	Support Software	Support Plus	Support Total
OmniSwitch 6250, 6350, 6450, 6860E, 6570M	✓	✓	–
OmniSwitch 6360, 6370, 6465, 6560, 6575, 6860N, 6870 OmniSwitch 6900, 6920, 9900	✓	✓	✓
OmniAccess WLAN Stellar Access Points	✓	✓	–
OmniAccess WLAN Controllers, Access Points	✓	✓	–
OmniAccess WLAN Licenses	✓	–	–
OmniVista 2500 NMS, 3600 AM	✓	–	–
Support services for OmniVista Cirrus are described in OmniVista Paid Bundles Service Description			

Service level objectives

Support Plus: Advanced service level objectives

Case severity	Availability	Response time	Resolution target
1 (Critical)	24x7	30 minutes	48 hours
2 (High)	24x7	60 minutes	48 hours
3 (Medium)	Business hours	4 business hours	10 business days
4 (Low)	Business hours	4 business hours	20 business days

Support Software: Service level objectives

Case severity	Availability	Response time	Resolution target
1 (Critical)	24x7	60 minutes	48 hours
2 (High)	Business hours	4 business hours	5 business days
3 (Medium)	Business hours	1 business day	10 business days
4 (Low)	Business hours	1 business day	20 business days

Technical Support, MyPortal access

- ALE Technical support can be accessed 24/7 by telephone, or via MyPortal
- Provided by specialists who are fluent in English
- Technical support is available for products with a valid entitlement for End Customer Support
- Access to technical support is for authorized End Customer's IT personnel, familiar with ALE network products and able to communicate in English, both verbally and in writing

Software updates and upgrades

- End Users have access to software updates and release evolutions/ upgrades for entitled products. Manuals and release notes are included.

Advanced hardware replacement

- When claimed:
  - ¬ under warranty, faulty parts must be returned to ALE before ALE ships replacement parts
  - ¬ under Support Plus and Support Total, ALE will ship the faulty part in advance of the return of the faulty part
- The replacement products will ship from ALE's hub:
  - ¬ next business day of the replacement order for products with Support Plus entitlement
  - ¬ within 4 hours of the replacement order for products with Support Total entitlement
- Returned product will be an identical new or refurbished product (Support Plus and Support Total)
- Faulty part(s) or products that have been replaced by ALE through advance replacement must be returned within 10 calendar days following receipt of the replacement part by Customer

Commercial Information and Request

Whether it's a small-scale setup or a complex enterprise environment, ALE offers you the choice of purchasing network support services from our Partners or directly from ALE. For further information on Support Services or to obtain a quote, please contact your Business Partner or ALE sales representative.

Network Support Service Requests

ALE recommends that Network Support service requests are handled by phone or through the MyPortal Web Platform for faster routing.

- MyPortal: https://myportal.al-enterprise.com
- English + 1 650 385 2193 (24h, 7 days a week)
- German + 1 650 385 2197 (7:00 am till 7:00pm CET/CEST)
- French + 1 650 385 2196 (7:00 am till 7:00pm CET/CEST)
- Spanish + 1 650 385 2198 (9:00 am till 7:00pm CET/CEST)
- Toll Free phone numbers are available on MyPortal in the support section.

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