

Alcatel-Lucent Enterprise Network Extended Support Software for End Customers

Protect your network products past the end of support date.

Extended Support Software is a one-year maintenance service option for Alcatel-Lucent Enterprise LAN switch products that are beyond End of Support.

Many large organizations evolve their network at the pace of their business. Extended Software Support covers LAN switch products that are past End of Support. 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 and security enhancements.

Features	Benefits
Software support after product's End of Support date	Evolve your network at your own pace while protecting your investments
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

Extended Support Software Description

Support term

1 year

Product coverage

Products that are End of Support within this list:

Support Services: Product Coverage	Extended Support Software ¹
OmniSwitch 6360, 6465, 6560, 6860N, 6865	✓
OmniSwitch 6900, 9900	✓

¹ Available on request

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, email 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.
- After the end of support date of a product, ALE reserves the right to
 - Decline the correction or backporting of any reported software issue in instances where

the correction jeopardizes the stability of a software release or if the undertaking to implement such a remedy is deemed technically impracticable within reasonable bounds

- Correct a reported software issue in a later AOS version

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.
- Email: <mailto:ale.welcomecenter@al-enterprise.com>

