DEVELOPER and SOLUTION PARTNER PROGRAM

Guidelines

February 2025

This document describes the target audience of the Alcatel-Lucent Enterprise (ALE) Developer & Solution Partner Program (DSPP), as well as the tools and services offered to those individuals or companies joining this Program or that are willing to join. It also describes the operational principles and processes that govern the DSPP. 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 and/or add to these guidelines at any time and at its sole discretion. Any changes will appear on the Alcatel-Lucent Enterprise Developer & Solution Partner Program website at https://www.al-enterprise.com/en/partners/dspp

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1 MISSION

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

- **DEVELOP INNOVATIVE APPLICATIONS or SOLUTIONS** based on Alcatel-Lucent Enterprise technologies and advanced Application Programming Interfaces (APIs)

- **CERTIFY** and **DEPLOY TRUSTED APPLICATIONS or SOLUTIONS**

- **MARKET THEIR APPLICATIONS or SOLUTIONS** by increasing market presence and go-to-market opportunities across agreed regions and markets

A wide variety of organizations and individuals develop applications, solutions, products and services that complement Alcatel-Lucent Enterprise's communication solutions for Enterprise. These include, but are not limited to; developers, universities, startups, technology providers, software and hardware vendors, infrastructure providers and other entities, as well as Alcatel-Lucent Enterprise Business Partners and customers who want to develop their own applications.

2   DSPP SUPPORTING ALE ECO-SYTEMS

The ALE Developer & Solution Partners Program (DSPP) aims to support a broad ecosystem of developers and partners throughout the application or solution lifecycle, helping you to seamlessly develop unique applications or solutions that harness the technology found in ALE's various advanced APIs Hubs:

- *Rainbow for Developers*
  https://hub.openrainbow.com
  Alcatel-Lucent Enterprise Rainbow SDKs and APIs to design your Rainbow CPaaS (Communication Platform as a Service) solutions. Use the Rainbow for Developers to enrich your applications with chat, group chat, voice, video, file-sharing, telephony PBX features and more.

- *Communication Hub*
  https://api.dspp.al-enterprise.com
  A complete set of APIs dedicated to **Alcatel-Lucent Enterprise OmniPCX communication platforms** allowing you to design and integrate your applications or solutions for a wide range of communication needs including telephony, voice messaging, customer service, alarming, notification, location, recording, hospitality, accounting.

- *Network Hub*
  https://www.spacewalkers.com
  Provide APIs and plugins allowing you to build or customize an app while integrating **Alcatel-Lucent Enterprise network** solutions.
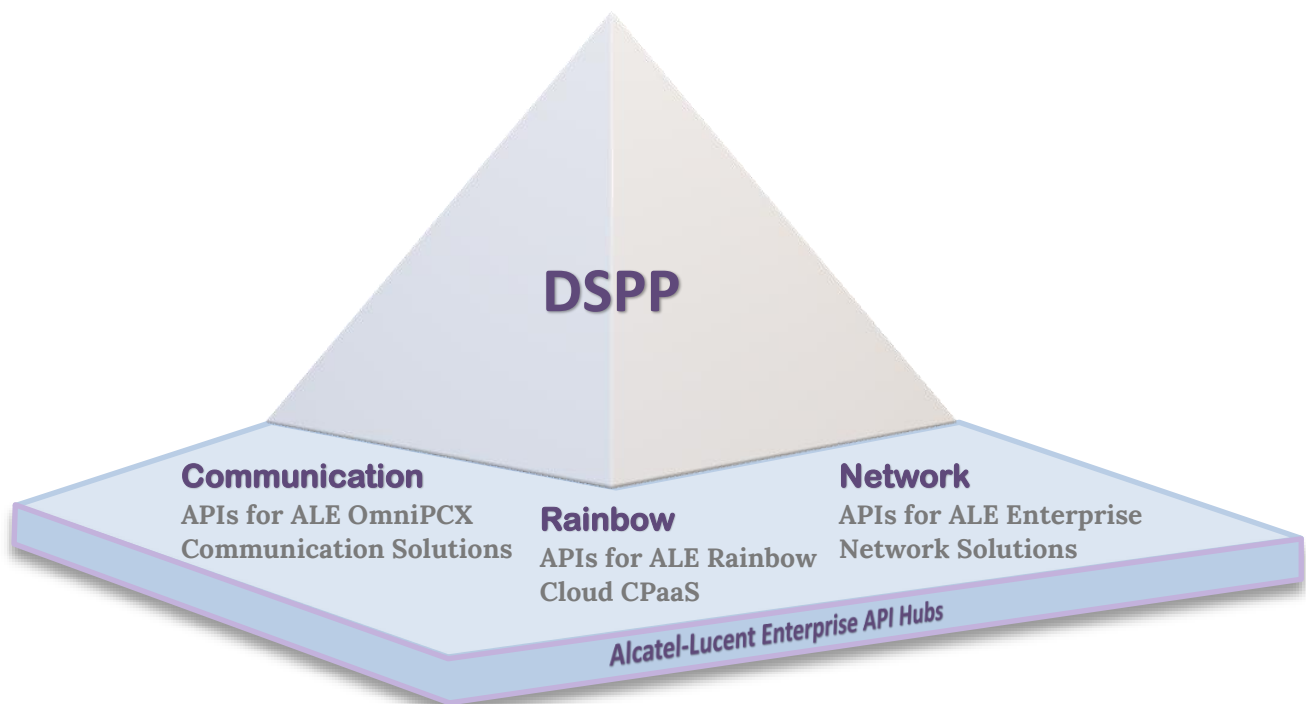
3   MEMBERSHIP TYPES

By joining this program your become a recognized *Expert Developer* or/and a *Solution Vendor* for **Alcatel-Lucent Enterprise** eco-system.

As an *Expert Developer Partner*, your company demonstrates its ability to develop innovative applications or solutions based on specific Alcatel-Lucent Enterprise APIs or SDKs.

As *Solution Vendor Partner*, your application(s) and/or product(s) are certified to show that they integrate properly with Alcatel-Lucent Enterprise Solutions/APIs. Solution Vendor Partners demonstrate a commitment and strong market presence in key markets for Alcatel-Lucent Enterprise.
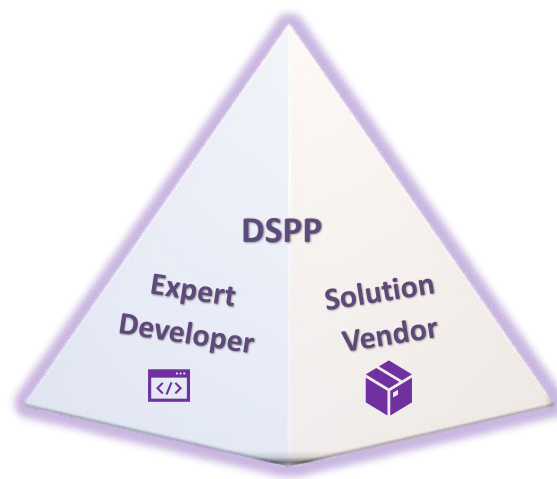
Joining DSPP Program

4   MEMBERSHIP LEVELS

As individual and without registration in DSPP program, you can access the different APIs made available in our different API hubs for free. Beyond that, if you wish to enter in closer cooperation with ALE, the DSPP program allows you to engage at your pace from *Registered Company* to *Qualified Partner* up to *Premium partner.*

Registered Company: *This is the program entry point*. Joining the program as a **Registered Company** provides you access to a first level of development tools, documentation and software with technical assistance during the development.

All Program Participants initially start as Registered Companies and may reach the upper levels: Qualified Partner (Expert Developer / Solution Vendor) or Premium Partner (Expert Developer / Solution Vendor) during their journey.

Qualified Partner: As **Qualified Partner**, your solution(s) and/or expertise(s) *are formally tested and certified* to show that they interwork properly with ALE platforms or use properly ALE APIs. A company with a certified solution (i.e. powered by Rainbow or interoperable for Communication/network platform) or with an expertise in any given API (to be proven through at least one solution/project deployed at a customer's site). Qualified Partners are eligible for advanced technical and marketing benefits such as interworking reports and DSPP partnership and certified logos.

Premium Partner: As **Premium Partner**, *you engage in close cooperation with Alcatel-Lucent Enterprise* to develop, market and sell joint solutions based on both parties' products and solutions. Premium partners are eligible for advanced technical and marketing benefits such as R&D collaboration, joint solution definitions and business plan optimization throughout the duration of the contract.
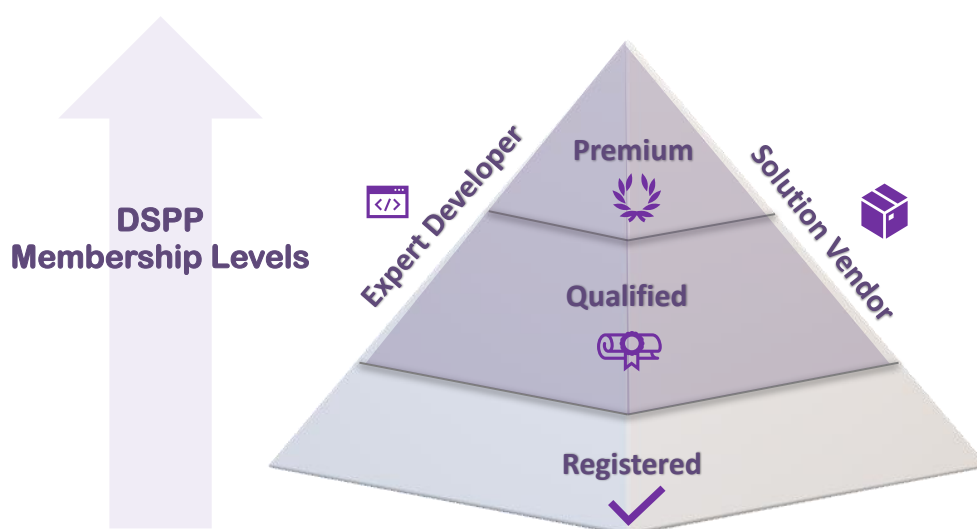
5   DSPP PROGRAM SERVICES

5.1   Solution Life Cycle

During your journey with DSPP Program, you benefit from various services that support you throughout the solution life cycle, bringing multiple technical and marketing benefits:

- **Develop** innovative applications/solutions**,**
- **Certify and deploy** trusted applications/solutions,
- **Market** and **sell** joint solutions.
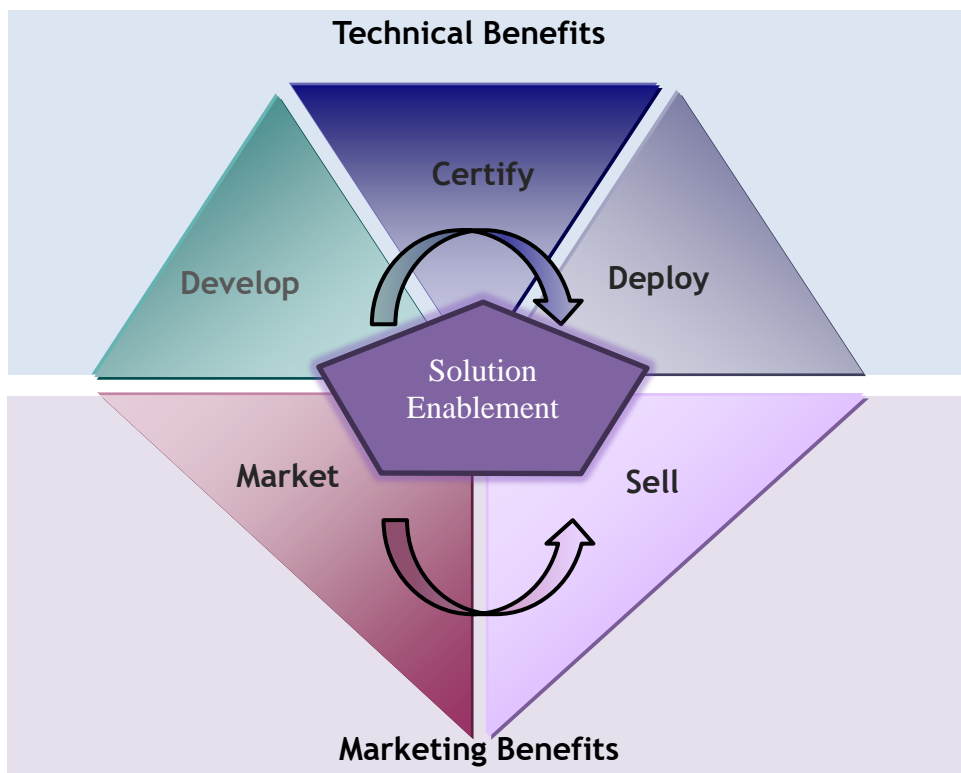
5.2 Service types

There are two types of services you can get:

- **Technical** services

DSPP Program enables Program Participants to develop, certify and deploy their applications and solutions in Alcatel-Lucent Enterprise environments.
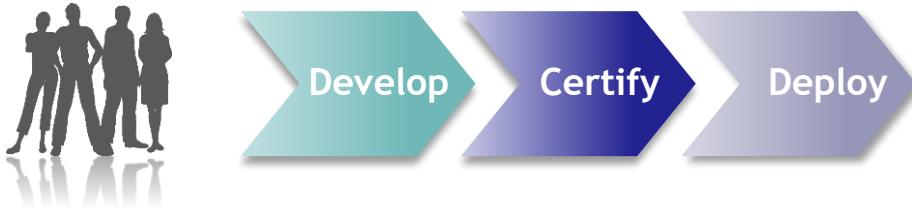
- **Marketing** services

DSPP Program helps Partners market and sell their application/solution by exposing them to a wider, global community.

5.3   DSPP Services

As unregistered individual, you benefit from **free services** allowing you to quickly and easily getting started with our APIs and SDKs. Beyond this first level of free services, we can offer you a set of additional services accessible as soon as you enter the DSPP program and depending on your membership level:

- **"A-la-carte"** services

A la carte services are unitary services that you can purchase as a registered company if the services provided for free are not enough for you to go further in understanding the integration with Alcatel-Lucent Enterprise's ecosystem or if the number of "a-la-carte" services included in the Qualification Pack does not cover all your needs (see DSPP Qualification Pack).

- **DSPP Qualification** Pack

The DSPP Qualification Pack sold at a fixed price allows you to undertake the qualification of your solutions with Alcatel-Lucent Enterprise's ecosystem and thus become a qualified partner. It includes a certain quantity of "a-la-carte" services plus other several advanced services. If the number of "a-la-carte" services included in the qualification pack does not cover all your needs, it is possible to purchase additional ones.

- **On quote** services

To help developers, along with our SDKs we often provide a sample of source code that can be used as an example to get started. If specific or customized assistance for coaching, coding, debugging is needed by the Program Participant, Alcatel-Lucent Enterprise Professional Services (professional.services@al-enterprise.com) may be requested and a quote will be proposed accordingly.

For more details about our services and pricing see next sections.

5.4   Service description

5.4.1   Technical services

Service name	Registered	Expert developer	Solution vendor
Access to APIs/SDKs			
API/ Software Development Kit (SDK) documentation (developer guides, samples, tutorials, …)	**Free**	Free	**Free**
Basic technical assistance			
Informal basic support through a community-orientated 'Discussion Forum' web site	**Free**	Free	**Free**
DSPP Hosted lab (basic)			
Pre-configured dedicated test lab platform hosted at ALE for 30 Days evaluation. Provides free, 24/7 hosted labs for integrating and working with ALE technologies, preconfigured for OXE REST APIs and Rainbow API. More details at: https://api.dspp.al-enterprise.com/dspp-virtual-labs/	**Free**	Free	**Free**
DSPP Hosted lab (advanced)			
Pre-configured dedicated test lab platform hosted at ALE, with ALE assistance and advanced capabilities (e.g. VPN access, …) (3 months "a-la-carte", 2 years with qualification pack). Available 24/7. Provides developers with secure remote access to a platform, hosted by Alcatel-Lucent Enterprise. Includes all the 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 Partners' side, whereas central equipment (PBX, web services framework, CTI servers, etc.) is located on the Alcatel-Lucent Enterprise network. The advance DSPP hosted lab may be used for development, test, certification and proof of concept purposes. Alcatel-Lucent provides the following: - IP subnet address - IP address for central equipment (PBX, framework, etc.) - Soft-phone software to be downloaded - Phone set numbering - Possible login/password to access the central server (framework, etc.) - VPN client package (software) with automatic installation and configuration for Windows platforms Compared with basic DSPP hosted lab, advanced DSPP hosted lab is more flexible allowing to configure specific services/functions according to the participants requests.	**A-la-carte**	DSPP Qualification Pack	**DSPP Qualification Pack**

Service name	Registered	Expert developer	Solution vendor
DSPP Technical assistance ticket			
Access to ALE Customer Service (technical support) with 24/7 Service Request Management to get advanced assistance during the development of the partner's solution/product. A wide range of development issues are covered: - Questions and requests for clarification on specific interface content - Guidance on the use or 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 limits of the system and resulting constraints when using the interfaces This assistance is provided through the Alcatel-Lucent Enterprise Technical Support Center, which is responsible for the management and routing of all requests. The participant must ensure that the balance of available support tickets is positive, before submitting their issue/question. Otherwise, the request will be rejected. You can buy additional tickets when needed. The DSPP Qualification Pack includes 5 (five) DSPP Technical assistance tickets. Note : this advanced development assistance does not cover source coding or debugging on the Program Participant's application(s). To help the developer, along with our SDKs we often provide a sample of source code that can be used as an example to validate the configuration. If specific assistance for coding/debugging is required by the Program Participant, ALE Professional Services could be involved for a Training / Coaching quotation	**A-la-carte**	DSPP Qualification Pack (5 tickets)	**DSPP Qualification Pack (5 tickets)**
DSPP Certification ticket			
DSPP Certification tickets are used for Partner-DSPP co-execution of tests leading to the certification of interoperability. The certification is invoiced according to a given number of DSPP Certification tickets. Before starting the process, the DSPP team will notify the partner of the required number of tickets. Upon payment, a schedule will be suggested for the process to start. DSPP Qualification Pack must be ordered by Partners willing to certify their application(s) / solution(s). This package includes 3 (three) DSPP Certification Tickets. Additional tickets may be required at a later stage for an additional cost. DSPP Certification tickets allows direct access to DSPP experts supporting partners for their developments and/or qualification journey using ALE APIs, Labs etc. Including access to specific APIs requiring a certification.	**Not available**	DSPP Qualification Pack (3 tickets)	**DSPP Qualification Pack (3 tickets)**

Service name	Registered	Expert developer	Solution vendor
			14 / 45
DSPP Qualification Pack			
If the target is one of the Communication platforms, acceptance in the Program as a Qualified partner is conditional on the successful execution of certification process. A specific package called "DSPP Qualification Pack" has been designed to help the member pass the certification. Qualified status is conferred upon payment of the applicable fees (unless otherwise stated). Participants who are invited to become Qualified will initially be classified as Registered Companies until receipt of the payment of the associated fee and the success of the certification process. They will become Qualified once their solution has been awarded Certified Solution status. This level will be kept for two years. After this period of time, a certification renewal will be required (through a new DSPP Qualification Pack). If the certification is not renewed, the company will become Registered (and lose all the benefits associated with the Qualified membership level) and the solution will be in unsupported status.	**Not available**	DSPP Qualification Pack	**DSPP Qualification Pack**

Service name	Registered	Expert developer	Solution vendor
			15 / 45
Technical Documentation Library			
Accessible through DSPP Technical Assistance Ticket "A-la-carte" or included in DSPP Qualification Pack. Gives access to ALE Business Portal Web Site (My-Portal) Technical documentation for ALE products. The repository includes feature lists, user manuals, installation guides, maintenance guides, etc. Program Participants can search, browse and download each of these resources. The database includes technical documentation for the most recent product releases, as well as for earlier releases. The technical library is available on ALE Business Portal Web Site (My Portal) and requires specific credentials.	**A-la-carte**	DSPP Qualification Pack	**DSPP Qualification Pack**
Technical Knowledge Center			
Accessible through DSPP Technical Assistance Ticket "A-la-carte" or included in DSPP Qualification Pack. Gives access to My-Portal repository knowledge base that helps understanding ALE solutions with FAQs, articles, how to guides, known issues and workarounds. Program Participants benefit from a repository of technical documentation for ALE products that helps them understand ALE technologies. The repository includes uses manuals, installation guides, maintenance guides, etc. Program participants can search, browse, download, subscribe to notifications, and create their own technical library. - Download an entire book or browse by chapter (reference book), or search by specific topic - Create subscription lists and be notified when new documents are uploaded - Create a custom library and easily download content with a shopping cart function - Provide feedback on the interface - Access extensive online help The database includes technical documentation for the most recent product release as well as former releases. The Technical Knowledge Center (TKC) Customer Care knowledge tool addresses technical support FAQs, shares articles, how to guides, known issues and workarounds to assist in troubleshooting before contacting ALE. The TKC is available on the BPWS (Business Portal Web Site) and requires specific credentials to access. The direct link is: https://al-enterprise.my.salesforce-sites.com/knowledgebp/pkb_Home_ALU#t=All&sort=relevancy	**A-la-carte**	DSPP Qualification Pack	**DSPP Qualification Pack**

Service name	Registered	Expert developer	Solution vendor
			16 / 45
Software download			
Accessible through DSPP Technical Assistance Ticket "A-la-carte" or included in DSPP Qualification Pack. Gives access to My-Portal to access to latest releases to Applications, Systems and Products software from all ALE Business Units	**A-la-carte**	DSPP Qualification Pack	**DSPP Qualification Pack**
DSPP Partner lab software update			
Includes an SW upgrade (for all licenses) at fixed price and HW (if any required) at special discount price.	**A-la-carte**	DSPP Qualification Pack	**DSPP Qualification Pack**
Training / Coaching			
ALE professional services training courses in various domains related to ALE products/solutions	**On quote**	On quote	**On quote**
Co-development			
ALE professional services co-development opportunities	**On quote**	On quote	**On quote**

5.4.2 Marketing services

Service name	Registered	Expert developer	Solution vendor
ALE web site exposure (basic)			
Partner presence in DSPP Registered member list only	**Free**	Free	**Free**
ALE web site exposure (advanced)			
Partner presence with detailed information on ALE Web site in DSPP partner area regarding interoperability, certification and solution	**Not available**	DSPP Qualification Pack	**DSPP Qualification Pack**
DSPP Partnership or Certified logo			
DSPP Partnership logo (Expert dev. - Sol. vendor/Certified - Premium) or DSPP Certified logo for solution vendor (Certified Solution)	**Not available**	DSPP Qualification Pack	**DSPP Qualification Pack**
ALE Event sponsoring			
Selective participation in trade shows, events	**Not available**	Not applicable	**DSPP Qualification Pack**
ALE Webinar exposure			
Selective participation in ALE Webinars	**Not available**	Not applicable	**DSPP Qualification Pack**
Dedicated Program Manager			
For Premium partners only, depending on contractual agreement	**Not available**	Not applicable	**DSPP Qualification Pack**
Dedicated Business Manager			
For Premium partners only, depending on contractual agreement	**Not available**	Not applicable	**DSPP Qualification Pack**
Business monitoring			
For Premium partners only, depending on contractual agreement	**Not available**	Not applicable	**DSPP Qualification Pack**
Co-writing success stories/use cases			
For Premium partners only, depending on contractual agreement	**Not available**	Not applicable	**DSPP Qualification Pack**
ALE Verticals Collaterals			
For Premium partners only, depending on contractual agreement	**Not available**	Not applicable	**DSPP Qualification Pack**
ALE Offering inclusion			
For Premium partners only, depending on contractual agreement	**Not available**	Not applicable	**DSPP Qualification Pack**
Press Release			
For Premium partners only, depending on contractual agreement	**Not available**	Not applicable	**DSPP Qualification Pack**
ALE Briefing Center exposure			
For Premium partners only, depending on contractual agreement	**Not available**	Not applicable	**DSPP Qualification Pack**

5.5 Service availability per ALE activity

Type	Service name	ALE Communication	ALE Rainbow	ALE Network
Technical				
	Access to APIs/SDKs	**Yes**	Yes	Yes
	Basic technical assistance	**Yes**	Yes	Yes
	DSPP Hosted lab (basic)	**Yes**	Yes	No
	DSPP Hosted lab (advanced)	**Yes**	Yes	No
	DSPP Technical assistance ticket	**Yes**	Yes	Yes
	DSPP Certification ticket	**Yes**	Yes (*)	Yes (*)
	DSPP Qualification Pack	**Yes**	Yes (*)	Yes (*)
	Technical Documentation Library	**Yes**	Yes	Yes
	Technical Knowledge Center	**Yes**	Yes	Yes
	Software download	**Yes**	Not applicable	Yes
	DSPP Partner lab software update	**Yes**	Not applicable	Yes
	Training / Coaching	**Yes**	Yes	Yes
	Co-development	**Yes**	Yes	Yes
Marketing				
	ALE web site exposure (basic)	**Yes**	Yes	Yes
	ALE web site exposure (advanced)	**Yes**	Yes	Yes
	DSPP Partnership or Certified logo	**Yes**	Yes	Yes
	ALE Event sponsoring	**Yes**	Yes	Yes
	ALE Webinar exposure	**Yes**	Yes	Yes
	Dedicated Program Manager	**Yes**	Yes	Yes
	Dedicated Business Manager	**Yes**	Yes	Yes
	Business monitoring	**Yes**	Yes	Yes
	Co-writing success stories/use cases	**Yes**	Yes	Yes
	ALE Verticals Collaterals	**Yes**	Yes	Yes
	ALE Offering inclusion	**Yes**	Yes	Yes
	Press Release	**Yes**	Yes	Yes
	ALE Briefing Center exposure	**Yes**	Yes	Yes

Comments

(*) On case-by-case basis

5.6 Service pricing

DSPP "A-la-carte" services - Pricing

Services	Unit price (€ - $)	Volume price (Qty, € - $)
DSPP Certification ticket	1 500.00€ - $ 2 000.00	3 Tickets: 4 000.00€ - $5 000.00
DSPP Hosted lab (advanced)	1 000.00€ - $1 500.00	Not applicable
DSPP Partner lab software update	600.00€ - $800.00	Not applicable
DSPP Technical assistance ticket	400.00€ - $500.00	3 Tickets: 1000.00€ - $1 200.00

DSPP "A-la-carte" services – Availability per ALE Activity

Services	ALE Communication	ALE Rainbow	ALE Network
DSPP Certification ticket	Yes	Yes (*)	Yes (*)
DSPP Hosted lab (advanced)	Yes	Yes	No
DSPP Partner lab software update	Yes	Not applicable	Yes
DSPP Technical assistance ticket	Yes	Yes	Yes

Comments
(*) On case-by-case basis

DSPP Qualification Pack - Pricing

Pack	Unit price (€ - $)	Volume price (Qty, € - $)
DSPP Qualification Pack	5 000.00€ - $6 000.00	Not applicable
Pack Content	**Package**	
DSPP Certification ticket	included (3 tickets)	
DSPP Hosted lab (advanced)	Included	
DSPP Partner lab software update	Included	
DSPP Technical assistance ticket	Included (5 tickets)	

DSPP Qualification Pack – Availability per ALE Activity

Pack	ALE Communication	ALE Rainbow	ALE Network
DSPP Qualification Pack	Yes	Yes (*)	Yes (*)

Comments
(*) On case-by-case basis

6 WEBSITES

ALE websites related to DSPP consists of three parts:

- Three technical and public areas dedicated to APIs:
  - Rainbow for Developers: https://hub.openrainbow.com
  - Communication Hub: https://api.dspp.al-enterprise.com/
  - Network Hub: https://www.spacewalkers.com/

  Self-registration is required to use the resources published on these websites

- A public area included on the Alcatel-Lucent Enterprise corporate web site: https://www.al-enterprise.com.
  This public area has been designed to promote the Program and associated partners and to maximize the exposure of Expert Developers and Solution Vendors. It also provides access to any public technical resources (API Hub, etc.) and to the private area to handle any advanced technical assistance.

- A private area, that is only accessible with specific credentials, included in the ALE Business Portal: https://myportal.al-enterprise.com/
  The private area is shared with ALE Business Partners and will provide all Inter-Working Reports (IWRs), all software associated to ALE platforms, and additional technical information like the Technical Library and the Technical Knowledge Center.

7 APIs

7.1 About APIs and SDKs

Alcatel-Lucent Enterprise makes it simple to integrate third-party applications *with Rainbow for Developers* Communication Platform as Services (Rainbow CPaaS), *network* infrastructure, *communications platforms* and software suites.

Alcatel-Lucent Enterprise products offer a large range of APIs and SDKs 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 set of methods/data structure/classes which standardize the access to services delivered by a platform or a software.

A "**SDK**" implements APIs and is built to facilitate developments in a specific programming language or development framework.

- **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 API documents are accessible to every developer, free of charge.

    Public APIs are available with no restriction.

- **Reserved APIs**

    Reserved APIs are open to Participants under a specific agreement from Alcatel-Lucent Enterprise and with a contractual commitment from all Participants. In general, any Participant must commit to certify their resulting solution based on the use of one of those APIs.

- **Unpublished APIs**

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

For more information about our APIs, please go the ALE API Hubs public websites.

7.2   Rainbow for Developers APIs

ALE Rainbow CPaaS (Communication Platform as a Service) is a Cloud-based platform enabling developers to add real-time communications features to their own applications such as presence, instant messaging, voice, video etc. without needing to build backend infrastructure and interfaces.

 It is:

- Completely integrated into the customer ecosystem
- Fully adapted to accommodate the customers functional needs

Examples of real-time communications can be between:

- People only
- Objects only
- People and objects (applications, bots, etc.)

SDKs and APIs proposed by Rainbow for Developers platform includes:
   - SDK for CSharp
   - SDK for Web
   - SDK for Android
   - SDK for iOS
   - SDK for React Native
   - SDK for Node.js
   - Rest API

Using *Rainbow for Developers* SDKs and APIS is free when you connect your application to our dedicated Rainbow sandbox platform. Once your application is ready for production use, you can connect it to the Rainbow production platform, and you can use different models to get charged.

Get all the details here: https://developers.openrainbow.com/home

7.3 Communication APIs

Current available APIs are dependent on the targeted Communication platforms:

- **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 OXO Communication Server (OXO and OXO Connect):** The Alcatel-Lucent Enterprise OXO is an integrated communications system for small and medium-sized businesses (SMBs), providing a personal communications manager (Alcatel-Lucent PIMphony Softphone), an advanced call 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.

  Those main platforms support a vast range of phones based on several technologies (TDM, IP, WLAN, DECT), and several advanced integrated applications.

Get all the details here: https://api.dspp.al-enterprise.com/

7.4   Network APIs

If you want to build or customize an app while integrating Alcatel-Lucent Enterprise network solutions, ALE Network Developers center is the right place for you.

Spacewalkers Developer Center gathers all available APIs or plugin. ALE Network R&D team is devoted to providing developers with a single, central location for all ALE network solutions APIs in order to streamline access to services and improve the user experience.

Get all the details here: https://www.spacewalkers.com/

8 CERTIFICATION

Program Participants may have their solution(s) and/or product(s) formally certified to demonstrate that their solution(s) and/or product(s) properly function with Alcatel-Lucent Enterprise platforms. The aim of the Solution Certification is to:

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

8.1 Inter-Working Report (IWR)

The Solution Certification is based on successful testing by Alcatel-Lucent Enterprise and the Partner with the result being 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 website: https://myportal.al-enterprise.com/alebp/s/business-document/Business_Document__c/00B5I000003kDvuUAE

The IWR is valid for two years and must be updated in case of product or SDK major update.

8.2 Certification process

To start the testing process, all Participants need to provide all necessary details (technical description, architecture, features list, etc.) for the solution requiring certification. This helps Alcatel-Lucent Enterprise and the Participant company jointly decide which test plan and testing method will be the most appropriate.

8.3   Test methods

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

- ▪ "**On-site testing**" carried out at Alcatel-Lucent Enterprise in the presence of one or more representative from 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's premises, based on a test plan and guideline provided beforehand 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 (DSPP Qualification Pack) and must have Alcatel-Lucent Enterprise engineers present during the testing to provide technical support and ensure that the correct procedures are always followed.

8.4   Testing and certification renewal

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 the Partner company's development

3. The maximum validity period has expired (two years after the IWR publication date)

Failure to maintain the validity of the Inter-Working status will result in the Partner losing their ability to use the Alcatel-Lucent Enterprise Certified Solution logo and access any associated benefits.

Note: The Inter-Working report becomes automatically obsolete when the mentioned product releases are end of life. Consequently, ALE will not support the interoperability with the 3rd party.

8.5 DSPP Certification Tickets and Qualification Pack

The certification is invoiced according to a given number of **DSPP Certification Tickets**.
Before starting the process, the DSPP team will notify the partner of the required number of tickets.
Upon payment, a schedule will be suggested for the process to start.

The **DSPP Qualification Pack** (see section DSPP Service Pricing) must be ordered by all Partners willing to certify their application(s) / solution(s). This package includes three DSPP Certification Tickets. Additional tickets may be required at a later stage for an additional cost.

The number of tickets necessary to do a certification is based on the time it takes to achieve the following steps:

- Definition of a Test Plan which will be executed during the testing session (this Test plan can be built for specific purpose or can be reused from an existing one already applied to a similar solution)
- Preparation of the lab test
- Execution of the tests
- Writing of the Inter-Working report
- Validation by both parties
- Publication of the report

The execution of the test plan will be achieved in one go and the report will be written with all results including any potential issues. However, if the global result is too bad, the report won't be accepted, and a new certification will have to be rescheduled for an additional fee.

Please note that the certification time slot does not allow for R&D to immediately be available and address issues.
It is highly recommended that you access one of DSPP hosted lab to prepare for any impending tests. Through the DSPP Qualification Pack, Partners will have access to a predetermined number of tickets which can only be used for technical support. Those tickets could be used to escalate any questions/issues during the preliminary tests, in order to be ready for their certification session.

Below is a non-exhaustive list of DSPP Certifications Tickets required to certify a solution/product (this table only offers a general idea of quantity of tickets and the right value must be determined by ALE according to the detailed feature-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

(PMS: Property Management System, a common name for Hospitality (Hotels) management systems.

9   TECHNICAL SUPPORT

9.1   Introduction to ALE Technical Support

ALE technical Support is provided via telephone (hot line), email or via the ALE Portal (MyPortal), 24 hours per day 7 days a week, in accordance with the response times and severity levels set out in the Service Level Agreement.

For more details on support SLA, please refer to
     '' Support services for communication solutions – Service Essential "

Which describes the terms and conditions applicable to support and maintenance Services for ALE Solutions.
It is a complement to the Distributorship Agreement ("Agreement") and applies to ALE resellers, either on a direct or indirect mode ("Business Partners").

The Global Welcome Center is the main entry point of contact for all ALE International Partners. Opening an <u>eService Request (eSR)</u> is the way to contact the Global Welcome Center

9.2 Technical Support for DSPP certified solutions

9.2.1 Scope of Technical Support

ALE technical support service enables Participants with a **valid certification** (solution vendor) **and/or accreditation** (expert developer) to collaborate with Alcatel-Lucent Enterprise experts and Business Partners to solve technical issues raised in production.

ALE Technical Support for issues **raised in production** must be distinguished from DSPP Technical Assistance (refer to DSPP Technical assistance ticket) where the participant is asking for help or assistance **during the development phase**. A DSPP Technical Assistance ticket is handled with a lower priority/severity level compared to issues coming from a customer site in production through Technical Support Tickets. For an issue in production phase to be addressed with the highest level of priority and in the most efficient way, it is strongly recommended to escalate this issue to ALE technical support through the Business Partner in charge of the customer system. ALE Technical Support team will need to access the system for further investigation into traces/log analysis and only the Business Partners have the skills or necessary credentials for that purpose.

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 no longer valid, Alcatel-Lucent Enterprise is not required to provide support for that given product or solution. Solutions delivered by Participants, but not certified will not be supported. Alcatel-Lucent Enterprise shall however propose the On-Demand Diagnostic service where assistance will be provided on receipt of payment

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

9.2.2 Problem diagnostic and technical support flow

As for the other Alcatel-Lucent Enterprise equipment, the Alcatel-Lucent Enterprise Business Partner is the only one dealing with the end customer for installation or maintenance reasons. The Business Partner will open an eSR (electronic 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 outcome for the customer.

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

In case technical support is granted, Alcatel-Lucent Enterprise and the Participant are engaged in the following way:
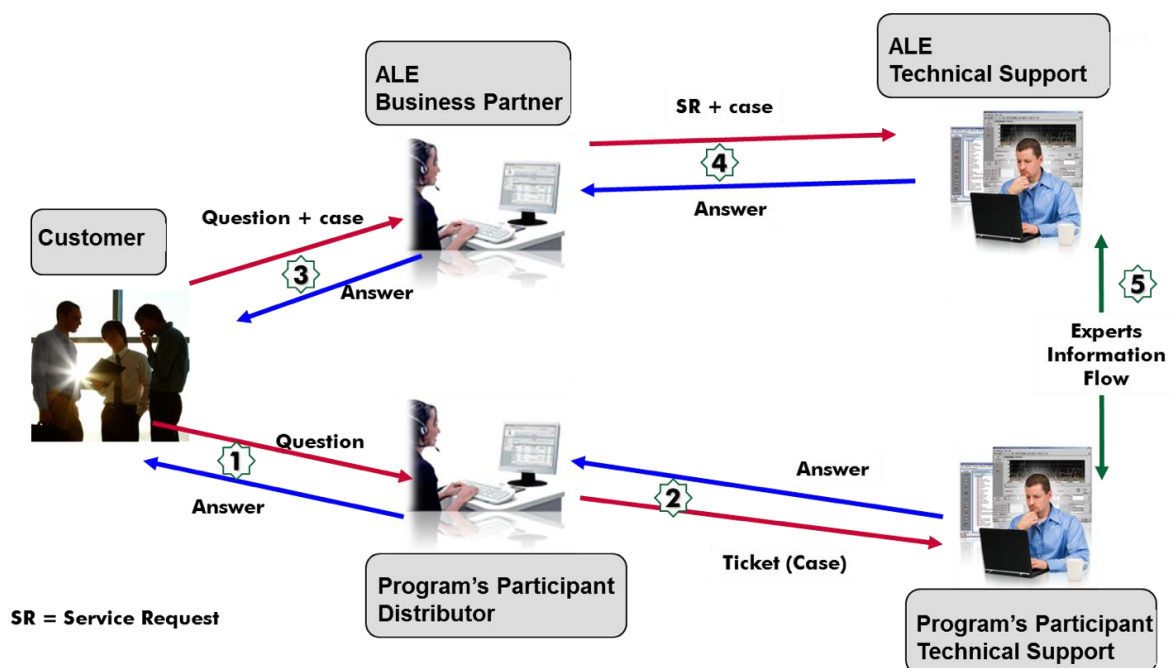
(*) The Participant Distributor can be a Third-Party company or the Alcatel-Lucent Enterprise Business Partner itself.

9.2.3   Escalation in case of a valid interworking-report

The Inter-Working Report describes the test cases that have been performed, the conditions of the testing environment, and any 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 is 100% on the 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 (i.e. open an eService Request ticket)

Case 2: the responsibility is 100% on the 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. This should only happen if the Participant has demonstrated, with traces, a problem on the Alcatel-Lucent Enterprise side, or if the Participant (not the ALE Business Partner) requires 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 that 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 eight hours assistance on receipt of payment.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent Enterprise PBX with ACTIS quotation tool in order to interwork with a third-party solution is not a guarantee for the availability and support of the solution. The reference remains the existence of a valid Inter-Working Report.

Please check the availability of the Inter-Working Report on the relevant Alcatel-Lucent website.

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

9.3 Escalation in all other cases

These cases can cover the following situations:

1. An Inter-Working Report exists but is no longer valid (see chapter "Validity of an Inter-Working Report" in the IWR)

2. The third-party company is referenced as a <u>Program Participant</u> but there is no official Inter-Working Report (no IWR published on all ALE web portals)

3. The third-party company is NOT referenced as a <u>Program participant</u>

In all the above cases, Alcatel-Lucent Enterprise offers the "On Demand Diagnostic" service where Alcatel-Lucent Enterprise will provide eight hours assistance on receipt of payment.

10 MARKETING ACTIVITIES AND MATERIALS

10.1 DSPP Logos

10.1.1 DSPP Logos by type of membership and or certification

Partnership and Certified logos for Expert Developers & Solution Vendors can be use in marketing communications including presentations, technical and marketing documentation, websites, press releases, articles, panels, etc.

	Expert Developer		Solution Vendor	
	Qualified	Premium	Qualified	Premium
Partnership logo	Expert Developer Qualified — Alcatel·Lucent Enterprise	Expert Developer Premium — Alcatel·Lucent Enterprise	Solution Vendor Qualified — Alcatel·Lucent Enterprise	Solution Vendor Premium — Alcatel·Lucent Enterprise
Certified logo			Certified Solution — Alcatel·Lucent Enterprise	

10.1.2 How to use DSPP logos

		Coms	Rainbow	Network
Partnership logo	When the Partner needs to communicate about the **membership level** of its company. Expert Developer Partner and Solution Vendor Partner marks can only be used by valid Partners of the Program. These logos can be used by Partners for marketing communications materials including presentations, technical and marketing documentation, websites, e-marketing campaigns, press releases, articles, panels, etc.	Yes	Yes	Yes
Certified logo	When a Program Participant needs to communicate about its product **that is certified** by Alcatel-Lucent Enterprise (e.g., data sheet, commercial brochure, technical or product training, technical certificate, etc.); The Alcatel-Lucent Enterprise Certified Application mark can be used only by Participants of the Program for application/solution with a valid Alcatel-Lucent Enterprise DSPP certification. Use of this mark for any product which is not certified by Alcatel-Lucent Enterprise is not permitted at any point.	Yes	Yes	Yes

10.1.3 DSPP Logo review and approval

No DSPP logo is provided for Registered partners.

When a Partner needs to identify Alcatel-Lucent Enterprise as one of the companies they partner with but without any valid DSPP Program partnership or certification, only the official Alcatel-Lucent Enterprise corporate logo shall be used for any marketing communications such as: websites, graphic panels, e-marketing campaigns, advertising and other promotional materials.
https://www.al-enterprise.com/fr-fr/entreprise/actualites/ressources-medias/logos

Use of DSPP logos and/or ALE corporate logo **must be reviewed and approved by an Alcatel-Lucent Enterprise representative**.

10.2 Press activities

Partners may wish to issue a press release upon successful completion of the certification, accreditation process, customer project or specific use-case.
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 also be posted in the Alcatel-Lucent Enterprise press room.

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

10.3 Partner presence on ALE WEB sites

10.3.1 Solution/Expertise & Company catalog (Find a partner)

Program Participants who have successfully passed the certification and accreditation process, successfully integrated ALE APIs into a minimum of two projects/solutions or at least one solution running at an end customer site, are invited to post their company and solution/expertise brief(s) (one solution/expertise brief per certified solution or expertise) on the <find Partner> area.

- A solution brief contains all the information about a solution with all the technical details to help a potential customer or Business Partner to decide whether or not to deploy such a solution
- A company brief contains information about the company as well as business contacts and a links to its website
- Support process indicating how the Partner will support its solution or application, and the escalation process
- An expertise brief contains information about the skill and technical know-how of a company with all the technical details to help a customer or a Business Partner select the company to develop or customize its specific solution
- Marketing and technical documents may be also attached to previous briefs

10.3.2 Listed (or not supported) Solutions

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

The DSPP Catalog will also mention all those unsupported solutions, but they will be explicitly distinguished from the certified and supported solutions. Less detailed information will be required for such an entry into the Catalog.

All certified solutions belonging to a participant that has left the program (on their own accord or at ALE's discretion), or when the associated IWR is no longer valid (expiration date of the report [2 year], version no longer commercialized, etc.) are automatically mentioned as being 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 expertise level.

10.4 Partner presence of leaflets and ecosystems

ALE periodically publishes documents mentioning third-party solutions that address specific markets or domains.

10.4.1 Leaflet

The <u>leaflet</u> is a global overview of validated third-party applications/products. It is updated twice a year. More than 200 products related to more than 80 companies are listed, with detailed information on the platform, the API or the targeted Vertical.

10.4.2 Ecosystem

The <u>Ecosystem</u> is an overview of validated applications/products that address a specific Vertical domain. These are updated at least twice a year.

The following ecosystems 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.

10.5 Customer reference program

The Alcatel-Lucent Enterprise Customer Reference Program showcases companies across the world that are reaping 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 have improved the way they do business with participant solutions certified by Alcatel-Lucent Enterprise.

These case studies can be developed by members or Alcatel-Lucent Enterprise. They may be posted on various Alcatel-Lucent Enterprise websites (Enterprise Portal, Business Partner Portal and intranet).

10.6 Briefing centers

With locations worldwide, Alcatel-Lucent Enterprise Briefing Centers showcase the latest Alcatel-Lucent Enterprise solutions, helping to deliver key messages and keep 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 specific verticals. Selective Joint ALE solutions and Participant Validated/Certified Solutions may be associated with Alcatel-Lucent Enterprise demonstrations through joint demonstration scripts and messages.

10.7 Events and trade shows

Selected participants may be associated with Alcatel-Lucent Enterprise at 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 competitive prices.

Participants may be invited to customer presentations (for example, round tables, conferences, workshops etc.) 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.

10.8 Sales enablement

Sales enablement provides the opportunity to selected Participants 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 can be organized to present joint or Certified solutions / applications:
- These sessions are dedicated to technical, pre-sales and salespersons 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)

10.9 Business plans

Alcatel-Lucent Enterprise establishes strong relationships with Selected Partners 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 objectives of the partnership, as well as the means to reach those goals (allocated budget, resources and schedules etc.)
- 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

11   CONDITIONS FOR PARTNER ENGAGEMENT

11.1 Principle

Accessing to each membership level is subject to specific conditions and acceptance.

11.2 Registered

11.2.1 Conditions

Regardless of the targeted membership level, the beginning of the registration process is composed of the following steps:

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) or expertise(s). Alcatel-Lucent Enterprise will use the information to evaluate the interest of membership in the Program and its technical requirements.

https://www.al-enterprise.com/fr-fr/partenaires/dspp/become-a-partner

11.2.2 Acceptance

Alcatel-Lucent Enterprise will acknowledge the candidacy upon receipt of the completed registration from. Then Alcatel-Lucent Enterprise will evaluate the suitability of the candidate based on different criteria amongst which:

- 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, application or product should be able to maximize joint market coverage and penetration, either directly, or through Business Partners. It should also bring significant value to our joint end customers.

- The company can justify an existing registration in one of the APIs Hubs (Communication, Network)

- The company can justify an existing registered application, developed or co- development by a developer belonging to such company (self-services sign-through Rainbow for Developers API Hub).

Alcatel-Lucent Enterprise will notify you by email of the results of the evaluation. In case of acceptance this will make the partnership official.

11.2.3 Automatic renewal

Membership renewal is automatic and does not require participant involvement, except if you were previously asked to leave the program.

11.3 Qualified

11.3.1 Conditions

- **Expert Developer**
  Becoming a Qualified Expert Developer requires the capability to demonstrate your expertise on ALE APIs by providing examples of at least two customer projects/solutions which involve ALE APIs (or special cases at ALE discretions).

- **Solution Vendor**
  If you integrate with Communication APIs, you will have successfully completed the certification process (refer to Certification section) with an Inter-Working Report being published and you are committed to maintain that status.

  If you integrate with **Rainbow for Developers** or **Network** APIs, you should justify the integration of ALE APIs into a minimum of two projects/solutions, or at least into one solution running at an end customer site.

11.3.2 Acceptance

- **Communication platforms**
  Acceptance in the Program as a Qualified partner is conditional on the successful execution of certification process.
  A specific package called "DSPP Qualification Pack" has been designed to help the member pass the certification.
  Qualified status is conferred upon payment of the applicable fees (unless otherwise stated). Please note that participants who are invited to become Qualified will initially be classified as Registered Companies until receipt of the payment of the associated fee and the success of the certification process. They will become Qualified once their solution has been awarded Certified Solution status. This level will be kept for two years. After this period, a new certification will be required (through a new Qualification package) otherwise the company will become Registered (and lose all the benefits associated with the Qualified membership level) and the solution will be in unsupported status.

- **Rainbow for Developers and Network platforms**
  For these platforms, a qualification can be performed on a case-by-case basis.
  Alcatel-Lucent Enterprise will notify you by email in case of acceptance making the qualification official.

Upon acceptance, 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.

11.3.1 Renewal

Program renewal is expected every two years and requires the following actions:
- Pay the DSPP Qualification 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.)

11.4 Premium

11.4.1 Conditions & Agreement

The pre-requisite to become a Premium partner is to be at least Qualified.
Then **a mutual contractual agreement** is to be committed by both parties (ALE and DSPP Partner) to enter Premium partnership level.

12   PROGRAM REFERENCE DOCUMENTS AND TEMPLATES

WEB SITES
- **ALE Corporate Portal:**
  https://www.al-enterprise.com

- **ALE Developer & Solution Partner Portal**
  https://www.al-enterprise.com/partners/dspp

- **Rainbow for Developers**
  https://hub.openrainbow.com

- **Communication Hub**
  https://api.dspp.al-enterprise.com/

- **Network Hub**
  https://www.spacewalkers.com/

DOCUMENTS
- Program Guidelines
- Terms and Conditions
- DSPP leaflet
- Ecosystem per Verticals (Hospitality, Healthcare, Transportation, Education, Government)
- Ecosystem per domain (SIP, Voice Recording, Headsets)

TEMPLATES
- Candidature form (for registration)
- Company form (for ALE Web exposure)
- Inter-Working Report (IWR) (for qualification)

Glossary

- **Program**: ALE Developer & Solution Partner Program (DSPP)

- **Program Participant**: An individual or organization registered in the Program. Program Participants include Registered Companies and Partners

- **Solution Partner Portal**: DSPP website

- **Business Partner Portal (My Portal)**: ALE Business Partner website

- **API**: Application Programming Interface

- **CPaaS**: Communication Platform as a Service

- **SDK**: Software Development Kit

- **SRM**: Service Request Management

- **IWR**: Inter-Working Report

https://www.al-enterprise.com/partners/dspp