SUPPORT POLICY

- **OmniSwitch Lan Switch**

- **ALE Operating System**

- **OmniAccess Stellar Access Point**

- **ALE Wireless Operating System**

- **OMNIVISTA 2500 NMS E**

For Business Partners

Edition March 2019

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1 General Provisions

This document describes the support policy for OmniSwitch LAN Switches, ALE Operating System (AOS), OmniAccess Stellar Access Points, ALE Wireless Operating System (AWOS) and OmniVista 2500 NMS E.

Territory: worldwide

Audience: ALE Business Partners

Effective date: March 2019

Version	Changes
< October 2018	First version covering OmniSwitch and AOS
October 2018	Matched policy with contract and added OmniVisa 2500
March 2019	Added OmniAccess Stellar and AWOS

2 OmniSwitch and AOS product Support Lifecycle

Support availability of any OmniSwitch starts at the commercial release. That means the date ALE starts shipping of the product. Based on the product, support ends either at End of Life (EOL) of at End of Long Term Service. In general, six months before the product becomes End of Sales, ALE will notify the product's End of Sales (EOS) by eFlash. At EOS ALE will remove the possibility to order the product.

During the Support Life Cycle the product is eligible for both Hardware and Software support in case of appropriate entitlement:
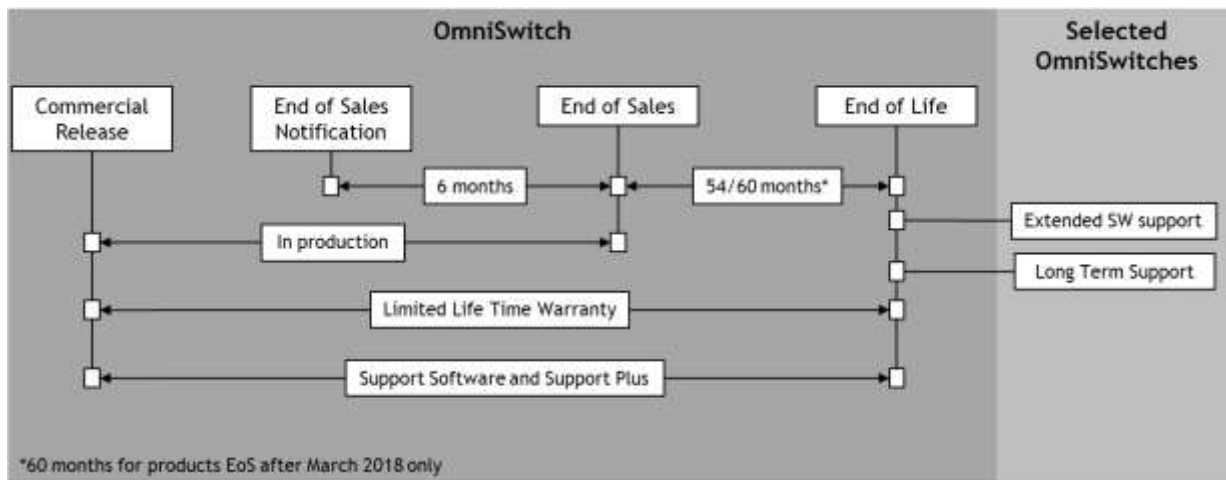
Hardware Support, OmniSwitches purchased after January 2017 are warrantied from purchase until End of Life. Defective OmniSwitches can be returned to ALE. A replacement will be returned upon reception.

Hardware Support, with Advanced Replacement. Defective OmniSwitches covered by a valid Support PLUS or OmniVista Cirrus Business entitlement will be replaced in advance of defective equipment return until End of Life. Defective OmniSwitches covered by a valid Long-Term Service will be replaced in advance of defective equipment return until the entitled of Long Term Service ends.

ALE Operating System (AOS) Software Support. Covered by a valid entitlement of Complimentary Support Service for Enterprise Segment, Support SOFTWARE, Support PLUS, Long Term Service or OmniVista Cirrus Business entitlement.
- Right to download previous and latest Operating System versions
- 24x7 Online support portal access
- 24x7 Access to Technical Support (Level3) by Certified System Experts (ACSE) and Certified Field Expert (ACFE)
- 24x7 Remote diagnostics

The AOS version is represented by the notation "A.B.C RD". Example: 8.5.345 R 02

- A, B, C and D are numbers
- A represents the Major version number
    - Supported until End of Life
- B represents the Minor version number
    - May contain new features, new hardware support, and previous corrections
    - In general, a Minor Release is introduced every calendar year
- C represents a build number, unique to the combined Major, Minor and Release versions
    - This is used primarily for tracking purposes and Maintenance Releases
    - After end of Sales, only builds for the last Release version will be provided.
- D represents the Release version number of the combined Major and Minor version
    - May contain new features, new hardware support, and previous corrections
    - In general, a Major/Minor Release is introduced 3 times per year

Fixes to bugs found in published versions will be rolled up into a future software version.

3 OmniAccess Stellar and AWOS product Support Lifecycle

Support availability of any OmniAccess Stellar Access Point (AP) starts at the commercial release. That means the date ALE starts shipping of the product. Support ends at End of Life (EOL). In general, six months before the product becomes End of Sales, ALE will notify the product's End of Sales (EOS) by eFlash. At EOS ALE will remove the possibility to order the product.

During the Support Life Cycle the product is eligible for both Hardware and Software support in case of appropriate entitlement:
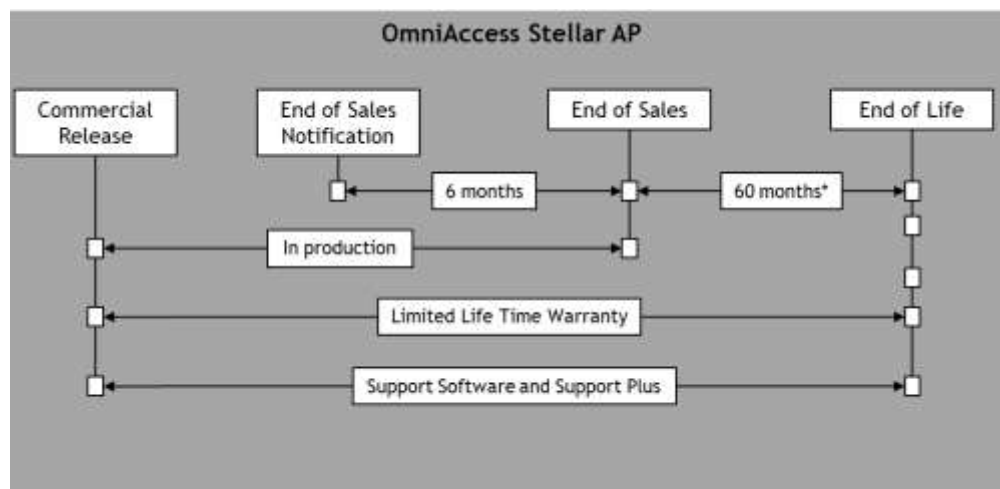
Hardware Support, OmniAccess Stellar AP are warrantied from purchase until End of Life. Defective OmniAccess Stellar APs can be returned to ALE. A replacement will be returned upon reception.

Hardware Support, with Advanced Replacement. Defective OmniAccess Stellar APs covered by a valid Support PLUS or OmniVista Cirrus Business entitlement will be replaced in advance of defective equipment return until End of Life.

ALE Wireless Operating System (AWOS) Software Support. Covered by a valid entitlement of Complimentary Support Service for Enterprise Segment, Support SOFTWARE, Support PLUS, Long Term Service or OmniVista Cirrus Business entitlement.
- Right to download previous and latest Operating System versions
- 24x7 Online support portal access
- 24x7 Access to Technical Support (Level3) by Certified System Experts (ACSE) and Certified Field Expert (ACFE)
- 24x7 Remote diagnostics

The AWOS version is represented by the notation "A.B.C.D". Example: 3.0.4.1036

- A, B, C and D are numbers
- A.B represents the Main version number
  - o Supported until End of Life
- C represents the Major version number
  - o May contain new features, new hardware support, and previous corrections
  - o In general, a new Major Release is introduced every calendar year
- D represents the Minor version number
  - o May contain new features, new hardware support, and previous corrections
  - o In general, a Major/Minor Release is introduced 3 times per year

Fixes to bugs found in published versions as well as extended homologation requirements will be rolled up into a future software version.

4   OmniVista 2500 NMS E Product Support Lifecycle

OmniVista 2500 NMS E Major version's support life cycle life starts at the commercial availability. That means that ALE enables the product to be ordered from ALE. It stops at the date ALE declares the product End of Life. Six months before an OmniVista 2500 NMS Major version becomes End of Sales, ALE will notify by eFlash. At the End of Sales ALE will disable ordering of the product. New Major releases will be commercially available before the or at the same time the previous Major Release is notified End of Sales.

During its life the product is supported:
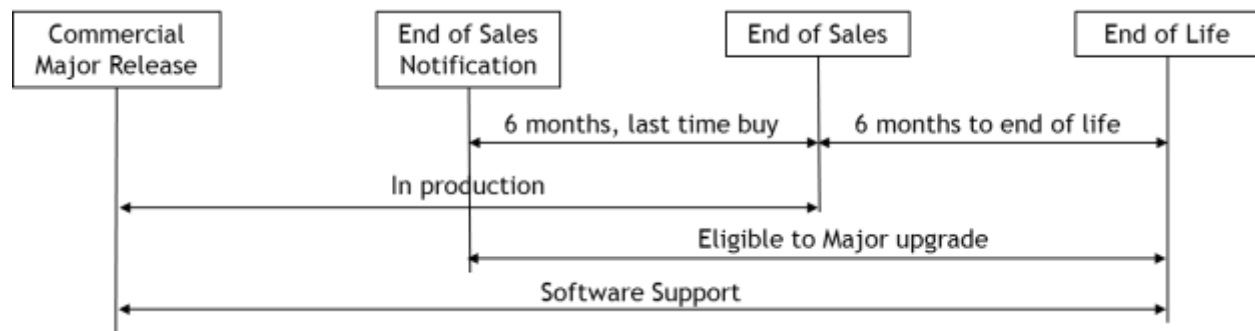
OmniVista 2500 NMS E Software Support. Covered by a valid Complimentary Support Service for Enterprise Segment or Support SOFTWARE entitlement
- Access to OmniVista 2500 NMS software versions
- 24x7 Online support portal access
- 24x7 Access to Technical Support (Level3) to Certified System Experts (ACSE) and Certified Field Expert (ACFE) for the Products for Partner SUPPORT Software.
- 24x7 Remote diagnostics

Eligible to licensed Major upgrade. Covered by a valid Complimentary Support Service for Enterprise Segment, Support SOFTWARE or Long Term Service entitles licensed upgrades of Major versions. From End of Sales announcement until End of Life of the Major version, a free of charge license upgrade to the next Major version will be made available.

The OmniVista 2500 NMS E version is represented by the notation "A.B RC Build D". Example: 8.5.345 R 02

- A, B, C and D are numbers
- A is the Major version number
    - o Supported until End of Life
- B is the Minor version number
    - o May contain new features, new hardware support, and previous corrections
    - o In general, a Minor Release is introduced every calendar year
- C is the Release version number of the combined Major and Minor version
    - o May contain new features, new hardware support, and previous corrections
    - o In general, a Major/Minor Release is introduced 3 times per year
    - o Fixes to a bug found in each Release will be rolled up into a follow up software version.
- D is a build number unique to the combined Major, Minor and Release versions
    - o This is used primarily for tracking purposes and Maintenance Releases
    - o After end of Sales, only builds for the last Release version will be provided.

5 Support entitlement

Support entitlement terms and conditions can be obtained from and ALE representative or found on the Business Portal in the "Support Services for Network Products, Service Essentials For Business Partners" document.