# EXTENDED SOFTWARE SUPPORT
FOR THE ALCATEL-LUCENT OMNISWITCH 6850

Extended software support for the Alcatel-Lucent OmniSwitch™ 6850 Stackable LAN Switch family of devices allows eligible Partners to access bug fixes and maintenance releases for AOS Version 6.4.4 R01 and for registered OmniSwitch 6850 products, delivered by Alcatel-Lucent Enterprise Technical Support.[1]

Protect   Maintain   Grow
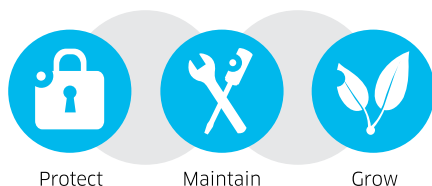
The OmniSwitch 6850 family offers versatile, fixed-configuration layer-3 1 GE and 10 GE switches, which provide advanced services, high performance, and exceptional value.[2]

Alcatel-Lucent Extended Support secures the operations of business-critical network solutions, protecting investments with comprehensive corrective maintenance, and extends beyond the normal product lifecycle.

THE OFFER

- 24x7x365 technical assistance, available online, by telephone, email, and fax
- Problem diagnosis and software updates (through patches and maintenance releases) with associated documentation/ release notes
- Free and unlimited access to bug fixes and maintenance releases
- Access to the Alcatel-Lucent online Technical Resources Center
- 1-year renewable or 3-year upfront contract options

Hardware support is not included in extended software support. For hardware support, partners can take advantage of the Hardware Limited Lifetime Warranty or can:

- Extend current support service by renewal[3] (support service contract for North America or Network Pack for Europe Middle East/Central and Latin America/Asia-Pacific)
- Purchase on-demand repairs (hardware support on-demand)*
- Replace hardware (with an equivalent in-stock or purchase of OmniSwitch 6850E)

BENEFITS
Value
- Predictable support costs
- Market-leading service level agreement (SLA)
- Ensures customers enjoy consistent quality of service, anytime, anywhere, thanks to the Alcatel-Lucent Customer Care support standards. The SLA achieves ambitious response and resolution targets.

FLEXIBILITY
- Ability to choose multi-year contracts and benefit from better pricing.

1 The support pack (or fees) and the support service (NAR only) are still available for hardware support and access to Technical Support.
2 The Alcatel-Lucent OmniSwitch™ 6850 Stackable LAN Switch family end of sales was announced on April 30th 2013.
3 Each extended software support orderable item will only cover one registered OmniSwitch 6850. The Welcome Desk requires both product serial numbers and the end-customer name when placing an order. A minimum of 20 orderable items for a single end user is required to place an order.

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WHY CONTINUOUS SUPPORT IS IMPORTANT–TO BUSINESS PARTNERS AND END-CUSTOMERS

Benefits for business partners

Extended Support for the OmniSwitch 6850 provides continuous coverage and stability for customer systems because the installed base always runs on a supported release. A support contract also enables long-term customer loyalty.

Benefits for end-customers

Extended support allows end-customers to evolve their networks at the pace of their business, with the installed solutions kept up-to-date and the release lifecycle extended. They also benefit from vendor support for complex incidents and can reduce expensive one-time intervention costs.

End-customers can also benefit from better control of their IT budgets, thanks to:
- An annual fee for upgrades and support
- A stable price warranty for service contracts over several years

HOW TO ORDER

Extended Support for the OmniSwitch 6850 can be ordered via the Alcatel-Lucent Welcome Desk, using the following part numbers:
- 803995-00 for 1-year extended software support for the OmniSwitch 6850
- 803995-36 for 3-year extended software support for the OmniSwitch 6850[4]

MAKING THE BEST OF SUPPORT SUBSCRIPTIONS

Unlimited access to Alcatel-Lucent technical support through service requests

A valid support contract provides unlimited access to service requests. Partners with Severity 3 and Severity 4 cases[5] can contact the Alcatel-Lucent Welcome Center by telephone, e-mail, or via the Internet through the eService Request on the Alcatel-Lucent Enterprise Business Portal.

Severity 1 and Severity 2 cases[5] should contact the Welcome Center by telephone only. Calls will be routed immediately to an Alcatel-Lucent technical assistance center (TAC) engineer.

Use the Alcatel-Lucent multi-vector welcome center around the clock

E-mail: Ebg_Global_Supportcenter@alcatel-lucent.com
Phone: + 1 650 385 2193
English: + 1 650 385 2193
French: + 1 650 385 2196
German: + 1 650 385 2197
Spanish: + 1 650 385 2198

Track service request status online

Easily track progress or update service requests with notes and attachments, using the Alcatel-Lucent online eService Request application.
https://businessportal.alcatel-lucent.com/, Customer Support section, eService request
For North America: https://service.esd.alcatel-lucent.com/

Subscribe to proactive release and news updates

The Alcatel-Lucent Partner Support Insight Newsletter details the latest Alcatel-Lucent Technical Support information (e.g., technical e-flashes, new releases, and new documentation).
https://businessportal.alcatel-lucent.com/
Change preferences, section: Register for Newsletters
For North America: https://service.esd.alcatel-lucent.com/

Unlimited software downloads

Access the latest software versions and patches available online.
https://businessportal.alcatel-lucent.com/, Customer Support/Technical Support/Software Download
For North America: https://service.esd.alcatel-lucent.com/

Take advantage of the past incidents intelligence base

Access the online incidents knowledge base, browse by category and use advice provided by Alcatel-Lucent experts for similar incidents.
https://businessportal.alcatel-lucent.com/
Customer Support/Technical Support/Technical Knowledge Base
For North America: https://service.esd.alcatel-lucent.com/

Personalize the technical knowledge base to individual interests

The Technical Knowledge Base is a repository of technical documentation for Alcatel-Lucent solutions. Feature lists, user manuals, maintenance guides, standard offer documents, technical bulletins, release notes, troubleshooting guides – all these and more are available to help partners find the information they need. Search, browse, download and personalize the Base by creating areas of interest, subscribing to notifications of interest, creating individualized technical libraries.

ABOUT ALCATEL-LUCENT TECHNICAL SUPPORT

Alcatel-Lucent Technical Support, backed by partners' teams, includes more than 15,000 consultants and field experts who are trained in specific Alcatel-Lucent products and solutions, as well as leading communications technologies, such as networks and applications. Their extensive technology and product experience – 15 years' is the individual average – is backed by the Bell Labs innovation powerhouse and the global Alcatel-Lucent Research and Development (R&D) team.

MARKET-LEADING CUSTOMER SATISFACTION RATES

With more than 10,000 square meters of testing labs, comprehensive technical skills, proximity to enterprises around the globe and the ability to provide services in multiple languages, Alcatel-Lucent Technical Support enjoys a customer satisfaction rate that surpasses the market average.

For more information about Alcatel-Lucent Support Services, please contact your Channel Sales Manager or send an email to support.services@alcatel-lucent.com For more documentation, please visit the Business Portal at https://businessportal.alcatel-lucent.com under Services/Software Support Services.

MORE ABOUT ALCATEL-LUCENT ENTERPRISE SERVICES

With its comprehensive services offering, Alcatel-Lucent helps enterprises benefit from a secure, high-performing communications infrastructure throughout its lifecycle. Our global partner ecosystem and proven project management methodologies ensure local service and best-in-class service delivery.

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4 This service offer is included in the Support Plus part number applied for OS 6850 (North America only).
5 The support pack (or fees) and the support service (NAR only) are still available for hardware support and access to Technical Support.

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