Alcatel-Lucent Enterprise Network Long-Term Support Software and Long-Term Support Plus for End Customers

Protect your investments with a network at peak performance for up to ten years.

Long-Term Support Software and Long-Term Support Plus services are maintenance service options for verticals that need support on Alcatel-Lucent Enterprise LAN switches and management platforms beyond five years.

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 Long-Term Support Software or Long-Term Support Plus, ALE teams will support your IT teams to continuously maintain peak network performance up to ten years. 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. Optimize your stock of spare parts by getting replacement parts in advance of the return of the faulty parts.

Features	Benefits
5-year to 10-year support terms	Maintain your network at peak performance for a long duration. Preserve investments and evolve the network at your own pace.
Advanced hardware replacement options	Get LAN replacement parts quickly in case of hardware issues 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 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	Long-Term Support Software[1]	Long-Term Support Plus[2]
Next Business Day advanced hardware replacement	–	✔
Advanced service level objectives	–	✔
24x7x365 Technical Support access	✔	✔
Software updates, upgrades	✔	✔
ALE MyPortal access	✔	✔
Term	6 to 10 years	
Return-to-Factory hardware replacement	With Hardware Limited Lifetime Warranty [3]	

1 Available on request
2 Available on request in the USA and countries of the European Union
3 Until covered product's End of Support date (available from ALE or Business Partner)

Support Services: Product Coverage[4]:	Long-Term Support Software	Long-Term Support Plus
OmniSwitch 6360, 6465, 6560, 6860N, 6865	✔	✔
OmniSwitch 6900, 9900	✔	✔

4 Long-Term Support Software, Long-Term Support Plus must be ordered within three months of ordering the product to be covered.

Service level objectives

Long-Term 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

Long-Term 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, 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

Advanced hardware replacement

- When claimed:
  - ¬ under warranty, faulty parts must be returned to ALE before ALE ships replacement parts

  - ¬ under Long-Term Support Plus, 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 entitled with Long-Term Support Plus
- Returned product will be an identical new or refurbished product (Long-Term Support Plus)
- After the End of Support date of a product, ALE reserves the right to exchange a faulty part for an equivalent part
- Faulty part(s) or faulty products that have been replaced by ALE through advanced 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.
- Email: mailto:ale.welcomecenter@al-enterprise.com

Alcatel·Lucent
Enterprise