



# BUSINESS MADE SIMPLE

**NORTEL**

## Services Brief

Updated Edition

### Lifetime Warranty for Stackable Ethernet Routing Switches

*Reducing operational costs and delivering improved value for Enterprise networks*

Network Managers are under increasing pressure to deliver on many fronts; top of the list of business priorities<sup>1</sup> are improving on both 24x7 availability and cost management/reduction. It demands innovative thinking in order to successfully achieve these seemingly mutually-exclusive objectives and this is an area where Nortel excels.

Network resiliency has been and is one of Nortel's key strengths and clear genuine differentiator. We now expand on the active capabilities of our products with a flexible combination of warranty and cost-effective support services.

#### Lifetime Hardware Warranty

For shipments on or after July 1, 2009, Nortel now includes Industry-leading warranty services for the portfolio of Stackable Ethernet Routing Switches; the ERS 2500, ERS 4500, and the ERS 5000 Series product lines. We've extended the complimentary next-business-day shipment of failed hardware to now run for the full life of the product<sup>2</sup>. All countries will receive next-business-day shipping to replace failed hardware.

<sup>1</sup> Gartner: Top Challenges Facing IT Infrastructure and Operations Executives [June 2008].

<sup>2</sup> As per Industry norm for hardware, 'Lifetime' is defined as the production lifecycle phase, plus 5 years post-discontinuation. Software lifetime expires in line with published end-of-life dates.

#### Lifetime Technical Support

Nortel also offers complimentary basic technical support (Level 1) for the supported lifecycle of the product. This includes the software version shipped with or updated through optional SRS Basic, or a separate Service Contract over and above our normal Warranty. This service covers:

- Case management lifecycle
  - Opening cases with Nortel via the web to report a problem;
  - Nodal (Switch/Stack) problem isolation, data collection, investigation, status updates;
  - Solution identification & resolution within software and hardware capabilities.
- Types of issues covered<sup>3</sup> include:
  - Diagnosing basic hardware & software issues through on-board diagnostics;
  - Assisting with basic hardware troubleshooting & device configuration;
  - Known issue resolution within software and hardware capabilities;
  - Emergency recovery service.

For the first 90 days after shipment date, full support (up to Level 3) will be available. This covers:

<sup>3</sup> Services not covered include interoperability troubleshooting, lab reproduction of issues, installation support, capacity and engineering analysis. These are available through Nortel Service Contracts.

- Network troubleshooting and inter-operability with other Nortel products;
- Network troubleshooting and inter-operability with other vendor's equipment against IEEE & IETF protocol standards;
- Correction of defects<sup>4</sup> in the product found in the new installation within software and hardware capabilities;
- Software patches to the most current code level at time of product shipment;
- Lab reproduction of issues as needed to drive resolution.

Nortel offers Service Contracts providing enhanced software functionality and to extend full technical support beyond the first 90 days after shipment. We encourage full coverage of your network to reduce business risks and maximize return on your investment. To stay current on your software loads we recommend software subscription.

#### Software Subscription

Complementing the Industry-leading Hardware and Software Warranty, and supplementing the comprehensive range of traditional Support Services currently available, Nortel introduces a new approach to

<sup>4</sup> Software corrective fixes may be made available to Customers at Nortel's sole discretion. Access to the software may require a software subscription.

maintaining product integrity, in addition to progressively enhancing capabilities.

The cost-effective Software Release Subscription (SRS) Basic service entitles Customers to access relevant releases of Software for a given 12-month period. And although it is not mandatory that every new release is installed, it is accepted good practise to maintain devices at a current version.

Customers may find that this alternative to the traditional full-service support options provides a level of value/risk trade-off that works for the commercial environments in which they may now operate.

### Summary

It is fair to speculate that most customers would prefer to have a fully comprehensive support arrangement for their entire fleet, but the reality is that many businesses simply cannot afford premium levels of support for every element in their networks. A one-size-fits-all approach does not necessarily work in every case, and many customers will now be seeking flexibility in order to meet the varied and challenging requirements of doing

business in a cost-sensitive economic environment.

Therefore, while it definitely remains best-practise to purchase a full-service, combined Hardware & Software support contract for critical and sophisticated network components – such as Core Switches – there is a real business case for establishing tailored, cost-effective levels of support for devices on the periphery. This is precisely the intent and value of the new cost-effective SRS Basic offering.

Nortel's combination of unique product capabilities and an innovative approach to support provide genuine cost-efficiencies for Stackable LAN Switches. This is evidenced by:

- > Nortel's Stackable Switches are inherently robust and feature market-leading 'Stackable Chassis' resiliency capabilities that deliver unique always-on networking at the Edge;
- > Nortel's recently enhanced complimentary Hardware warranty provides next-business-day shipping replacement for any failures during the life of the product;
- > Software Lifetime complimentary basic technical Support – and all

support levels for the first 90 days – ensures seamless support during the product introduction phase in addition to ongoing day-to-day operations. Extend your support beyond manufacturing discontinued with a Nortel service package;

- > The optional SRS Basic service ensures cost-effective access to Software patches and maintenance release – and crucially – also new major and minor feature releases for a renewable, 12-month period.

Nortel's long and varied experience with Enterprise networking allows us to think outside the box, to innovate new products and services to meet the real-world needs of modern businesses.

The ever-challenging economic climate means that now, more than ever, Nortel is best positioned to drive exceptional efficiencies through value-for-money products delivering best-in-class resiliency, performance and security capabilities, supplemented by Industry-leading warranty and cost-effective support options. Nortel is creating genuine and tangible meaning to that over-used phrase of 'improved total cost of ownership'.

### Further Information

Customers should refer to the official product documentation for the full, current terms and conditions.

Details are also available on the [www.nortel.com/stackablewarranty](http://www.nortel.com/stackablewarranty) page, including an FAQ document. Information on Nortel's product lifecycle management practices is to be found at [www.nortel.com/support/programs/lifecycle](http://www.nortel.com/support/programs/lifecycle).

### Accessing Warranty & Support

Customers wishing to use these support services should access the Help & Contact section of [www.nortel.com/support](http://www.nortel.com/support), Nortel's primary support portal. This site provides access to a wealth of self-help content such as the Knowledge Base, the Service Request Tool, documentation & bulletins, and contact telephone details for Technical Support assistance. Nortel recommends using the web portal to raise warranty issues. Another good starting point is [www.nortel.com/contact](http://www.nortel.com/contact) - where the various access options for Nortel can be found.

The Technical Support Service is available during normal business hours of operations for casual, non-contracted Customers globally. Nortel may request serial number details and/or proof of purchase in order to validate an entitlement to Warranty. Full Support does not include on-site rapid-response support.

### Software Subscription Ordering Information

Order codes for the Software Release Subscription Basic service will be available to accredited Nortel Channel Partners from the Services Price List in Global Product & Pricing Catalogue.

N.B. This Brief provides a summary view of the Lifetime Warranty offering, and do check online for the latest edition.

Visit Nortel on the Web at [www.nortel.com](http://www.nortel.com). For the latest Nortel news, visit [www.nortel.com/news](http://www.nortel.com/news).

For more information, contact your Nortel representative, or call 1-800-4 NORTEL or 1-800-466-7835 from anywhere in North America.

Nortel, the Nortel logo, Nortel Business Made Simple and the Globemark are trademarks of Nortel Networks. All other trademarks are the property of their owners.

Copyright © 2009 Nortel Networks. All rights reserved. Information in this document is subject to change without notice. Nortel assumes no responsibility for any errors that may appear in this document.

v2.0-062609



**BUSINESS MADE SIMPLE**

**In the United States:**

Nortel  
35 Davis Drive  
Research Triangle Park, NC 27709 USA

**In Canada:**

Nortel  
195 The West Mall  
Toronto, Ontario M9C 5K1 Canada

**In Caribbean and Latin America:**

Nortel  
1500 Concorde Terrace  
Sunrise, FL 33323 USA

**In Europe:**

Nortel  
Maidenhead Office Park, Westacott Way  
Maidenhead Berkshire SL6 3QH, UK  
Email: [euroinfo@nortel.com](mailto:euroinfo@nortel.com)

**In Asia:**

Nortel  
United Square  
101 Thomson Road  
Singapore 307591  
Phone: (65) 6287 2877