Lucent Technologies
Bell Labs Innovations

Lucent Technologies Product Warranty Registration Information

The terms and conditions of Lucent's Product Warranty are contained in your product purchase agreement.

During the Warranty period, as defined in the product purchase agreement, warranty and support services are available as follows:

•30-day Dead On Arrival (DOA) procedure provides expedited new product replacement of inoperative new product. The inoperative product must be returned to Lucent within 14 days after your receipt of the replacement unit, or you pay the list price of the replacement product.

•12 months of service which allows you to return your field-replaceable parts to Lucent for repair or replacement.

•90-day, 7x24 access to software maintenance releases for products that have remote download capabilities.

•90-day, 7x24 Technical Support by way of Email or Online Web access to report issues.

•12-month, 7x24 access to Client Self-help services that include extensive technical database with product documentation, Technical Notes, and Frequently Asked Questions.

•7x24 access to World-wide Return Materials Authorization Policy (RMA), including forms, and RMA number issuance.

How to register your products to obtain Warranty Services:

1. Identify the product name and serial number for each product you have purchased.

2. Using the information in **Step A** or **Step B** below, register for access to the Lucent Online Customer Support web site under your warranty coverage at http://www.lucent.com/support

Step A: New Users – Select **Register Here** on the right. Select **Lucent Customer** from the options. Select **Customer Support** and complete the registration form. Review your entries. Next, select the appropriate product category, and click the button that includes **site access per your warranty coverage**.

Step B: Existing Users – Login. Go to **My Profile**. Select **Customer support**. Then select **Customer Support Registration**, and complete the appropriate product registration form to add your new products to your existing profile.

3. As soon as you receive approval you may begin using Lucent OnLine Customer Support services.

Note: For Data products only - The first person in your company to register for web access under your product's warranty coverage will receive a warranty confirmation number. If others in your company use this same warranty confirmation number when they register for web access, it will streamline and speed the process for them. However, additional users can still register by entering a correct serial number if they do not know the warranty confirmation number.

For additional information, please contact your Lucent Technologies Sales Representative or your Authorized Lucent Worldwide Services Delivery Partner. You can also visit our Web site at www.lucent.com or call 1-888-4-LUCENT in the U.S.