eTechnical Support

for Pipeline® and SuperPipe® Router Products



Simplify routine maintenance with our online technical support resources. Lucent eTechnical Support is ideal for Lucent Pipeline® and SuperPipe® Routers customers who do not require full phone support and desire cost-effective, online self-service capability for their routine maintenance needs. With this service, you receive 24x7access to self-help technical content on Lucent.com.

Overview

Lucent eTechnical Support service provides 24x7 access to online, self-help technical content for select Lucent Pipeline® and SuperPipe® Router products. There is no longer any need to place a phone call to find a solution to your technical issues. Instead, you have around-the-clock access to online technical support where you can locate and download a software fix or search the Lucent knowledge database for solutions.

Benefits

eTechnical Support offers 24x7 access to available self-help technical content on our Lucent.com Customer Support Web site for your Pipeline® and SuperPipe® Routers

- Find solutions to your Pipeline® and SuperPipe® products technical issues and questions online
- *"ask Lucent"* knowledge database enables you to search for and learn from previously recorded technical problems
- Access to downloadable software fixes

Features

eTechnical Support Product Availability

- Pipeline® 15/25/50/75/85/130/220/400
- SuperPipe® Routers

eTechnical Support Self-Help Content

- Technical documentation
- Software downloads (fixes)
- *"ask Lucent"* knowledge database
- Online Return Materials Authorization form

eTechnical Support General Access Content

- Global telephone listing
- Service portfolio descriptions
- Customer Support site news
- Helpful links

Note: Content may vary slightly depending on the product and is subject to change without notice.

Lucent Technologies
Bell Labs Innovations

Deliverables

1. Enables registered users to access eTechnical Support self-help content for the product(s) for which the service is purchased
   a. Technical documentation, e.g., manuals and guides, release information, technical notes and/or other items released by Lucent for customer use
   b. *"ask Lucent"* knowledge database, which contains answers and solutions to frequently asked questions
   c. Available software patches and fixes for the applicable product(s)
   d. Online Return Materials Authorization form
   e. All General Access content, such as site news, helpful links, service portfolio descriptions and more
2. Provides 24x7 Web site access
   a. 48-hour advance notice of planned maintenance downtime in the Customer Support News section of Lucent.com. (No refund or credit is provided for planned or unplanned downtime periods.)
3. Provides subscription-based email notifications
   a. Customer Support News
   b. Product Notifications (issued when applicable new content is posted)
4. 24x7 telephone and email support for eTechnical Support site administrative issues, e.g., registration, site access, login and password resets and navigation

Lucent Worldwide Services Advantage

Lucent Worldwide Services has more than 14,000 experienced and highly skilled technical professionals dedicated to developing, deploying, operating and maintaining global networks. Our proven track record of successful networks is powered by Bell Labs innovations and our end-to-end, comprehensive portfolio of professional, deployment and operations and maintenance services. Our unsurpassed suite of solutions can help reduce operating expense, leverage capital expense and grow revenue — helping you make your network more profitable throughout its lifecycle.

To learn more about our comprehensive portfolio of Network Maintenance Services, please contact your Lucent Technologies Sales Representative or your Lucent BusinessPartner or visit our web site at www.lucent.com.

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