NORTEL NETWORKS

**Nortel Networks
Product Catalog**

National ISDN Products

**Effective
October 4, 1999**

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Summary of Changes - October 4, 1999

I. Volume Discount Indicator Changes

Order Code	Description	Old Volume Discount Ind	New Volume Discount Ind
A0352932	M5317TDX Power Supply	Y	N
A0378866	ISDN Terminating Resistor	Y	N
A0646151	BitSURFR, Black	Y	N
A0646153	BitSURFR Pro, Black	Y	N
B0230983	M5317 Stand	Y	N
NA800822	ISDN Bridging Adapter	Y	N
NA800823	ISDN Teleadapt 8-Pin Jack	Y	N
NTFX00LE	M5317TDX, Ash, Release 3	Y	N
NTFX00LF	M5317TDX, Black, Release 3	Y	N
NTFX00PA	M5317TX, Ash, Release 3	Y	N
NTFX00PB	M5317TX, Black, Release 3	Y	N
NTFX02AE	M5317TX TDX Firmware Upgrade, Release 1 to Release 2	Y	N
NTFX02AF	M5317TX/TDX Firmware Upgrade, Release 2 to Release 3	Y	N
TEC01715	M5317TDX, R3, M518X Connect, and M518X 18 Button Mod, Black	Y	N
TEC01716	M5317TDX, R3, M518X Connect, and M518X 18 Button Mod, Ash	Y	N
TEC01903	ATI Standalone NT1 with 2W Power Supply	Y	N
TEC01910	ATI Standalone NT1 with 10W Power Supply	Y	N

Price by Chapter

Status	Order Code	Description	CLP	Distr. Disc.

National ISDN-1 Compliant Telesets (Meridian Series)
Telesets

Status	Order Code	Description	CLP	Distr. Disc.
N ✓ ➤ ∆	NTFX00PA	M5317TX, Ash, Release 3	520.00	M
N ✓ ➤ ∆	NTFX00PB	M5317TX, Black, Release 3	520.00	M
N ✓ ➤ ∆	NTFX00LE	M5317TDX, Ash, Release 3	545.00	M
N ✓ ➤ ∆	NTFX00LF	M5317TDX, Black, Release 3	545.00	M
N ✓ ∆	TEC01715	M5317TDX, R3, M518X Connect, and M518X 18 Button Mod, Black	740.00	M
N ✓ ∆	TEC01716	M5317TDX, R3, M518X Connect, and M518X 18 Button Mod, Ash	740.00	M

Upgrade Kits

Status	Order Code	Description	CLP	Distr. Disc.
N ✓ ∆	NTFX02AE	M5317TX TDX Firmware Upgrade, Release 1 to Release 2	52.00	H
N ✓ ∆	NTFX02AF	M5317TX/TDX Firmware Upgrade, Release 2 to Release 3	52.00	H

Parts

Status	Order Code	Description	CLP	Distr. Disc.
B ✓ ➤ ∆	A0352932	M5317TDX Power Supply	40.00	M
N ✓ ➤ ∆	B0230983	M5317 Stand	40.00	M
B ✓ ➤ ∆	A0378866	ISDN Terminating Resistor	25.00	M
N ✓ ➤ ∆	NA800822	ISDN Bridging Adapter	10.00	M
N ✓ ➤ ∆	NA800823	ISDN Teleadapt 8-Pin Jack	10.00	M

Documentation

Status	Order Code	Description	CLP	Distr. Disc.
N ∆	P0738278	M5317TX Meridian Feature Transparency User Guide	15.00	H
N ∆	P0738280	M5317TX NI-1 User Guide	15.00	H
N ∆	P0738287	M5317TDX Data Communications Guide	15.00	H
N ∆	P0738285	M5317TDX Installation & Maintenance	10.00	H
N ∆	P0726765	Card/Quick Reference M5317TDX	1.00	H
N ∆	NTFX03EK	M5317 Release 3 User Guide	20.00	H
N ∆	B0233024	M5317TX/TDX Literature Package	15.00	H
N ∆	VTI02	M5317TX/TDX Installation Video (VHS)	20.00	H

✓ Revision from Last Issue	§ New system sale only	>> Available until stock depleted	
★ New product introduction	† Additions & maintenance	➤ See reference book	
⊗ Controlled release	# Manufacture discontinued	∆ Distributor discount category only	
S Santa Clara	N Nashville	B Both order locations	

Status	Order Code	Description	CLP	Distr. Disc.

ISDN Terminal Adapters

Status	Order Code	Description	CLP	Distr. Disc.
N ✓ Δ	A0646151	BitSURFR, Black	375.00	M
N ✓ Δ	A0646153	BitSURFR Pro, Black	495.00	M

ISDN Network Termination 1

Status	Order Code	Description	CLP	Distr. Disc.
S Δ	NTLB7515	ATI Rackmount NT-1 Card	150.00	M
N Δ	NTLB76AA	ATI UT812-2 Shelf for Rackmount NT-1	350.00	M
N Δ	NTLB77AA	ATI Power Module Card for Rackmount NT-1	120.00	M
N Δ	NTLB79AA	ATI Distribution Panel for Rackmount NT-1	285.00	M
N Δ	NTLB80AA	ATI Power Supply for Rackmount NT-1	820.00	M
N Δ	NTLB81AA	ATI Power Back-up for Rackmount NT-1	600.00	M
N ✓ Δ	TEC01903	ATI Standalone NT1 with 2W Power Supply	185.00	M
N ✓ Δ	TEC01910	ATI Standalone NT1 with 10W Power Supply	240.00	M
N Δ	VTI01	NT1 Installation Video (VHS)	20.00	H

Warranties

Status	Order Code	Description	CLP	Distr. Disc.
N Δ	TEC01682	Five Year Warranty for an M5317	7.25	H

Price List

Status	Order Code	Part Number	Description	CLP	Distr. Disc.	Repair CLP	Distr. Disc
B ✓ ➤ △	A0352932	A0352932	M5317TDX Power Supply	40.00	M	N/A	
B ✓ ➤ △	A0378866	A0378866	ISDN Terminating Resistor	25.00	M	N/A	
N ✓ △	A0646151	A0646151	BitSURFR, Black	375.00	M	N/A	
N ✓ △	A0646153	A0646153	BitSURFR Pro, Black	495.00	M	N/A	
N ✓ ➤ △	B0230983	B0230983	M5317 Stand	40.00	M	N/A	
N △	B0233024	B0233024	M5317TX/TDX Literature Package	15.00	H	N/A	
N ✓ ➤ △	NA800822	NA800822	ISDN Bridging Adapter	10.00	M	N/A	
N ✓ ➤ △	NA800823	NA800823	ISDN Teleadapt 8-Pin Jack	10.00	M	N/A	
N ✓ ➤ △	NTFX00LE	B0239258	M5317TDX, Ash, Release 3	545.00	M	N/A	
N ✓ ➤ △	NTFX00LF	B0239259	M5317TDX, Black, Release 3	545.00	M	N/A	
N ✓ ➤ △	NTFX00PA	B0239752	M5317TX, Ash, Release 3	520.00	M	N/A	
N ✓ ➤ △	NTFX00PB	B0239753	M5317TX, Black, Release 3	520.00	M	N/A	
N ✓ △	NTFX02AE	B0239344	M5317TX TDX Firmware Upgrade, Release 1 to Release 2	52.00	H	N/A	
N ✓ △	NTFX02AF	B0239768	M5317TX/TDX Firmware Upgrade, Release 2 to Release 3	52.00	H	N/A	
N △	NTFX03EK	B0239214	M5317 Release 3 User Guide	20.00	H	N/A	
S △	NTLB7515	A0726147	ATI Rackmount NT-1 Card	150.00	M	N/A	
N △	NTLB76AA	A0726148	ATI UT812-2 Shelf for Rackmount NT-1	350.00	M	N/A	
N △	NTLB77AA	A0726150	ATI Power Module Card for Rackmount NT-1	120.00	M	N/A	
N △	NTLB79AA	A0726152	ATI Distribution Panel for Rackmount NT-1	285.00	M	N/A	
N △	NTLB80AA	A0726155	ATI Power Supply for Rackmount NT-1	820.00	M	N/A	
N △	NTLB81AA	A0726160	ATI Power Back-up for Rackmount NT-1	600.00	M	N/A	
N △	NTWA00AA	B0249894	M5317TDE NI-2 ISDN Set, Ash	395.00	M	N/A	
N △	NTWA00BA	B0249893	M5317TDE NI-2 ISDN Set, Black	395.00	M	N/A	
N △	P0726765	P0726765	Card/Quick Reference M5317TDX	1.00	H	N/A	
N △	P0738278	P0738278	M5317TX Meridian Feature Transparency User Guide	15.00	H	N/A	
N △	P0738280	P0738280	M5317TX NI-1 User Guide	15.00	H	N/A	
N △	P0738285	P0738285	M5317TDX Installation & Maintenance	10.00	H	N/A	
N △	P0738287	P0738287	M5317TDX Data Communications Guide	15.00	H	N/A	
N △	TEC01682	TEC01682	Five Year Warranty for an M5317	7.25	H	N/A	
N ✓ △	TEC01715	TEC01715	M5317TDX, R3, M518X Connect, and M518X 18 Button Mod, Black	740.00	M	N/A	

✓ Revision from Last Issue	§	New system sale only	>>	Available until stock depleted
★ New product introduction	†	Additions & maintenance	➤	See price-by-chapter section
⊗ Controlled release	#	Manufacture discontinued	△	Distributor discount category only
S Santa Clara	N	Nashville	B	Both order locations

Status	Order Code	Part Number	Description	CLP	Distr. Disc.	Repair CLP	Distr. Disc
N ✓ Δ	TEC01716	TEC01716	M5317TDX, R3, M518X Connect, and M518X 18 Button Mod, Ash	740.00	M	N/A	
N ✓ Δ	TEC01903	TEC01903	ATI Standalone NT1 with 2W Power Supply	185.00	M	N/A	
N ✓ Δ	TEC01910	TEC01910	ATI Standalone NT1 with 10W Power Supply	240.00	M	N/A	
N Δ	VTI01	VTI01	NT1 Installation Video (VHS)	20.00	H	N/A	
N Δ	VTI02	VTI02	M5317TX/TDX Installation Video (VHS)	20.00	H	N/A	

General Section

General Policy

About this product catalog

The Nortel Networks U.S. Product Catalog is provided to authorized business entities which Nortel Networks has executed an agreement to distribute, sell, or resell Nortel Networks products as the prime source of pricing and ordering policy information. The intention of this catalog is to provide the information required for distributors to successfully execute orders.

Catalog distribution policy

Nortel Networks provides distributors with a reasonable number of product catalogs. Each product catalog is proprietary and provided to distributors as a loan. Upon termination of agreements between Nortel Networks and distributors, distributors are to promptly return all product catalogs to the following address:

Nortel Networks
Commercial Offer Management
P.O. Box 833858, MS: 38D / 02 / D10
Richardson, TX 75083-3858

Products supported by this catalog

This product catalog supports the following products:

- National ISDN products

Definition of business day

All references to "days" within this product catalog are in terms of business days and exclude weekends and holidays.

Holidays

Nortel Networks official holidays in the U.S. market are as follows:

2000 Nortel Networks holiday schedule

Date	Holiday
January 3	New Year's Day
May 29	Memorial Day
July 4	Independence Day
September 4	Labor Day
November 23, 24	Thanksgiving Break
December 25 - 29	Winter Break

Time zone abbreviations

The following time zone abbreviations are used throughout this catalog:

- CST = Central Standard Time
- EST = Eastern Standard Time
- PST = Pacific Standard Time

Pricing information

Pricing policies

Nortel Networks issues price updates through this Product Catalog. Price updates are effective on orders received on or after the effective date of the Product Catalog. Any prices obtained from the automated pricing tools or included in POs, bulletins, or presentations do not govern or subordinate the prices contained in this catalog. If there is a conflict, the prices in this catalog are used. The product prices listed are Commercial List Prices (CLP).

The pricing sections in this catalog include:

- Product pricing
- Repair pricing
- Support and service fees
- Licensing and transaction fees
- Standard price items

Distributor discounts

Each Nortel Networks authorized distributor of Nortel Networks products is granted a Distributor discount. Distributor discounts are identified by a letter designation as shown below:

- I = 50%
- D = 30%
- M = 20%
- H = 0%

Distributor discounts are applied to each product's CLP. The resulting price from application of the Distributor discount is the Gross Distributor Price (GDP). Other discounts may be applied to GDP to arrive at Net Distributor Price (NDP).

Gross Distributor Price/Net Distributor Price calculation

How GDP and NDP are calculated

Commercial List Price (CLP)
less
Distributor Discount
equals
Gross Distributor Price (GDP)
less
Other Discounts (% or $) (e.g., volume purchase plan discount, marketing program discount) [discounts are additive]
Other Discounts (% or $) (e.g., system discount, marketing program discount) [discounts are additive]
equals
Net Distributor Price (NDP)

Non-discountable items

The following items can not be discounted.

- Service fees
- Licensing fee
- Transaction fees
- Standard price items
- Documentation
- Freight charges

Customized product pricing

Customized consumer products are available for an additional charge. Please refer to the standard customization policy in the *Nortel Networks Product Catalog* for Consumer Products.

Standard price item definition

A standard price item is any merchandise or service, other than hardware or software offered to distributors, under the Distributorship Agreement (e.g., Meridian Configurator, training, collaterals, technical support, and Customer Technical Services [CTCTSS]).

Warranties

Hardware warranty period

The Consumer Products warranty covers whichever period expires first:

- 15 months from date of manufacture.

- 12 months from date of purchase by end user.

Ordering Process, Policies and Procedures

Order placement

Order placement methods

Nortel Networks accepts orders placed by any of the following methods:

- Mail
- Telephone
- Facsimile
- Electronic Data Interchange (EDI)

Purchase orders (POs) are processed by assigned Nortel Networks Customer Response Center Representatives or Repair Service Representatives. Telephone orders require distributors to send confirming hard copies (mail or facsimile) of POs to the appropriate Nortel Networks location within five business days; they must be marked "CONFIRMING" to prevent the entry of duplicate orders and a resulting 15% restocking fee (see "Restocking Policy" section).

Order transaction types

Nortel Networks processes different transaction order types. Each order type requires distributors to contact the appropriate Nortel Networks facility to successfully process an order.

Appropriate order types and contacts are listed in the following tables.

Orders	Service Orders
Consumer product	Repair orders
Sales collateral	Training
Piece parts	Technical support
Remanufactured equipment	

Order contacts

The ordering contacts are as follows:

Consumer products order contacts

Products/Order Type	Consumer Products Nortel Networks Sales Collateral
Orders	Nortel Networks Customer Response Center 220 Athens Way, Suite 200 Nashville, TN 37228 1-800-321-2649
Remanufactured equipment	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210
Service orders	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210
Technical Support	Nortel Networks Technical Support 640 Massman Drive Nashville, TN 37210
Training	Please contact your local Nortel Networks Sales Representative for training availability

Required order information

Provide the following information to the appropriate Customer Response Center Representative when placing an order:

Order information

Information	Orders
Distributor customer number	Required
Bill-to-number/address	Required
Ship-to address (including floor or building)	Required
Name of person placing order (including telephone number)	Required
Purchase order number	Required
Part number/numbers	Required
Quantity of each part number	Required
Price of item	Required
Total price of purchase order	Required
Method of handling/shipping	Required
Customer required date	Required

Order restrictions

All custom orders have order restrictions (e.g., special information, purchase requirements). Refer to specific pricing sections and/or reference notes for applicable purchase requirements. Refer to specific ordering procedures in this document for special information requirements.

Order forms

Depending on the order transaction type, Nortel Networks may also require additional Nortel Networks forms from distributors. Contact your Customer Response Center Representative to ensure all forms are completed prior to ordering.

Order acknowledgment

Nortel Networks may acknowledge order acceptance via verbal communication, written notification and/or electronically. Order acknowledgment includes ship date, content, and official pricing.

Minimum POs

Distributor POs for all new hardware/software must be for a minimum amount of $100.00 at NDP. On any regular sales order of less than $100.00, a $75.00 handling fee will apply (SERV0024). The SERV0024 code must appear on distributor's Purchase Order. This policy does not apply to emergency orders placed after normal business hours or to Sales Collateral orders.

Order changes

Product order change requests

Order change requests are accepted without penalty to distributors if received at least ten days prior to the original scheduled ship date. Change requests must be made to the appropriate Customer Response Center Representative by submitting a PO change notice.

Order rescheduling

Distributors may reschedule an order one time (for up to 90 days beyond the original ship date). No penalty is applied to the reschedule provided the request is received a minimum of ten days prior to the original ship date. Reschedule requests received within ten days of the original ship date are subject to carrying charges. Further revisions are treated as cancellations with appropriate cancellation charges applied (refer to Order Cancellation within this section).

Reschedule requests must be submitted to the appropriate Customer Response Center Representative through a PO change notice. Purchase order change notices received within ten days of the original scheduled ship date must include the amount of the appropriate carrying charge.

Carrying charges

Carrying charges apply when distributors delay shipment of an order through a reschedule or reconfiguration received by Nortel Networks within ten days of the original scheduled ship date. Carrying charges are 2% of the NDP and apply to each fiscal month or portion thereof that shipment is delayed.

Order cancellation

A PO change notice is required to cancel an order. The PO change notice must be submitted to the appropriate Customer Response Center Representative.

Consumer Product orders are NOT subject to a cancellation charge outside of the standard lead-time.

Cancelled orders are subject to cancellation charges of 15% of the NDP. These charges are applicable on all distributor initiated cancellation requests received after order acceptance by Nortel Networks.

Product delivery

New system orders are shipped to an address within the distributors' territory, as defined in the Nortel Networks CPE Distributorship Agreement, unless previous approval has been obtained. Contact Nortel Networks at the following address to receive pre-approval:

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Nortel Networks
Distribution Management
2221 Lakeside Blvd
Richardson, TX 75082
(972) 684-1496
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Note: Any exception must be pre-approved.

Standard shipment leadtime

The Nortel Networks standard shipment leadtime is the expected interval between Nortel Networks' official acceptance of an order and the expected date of shipment to distributors, indicated in business days. The following table details the standard shipment leadtime for Nortel Networks products.

Nortel Networks products	Standard shipment leadtime
Stockable products	10 days (Note 1)
Non-stockable products	15 days
Non-stockable customer branded product	15 days (Note 2
Note 1: No minimum order quantity **Note 2:** Minimum order quantity or 250 units or one pallet (whichever is less) per order.	

Codes that qualify include Nortel Networks branded and customized codes that are high volume (i.e., codes that sell more than 3000 units year). These are stocked based on quarterly-run rates, forecasted sales, and marketing information. For non-stockable cases, no inventory is to be held. Order lead time is 15 working days. As with the stockable codes, requests for emergency exceptions are accepted if possible. For non-stockable customer specific codes there is a minimum order quantity (MOQ) of one pallet or 250 units, whichever is less. If an order is placed before the MOQ, the inside sales contacts the customer and order is changed to reflect the MOQ.

Same-day shipment

Same-day shipment of stock orders is available if the order is received and confirmed by 11:00 a.m. CST for orders placed with Nashville Customer Response Center and by 11:00 a.m. PST for orders placed with Santa Clara Customer Response Center. A $100.00 per order expedite fee is applied to all same-day shipments. This fee is in addition to applicable freight charges. The expedite fee order code is SERV0025.

Partial shipments

Nortel Networks products
If Nortel Networks is unable to completely fill a distributor's order, the order is partially shipped, unless distributors have specified in writing that orders are to be held for complete shipment.

Shipping methods
Nortel Networks ships products FOB (freight on board) factory of origin. Hardware title passes to distributors and acceptance occurs when Nortel Networks surrenders possession to the common carrier, or, if Nortel Networks is acting as carrier, upon departure from its loading dock.

Standard shipping method is "best way" surface freight, unless distributors specify air or other commercially available shipping method; Nortel Networks invoices freight accordingly.

Nortel Networks pays for all surface shipping charges for Consumer Products. If the distributor requests an alternate method, the distributor is invoiced for the difference.

Shipment/Order discrepancies
An order discrepancy exists when Nortel Networks shipping documents and/or the equipment received do not agree with distributor's receiving documents (including references to backorders). Any discrepancies must be filed with the appropriate Customer Response Center Representative within 30 days of distributors receipt of shipment. To resolve order discrepancies, be prepared to provide the PO number or Nortel Networks reference number.

Proof-of-delivery
Proof-of-delivery (POD) is provided upon request. Nortel Networks accepts distributors POD requests up to 90 days from the initial shipping date. No POD requests are considered after the 90-day period.

Product availability limitations

Product availability status
During the product life, it may become necessary for Nortel Networks to limit product availability. The following product statuses indicate limitations on product availability.

Product availability limitations

Product status	Definition
Controlled release	Product available on limited basis only. Distributors must secure controlled release approval from product marketing prior to order acceptance.

Product availability limitations

Product status	Definition
Manufacture Discontinued	Product is no longer sold. The product and parts are available for repair for a period of 3 years from Manufacture Discontinue date or termination of the Distributor Agreement, whichever comes first.

Controlled release products

Nortel Networks reserves the right to release product and/or product improvements under the controlled-release program and to allocate such product to Distributors as best suits the needs of Nortel Networks' product development and testing programs.

Shipment leadtimes for controlled release products

Standard shipment leadtimes do not apply to products on controlled release. The following leadtimes apply instead:

- Standard shipment lead times for controlled-release items are provided on a per quote basis.

- Contact your Customer Response Center Representative for specific ship dates for backorder items.

- Controlled-release items may be differentiated by ship date upon order acknowledgment.

Return Policies and Procedures

Equipment return options

Nortel Networks offers various types of product return options:

- Restocking—return of new unused equipment for credit within 60 days of ship date

- Repair—return of damaged or defective equipment for repair

- Advance Replacement—replacement equipment shipped in support of emergency repairs and some updates/upgrades

- Defective on Arrival (DOA) Replacement—replacement equipment shipped in support of DOAs

Return contacts

The following tables list the key phone contacts and shipping locations for the specified equipment return.

Returns	Phone Contacts	Return Locations
Restocking	Nortel Networks Customer Response Center 220 Athens Way, Suite 200 Nashville, TN 37228 1-800-321-2649 FAX (615) 734-5992	Nortel Networks RA#_____ 731 Massman Drive Nashville, TN 37210
Repair	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210 1-800-321-2649 outside TN (615) 883-9220 inside TN	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210
Advance Replacement	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210 1-800-321-2649 outside TN (615) 883-9220 inside TN	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210
Advance Replacement	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210 1-800-321-2649 choice 5	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210
Defective On Arrival (DOA)	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210 1-800-321-2649 choice 5	Nortel Networks Repair and Distribution Center 640 Massman Drive Nashville, TN 37210

Restocking policies

Restocking charges

The restocking charge applies when customer orders are placed in error, or in excessive quantities for systems or new merchandise, and a return is requested by distributors. Restocking charges apply when a distributor returns new unused products.

Nortel Networks charges a 15% restocking fee for new unused equipment returned within 60 days of ship date. The 15% restocking fee is applied at NDP. Nortel Networks does not accept restocking returns greater than 60 days from ship date.

Restocking process

Nortel Networks issues an RA number from the appropriate Customer Response Center Representative (see previous table) when a distributor requests that materials be returned for credit. Distributors must mark this number on all packages being returned for credit; without it, Nortel Networks cannot issue credit and packages are returned to sender.

The following information is required for a restocking credit return number:

- Distributor name

- Distributor customer billing number

- Original NTI number

- Original PO number

- List of parts to be returned. Include the following items in the list of parts:
  — order code
  — quantity

All products must be returned in the original packaging. If the return claim is for a system and/or packaged components, all components, software cartridges, and power supplies must be returned as originally shipped. If returned equipment is not in protective packaging and/or parts or components are missing, or if equipment designated as new unused is returned and appears to be used equipment, Nortel Networks returns the item to distributors. Improper packaging, resulting in obvious damage to equipment, voids the warranty and the equipment is returned to sender.

Repair policies and procedures

Distributor responsibility

Nortel Networks assumes no responsibility for service or installation to the ultimate end user of the Nortel Networks products. **To ensure continuous service to the end user, distributors are responsible for maintaining sufficient spare stock to replace units which are in the repair or warranty claim process**.

Repair warranty

Nortel Networks warrants Nortel Networks hardware and system software for periods outlined in the Warranty section of this document as follows:

- All repaired equipment carries a warranty for

    — the original warranty period OR

    — 90 days from the date repaired (whichever is greater)

- Standard repair turn around time is 10 working days from receipt of equipment at our warehouse.

- Standard shipping method is surface freight.

- Damage caused by abuse or natural causes such as flood, lightning, fire, etc., is not covered under Nortel Networks product warranty.

Nortel Networks shall provide, at GDP, functionally equivalent repair hardware and/or software to support distributor's installed base for the product warranty period specified by the contract annex or new product bulletin. This support continues from the date the product is manufacture discontinued unless otherwise specified.

Products manufactured by third parties

During these product(s) life, their manufacturer(s) may discontinue the product(s). Nortel Networks makes no guarantee as to the availability of any of these products, whether for new system sales or for installed base sales or whether the product(s) is/are available in the U.S. market. However, these products are available for repair if they are repairable items.

Non-repairable parts

Certain items may be determined by the Repair and Distribution Center to be non-repairable. If a non-repairable item fails within the stated warranty period 15 months from the date of manufacture or 12 months from date placed in-service with an end user, whichever period expires first), the equipment is replaced at no charge by Nortel Networks. **If non-repairable equipment fails after the warranty period has expired, distributors may purchase replacement equipment.**

Repair pricing

In-warranty

There is no charge for repair of Nortel Networks hardware and system software that are covered under the standard warranty period. Distributors are charged for any piece parts that are missing from the hardware, software tapes/cartridges, assembly parts, etc.

Out-of-warranty

For Nortel Networks hardware and system software that are not covered by the standard Nortel Networks warranty period, distributors are charged according to the repair prices established in the Nortel Networks Product Catalog. Distributors are charged for any piece parts that are missing from the hardware, software tapes/cartridges, assembly parts, etc.

Repair agents

Nortel Networks Repair and Distribution Center, Nashville, TN, acts as the sole authorized factory repair agent for the United States market. All Nortel Networks equipment claimed to be defective, whether in-warranty or out-of-warranty, is to be shipped prepaid to the following address.

Nortel Networks
Repair and Distribution Center
640 Massman Drive
Nashville, TN 37210

Repair contacts and schedules

The following table shows appropriate contacts and schedules for service repair information.

Repair services

Service type	Schedule
Repair and Distribution Center	7:00 a.m. to 6:00 p.m. CST, Monday - Friday
Information and equipment repair status	(615) 883-9220 or 1-800-321-2649 choice 5
After hours emergency repair	(615) 883-9220 or 1-800-321-2649 Select voice prompt for emergency "Hot Line"

Repair procedures

Return for Repair Numbers (RR#'s) are not required. Simply send the repair equipment, including a PO and packing list, to the Repair and Distribution Center as outlined in the following steps. If a tracking number is desired or special handling is needed, begin with step 1 for obtaining a RR#, otherwise begin with step 2.

1. Contact the Repair and Distribution Center in Nashville, TN, to secure a Return for Repair number (RR#). Phone 1-800-321-2649 choice 5.

   When requesting a Return for Repair number, please have the following information available:

   - ordering code
   - quantity
   - item description
   - PO number (original and/or new)
   - address where repaired equipment is to be returned
   - distributor's bill to address.

2. All shipments must include a PO and packing slip from distributors with the following information:

   - Distributor's ship to address
   - Return for Repair # (if necessary)
   - Quantity and ordering code of the items being returned
   - PO number
   - Special instructions, if applicable

3. Ship equipment prepaid to the following address.

   Nortel Networks
   Repair and Distribution Center
   640 Massman Drive
   Nashville, TN 37210

   Note: To ensure proper tracking, the RR# must appear on the outside of all packages.

4. All equipment being returned to Nortel Networks must have a repair tag attached to it. Obtain repair tags from the Nortel Networks Repair and Distribution Center or distributors may use any repair tag of their choice containing similar information. Distributors must be as specific as possible when reporting the exact nature of the problem with the defective equipment.

Emergency repair

1. If a distributor requests equipment to be repaired on an emergency basis, the Repair and Distribution Center expedites the equipment through the repair shop.

2. Shipment is made within two working days of receipt of defective equipment at the Repair and Distribution Center.

   Note: Limitations exist for large volumes.

3. Nortel Networks charges a $100.00 emergency handling fee (SERV0006) to distributors for each emergency repair. Premium freight is the responsibility of distributors (non-discountable).

Repair advance replacement

Repair advance replacement policies

Repair advance replacement equipment is available only for "service affecting" out-of-service equipment. Lead time for advance replacement equipment is 24 hours.

If any advance replaced equipment is not returned within 30 days to the Repair and Distribution Center in Nashville, the distributor is invoiced for the advance replacement at a non-return billing price. The non-return billing price is determined by the Nashville Repair and Distribution Center and is subject to change depending on equipment availability.

Repair advance replacement procedures

Please use the following outlined procedures when requesting an advance replacement.

1. Contact the Repair and Distribution Center in Nashville, TN at 1-800-321-2649, choice 5, to request an Advance Replacement Number (AR#).

2. When requesting an AR number, please have the following information available:

   • Ordering code

   • Item description

   • Nature of the problem

   • PO number

   • Address where equipment should be shipped

   • Distributor's bill-to address.

3. Upon arrival of the advance replacement equipment at the requested site, immediately return the defective equipment to the following address:

> Nortel Networks
> Repair and Distribution Center
> 640 Massman Drive
> Nashville, TN 37210
> Attn: AR#_____
> 1-800-321-2649

Note: The RA number must appear on the outside of all advance replacement equipment that is being returned, otherwise Nortel Networks returns the shipment and the equipment at the distributor's expense.

4. All equipment returned to Nortel Networks requires a repair tag attached to it. Repair tags are available through the Repair and Distribution Center or distributors may use any repair tag of their choice containing similar information. Distributors must be as specific as possible in reporting the exact nature of the problem with the defective equipment. This explanation assists Nortel Networks in identifying and analyzing the reported problem.

5. All shipments must include a packing slip from distributors with the following information:

- Distributor's address

- AR number

- Quantity being returned

- Ordering code of items being returned

- PO number

Defective on arrival (DOA)

DOA policies

DOA equipment is new product identified within 90 days of shipment as inoperable at the time of initial installation. DOAs are those items having obvious material defects detected when the item is unpacked, or electronic failures discovered when (or before) the item is placed in-service. DOAs are repaired or replaced by Nortel Networks

- DOAs reported within 90 days from original ship date are replaced with new products and given priority shipment.

- DOAs reported AFTER 90 days are handled under normal warranty coverage. See "Repair warranty" under the "Return Policies and Procedures" section.

If any DOA replaced equipment is not returned within 45 days to the Repair and Distribution Center in Nashville, the distributor is invoiced for the replacement equipment at the current NDP of the equipment. Returns received after invoicing has occurred are subject to a minimum 15% restocking charge.

In the event of a DOA, distributors are contact the Nashville Repair and Add Consumer Product Distribution Center. Please identify DOA equipment when requesting replacement.

Standard Price Items

Warranties and disclaimers of warranties

Nortel Networks warrants the services provided under this section are to be provided in a good and workman-like manner.

The warranties and remedies contained in this section constitute the only warranties with respect to the services provided hereunder. The stated warranties are in lieu of all other warranties, written or oral, statutory, express, or implied, including, without limitation thereto, the warranty of merchantability and the warranty of fitness for a particular purpose. Nortel Networks is not be liable to the user or purchaser of such service (whether distributor or end user, as the case may be) for any special, incidental, or consequential damages, of any nature or for any reason, arising out of the performance of the services described hereunder, even if Nortel Networks has been advised of the possibility of such damages.

Technical support

Technical support for authorized distributors is available through the following groups (see Technical Support section for detailed policies, procedures, and fees):

- Telephone support

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Nortel Networks
Commercial Offer Management
2375A N. Glenville Dr.
Richardson, Texas 75082-4399
800 321-2649, select 6 then 5