



**Nortel Networks
Product Catalog**

Meridian Business Sets

**Effective
October 4, 1999**

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Summary of Changes - October 4, 1999

I. Manufacture discontinued

Order Code	Description	Replaced By
A0378009	Liberation CLASSIC, Monaural Earhook, for MPA	A0651112
A0378010	Liberation CLASSIC, Monaural Earloop, for MPA	A0651112
A0378011	Liberation CLASSIC, Monaural Headband, for MPA	A0722777
A0378154	Liberation CLASSIC, Binaural UNC, for MPA	A0651111
A0384866	Liberation CLASSIC, Monaural UNC, 3-in-1, for MPA	A0651112
A0651108	Liberation Wireless Amplifier	
P0885538	Liberation Headset Solutions Brochure	

II. Vintage and order code changes

Old Order Code	New Order Code	Description
A0378009	A0651112	Liberation FLEX, Monaural NC, 3-in-1, for MPA
A0378010	A0651112	Liberation FLEX, Monaural NC, 3-in-1, for MPA
A0378011	A0722777	Liberation PERFORMA, Monaural NC, Headband
A0378154	A0651111	Liberation FLEX, Binaural NC, for MPA
A0384866	A0651112	Liberation FLEX, Monaural NC, 3-in-1, for MPA

Price by Chapter

Status	Order Code	Description	CLP	Distr. Disc.
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Meridian Digital Centrex

N	A0632449	Liberation On-Line Indicator for MPAll	14.00	D
N	A0648522	Liberation DURA, Monaural NC, Headband, for MPA	125.00	D
N	A0648523	Liberation DURA, Binaural NC, for MPA	145.00	D
N	A0651111	Liberation FLEX, Binaural NC, for MPA	150.00	D
N	A0651112	Liberation FLEX, Monaural NC, 3-in-1, for MPA	135.00	D
N	A0654766	Liberation Wireless Amplifier Replacement Battery Pack	15.00	D
B	A0722776	Liberation PERFORMA, Binaural NC	135.00	D
B	A0722777	Liberation PERFORMA, Monaural NC, Headband	100.00	D
N	B0230393	Power Supply/M5000 Sets	54.00	D
N	NT4X4060	M5008 Documentation	6.00	H
N	NT4X4061	M5008/M5208 Key Cap Package	2.00	D
N	NT4X40AA	M5008, Ash	189.00	D
N	NT4X40BA	M5008, Gray	189.00	D
N	NT4X40CA	M5008, Black	189.00	D
N	NT4X4160	M5208 Documentation	6.00	H
N	NT4X41AA	M5208, Ash	350.00	D
N	NT4X41BA	M5208, Gray	350.00	D
N	NT4X41CA	M5208, Black	350.00	D
N	NT4X4260	M5316 Documentation	6.00	H
N	NT4X4261	M5316 Key Cap Package	3.00	D
N	NT4X42AA	M5316, Ash	526.00	D
N	NT4X42BA	M5316, Gray	526.00	D
N	NT4X42CA	M5316, Black	526.00	D
N	NT4X4360	M522 Documentation	6.00	H
N	NT4X4361	M522 Key Cap Package	2.00	D
N	NT4X43AA	M522, Ash	135.00	D
N	NT4X43BA	M522, Gray	135.00	D
N	NT4X43CA	M522, Black	135.00	D
N	NT4X4460	M5216 Documentation	6.00	H
N	NT4X4461	M5216 Key Cap Package	3.00	D
N	NT4X44AA	M5216, Ash	526.00	D
N	NT4X44BA	M5216, Gray	526.00	D

✓ Revision from Last Issue
 ★ New product introduction
 ⊗ Controlled release
 S Santa Clara

§ New system sale only
 † Additions & maintenance
 # Manufacture discontinued
 N Nashville

>> Available until stock depleted
 ► See reference book
 Δ Distributor discount category only
 B Both order locations

Status	Order Code	Description	CLP	Distr. Disc.
N	NT4X44CA	M5216, Black	526.00	D
N	NTA149AA	Liberation MPAPII (replacement for MPA)	150.00	D
B	NTA149BM	Liberation CTI Headset	40.00	D
N	NTA149BO	Liberation CTI Switch	40.00	D
N ▶	NTEX35AA	Nortel's 1-Meg Modem	320.00	M
N	P0830326	M522 Long Cable (Unit to Host)	2.00	D
N	P0830327	M522 Short Cable (Unit to Unit)	2.00	D
N	TEC01941	M522 Single Stand Ash	4.00	D
N	TEC01942	M522 Single Stand Black	4.00	D
N	TEC01943	M522 Single Stand Gray	4.00	D
N	TEC01944	M522 Double Stand Ash	5.00	D
N	TEC01945	M522 Double Stand Black	5.00	D
N	TEC01946	M522 Double Stand Gray	5.00	D
N Δ	TEC02329	Terminal Record Expansion Unit (TRES)	69.00	D

MBS Five Year Warranties

N Δ	TEC01681	MBS 5-Year Warranty	7.50	H
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Data

N	301093	Datapath/LS/Desktop Mod	895.00	D
N	301193	Datapath/HS/Desktop Mod	895.00	D
N	302093	Datapath/LS/Rackmount	855.00	D
N	302193	Datapath/HS/Rackmount	855.00	D
N	304093	Datapath/Coax Eliminator	895.00	D
N	3041	Datapath/Coax Eliminator Shelf	2275.00	D
N	304293	Datapath/Coax Eliminator	995.00	D
N	304393	Datapath/Coax Eliminator	995.00	D
B ▶	A0300753	RS232 - V.35 Adapter Cable for HSDM (Female)	175.00	D
N	B0218198	Power Supply/Data Unit/Dsk	106.50	D
N	B0222835	Power Supply/Datapath	1295.00	D

Price List

Status	Order Code	Part Number	Description	CLP	Distr. Disc.	Repair CLP	Distr. Disc.
N	301093	B0219699	Datapath/LS/Desktop Mod	895.00	D		N/A
N	301193	B0219713	Datapath/HS/Desktop Mod	895.00	D		N/A
N	302093	B0223680	Datapath/LS/Rackmount	855.00	D		N/A
N	302193	B0221759	Datapath/HS/Rackmount	855.00	D		N/A
N	304093	B0219702	Datapath/Coax Eliminator	895.00	D		N/A
N	3041	B0219703	Datapath/Coax Eliminator Shelf	2,275.00	D		N/A
N	304293	B0219709	Datapath/Coax Eliminator	995.00	D		N/A
N	304393	B0228378	Datapath/Coax Eliminator	995.00	D		N/A
B ►	A0300753	A0300753	RS232 - V.35 Adapter Cable for HSDM (Female)	175.00	D		N/A
N	A0632449	A0632449	Liberation On-Line Indicator for MPAAII	14.00	D		N/A
N	A0648522	A0648522	Liberation DURA, Monaural NC, Headband, for MPA	125.00	D		N/A
N	A0648523	A0648523	Liberation DURA, Binaural NC, for MPA	145.00	D		N/A
N	A0651111	A0651111	Liberation FLEX, Binaural NC, for MPA	150.00	D		N/A
N	A0651112	A0651112	Liberation FLEX, Monaural NC, 3-in-1, for MPA	135.00	D		N/A
N	A0654766	A0654766	Liberation Wireless Amplifier Replacement Battery Pack	15.00	D		N/A
B	A0722776	A0722776	Liberation PERFORMA, Binaural NC	135.00	D		N/A
B	A0722777	A0722777	Liberation PERFORMA, Monaural NC, Headband	100.00	D		N/A
N	B0218198	B0218198	Power Supply/Data Unit/Dsk	106.50	D		N/A
N	B0222835	B0222835	Power Supply/Datapath	1,295.00	D		N/A
N	B0230393	B0230393	Power Supply/M5000 Sets	54.00	D		N/A
N	NT4X4060	B0240549	M5008 Documentation	6.00	H		N/A
N	NT4X4061	B0240554	M5008/M5208 Key Cap Package	2.00	D		N/A
N	NT4X40AA	B0240399	M5008, Ash	189.00	D		N/A
N	NT4X40BA	B0240400	M5008, Gray	189.00	D		N/A
N	NT4X40CA	B0240401	M5008, Black	189.00	D		N/A
N	NT4X4160	B0240550	M5208 Documentation	6.00	H		N/A
N	NT4X41AA	B0240402	M5208, Ash	350.00	D		N/A
N	NT4X41BA	B0240403	M5208, Gray	350.00	D		N/A
N	NT4X41CA	B0240404	M5208, Black	350.00	D		N/A
N	NT4X4260	B0240551	M5316 Documentation	6.00	H		N/A
N	NT4X4261	B0240555	M5316 Key Cap Package	3.00	D		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	NT4X42AA	B0240405	M5316, Ash	526.00	D		N/A
N	NT4X42BA	B0240406	M5316, Gray	526.00	D		N/A
N	NT4X42CA	B0240407	M5316, Black	526.00	D		N/A
N	NT4X4360	B0240552	M522 Documentation	6.00	H		N/A
N	NT4X4361	B0240557	M522 Key Cap Package	2.00	D		N/A
N	NT4X43AA	B0240408	M522, Ash	135.00	D		N/A
N	NT4X43BA	B0240409	M522, Gray	135.00	D		N/A
N	NT4X43CA	B0240410	M522, Black	135.00	D		N/A
N	NT4X4460	B0240553	M5216 Documentation	6.00	H		N/A
N	NT4X4461	B0240556	M5216 Key Cap Package	3.00	D		N/A
N	NT4X44AA	B0240411	M5216, Ash	526.00	D		N/A
N	NT4X44BA	B0240412	M5216, Gray	526.00	D		N/A
N	NT4X44CA	B0240413	M5216, Black	526.00	D		N/A
N	NTA149AA	A0629432	Liberation MPAAII (replacement for MPA)	150.00	D		N/A
B	NTA149BM	A0757152	Liberation CTI Headset	40.00	D		N/A
N	NTA149BO	A0757155	Liberation CTI Switch	40.00	D		N/A
N ▶	NTEX35AA	B0247641	Nortel's 1-Meg Modem	320.00	M		N/A
N	P0830326	P0830326	M522 Long Cable (Unit to Host)	2.00	D		N/A
N	P0830327	P0830327	M522 Short Cable (Unit to Unit)	2.00	D		N/A
N Δ	TEC01681	TEC01681	MBS 5-Year Warranty	7.50	H		N/A
N	TEC01941	TEC01941	M522 Single Stand Ash	4.00	D		N/A
N	TEC01942	TEC01942	M522 Single Stand Black	4.00	D		N/A
N	TEC01943	TEC01943	M522 Single Stand Gray	4.00	D		N/A
N	TEC01944	TEC01944	M522 Double Stand Ash	5.00	D		N/A
N	TEC01945	TEC01945	M522 Double Stand Black	5.00	D		N/A
N	TEC01946	TEC01946	M522 Double Stand Gray	5.00	D		N/A
N Δ	TEC02329	TEC02329	Terminal Record Expansion Unit (TRES)	69.00	D		N/A

Reference

Status

► B

A0300753

Description	System Compatibility	Product compatibility	W/S
RS232 - V.35 Adapter Cable for HSDM (Female)	A; L; LE; M; MS; N; NT; RT; S; ST; STE; VL; VLE; XL; XN; XT		W1

Status

► N

NTEX35AA

Description	System Compatibility	Product compatibility	W/S
Nortel's 1-Meg Modem			W1

Qty	Order code	Description
3	A0274382	7 Ft. Cable
1	A0353545	ethernet cable
1	A0619627	Power Supply
	Each Package Includes:	
3	A0274382	7 Ft. Cable
1	A0353545	ethernet cable
1	NTEX38AA	Telephone Filter - Wall Mount
1	A0688537	User Guide Nortel's 1-Meg Modem
1	NTEX38AA	Telephone Filter - Wall Mount

✓ 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

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:

- Meridian Business Sets

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]
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:

Nortel Networks Distribution Management 2221 Lakeside Blvd Richardson, TX 75082 (972) 684-1496

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 of 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 distributor's 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 distributor's 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 5 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

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

Technical Support

Nortel Networks provides the following technical support:

- Support for equipment in-warranty and out-of-warranty

Consumer Products Technology Customer Support

The Consumer Product Technology Support Center operates from 7:30 a.m. to 5:00 p.m. CST, Monday through Friday. The Consumer Product Technology Support Center dedicated telephone number is (800) 251-1758.

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