

Octel Products Standard Warranty

Warranties

PRODUCT	WARRANTY ¹ EMG Direct Sale	WARRANTY ¹ Distributors/VARs Purchase
New Octel Servers³ Octel 200, 300 (Serenade) Octel 250, 350 (Aria) & Octel Signature Performer	12 months from date of installation.	12 months from date of shipment from Lucent Technologies Octel Messaging Division factory.
New Software, Features & Applications² (including new releases of system software and new software features whose capacity is not variable.)	New releases: 90 days from date of installation. New software features: 90 days from date of enablement by OMD or it's authorized agent.	New releases: 90 days from date of shipment. New software features: 90 days from date of enablement by OMD or it's authorized agent.
Hardware Expansions & Upgrades (includes XC1000 to Octel 350 VMX200 to VMX300, Octel 200 to Octel 300 and VMX 200/300 to Serenade upgrades)	90 days from date of delivery of system or parts, unless extended through a promotion at time of purchase.	90 days from date of shipment from OMD factory.
Capacity-On Demand Expansions (e.g. from VMX100, D.I.A.L., VMX1000/5000, VMXIII/IV, VMX 200/300 to Serenade are considered "upgrades".)	Correct operation at date of enablement by OMD or it's authorized agent.	Correct operation at date of enablement by OMD or it's authorized agent.
Migrations (formerly Conversions) : To Octel 200 and 300 (e.g. from VMX100, DIAL, VMX1000/5000, VMXIII/IV. VMX200/300 to Serenade are considered upgrades.	12 months from date of delivery of new system or conversion parts.	12 months from date of shipment of new system or conversion parts.
To Octel 250 and 350 (Branch, Branch XP, Aspen, Maxum SE, or Maxum to Octel 250 or 350, XC 1000 to Octel 250. XC1000 to Octel 350 considered an "upgrade".)	12 months from date delivery of new system or conversion parts.	12 months from date of shipment of new system or conversion parts.
Data module	12 months from date of shipment if installed with a system ; 90 days from date of shipment or coterminous with the original system warranty duration, whichever is greater if installed separately.	12 months from date of delivery if installed with a system ; 90 days from date of delivery if installed separately.
DecisionPro and Octel Mailbox Manager	90 days from date of delivery to customer premises.	90 days from date of shipment from OMD factory.
Spare Parts	Not for end-user resale	6 months from date of shipment.
Equivalent Part Exchange and Same Part Repair	Not for end-user resale	90 days from date of shipment from OMD factory or authorized parts depot
Customized Application Development	90 days from date of project completion, as documented by OMD or service provider.	90 days from date of project completion, as documented by OMD or service provider.

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Support Entitlements Under Warranty for End Users, Distributors, & VARs:

PRODUCT :	SUPPORT ENTITLEMENT:	
Octel Systems Aria, Serenade, & Octel Signature Performer (including cabinets, drives, ports, etc.)	All customers: OMD will repair or replace products that fail to conform to published specifications or due to defects in manufacturing or materials.	Direct Sale Customers: Comprehensive Support Plan coverage or equivalent (where available).
Software Features & Applications	All customers: OMD will repair or replace products that fail to conform to published specifications or due to defects in manufacturing or materials.	
Hardware expansions & upgrades	All customers: OMD will repair or replace products that fail to conform to published specifications or due to defects in manufacturing or materials.	
Capacity-on-Demand expansions (e.g. incremental units of message storage hours, number of mailboxes)	All customers: Conformance to published specifications.	
Migrations (formerly Conversions) (for Aria and Aspen family)	All customers: OMD will repair or replace products that fail to conform to published specifications or due to defects in manufacturing or materials.	US Direct Sale Customers: Comprehensive Support Plan coverage or equivalent (where available).
Data Module	All customers: OMD will repair or replace products that fail to conform to published specifications or due to defects in manufacturing or materials.	US Direct Sale Customers: Comprehensive Support Plan coverage or equivalent (where available).
DecisionPro and Octel Mailbox Manager Application Software	All customers: OMD will repair or replace products that fail to conform to published specifications or due to defects in manufacturing or materials. The support for these products includes telephone support only. On site support is billable at published T&M rates.	US Direct Sale Customers: Comprehensive Support Plan coverage or equivalent (where available).
Spare Parts	All customers: OMD will repair or replace products that fail to conform to published specifications or due to defects in manufacturing or materials.	
Equivalent Part Exchange and Same Part Repair	All customers: OMD will repair or replace products that fail to conform to published specifications or due to defects in manufacturing or materials.	
Customized Application Development	All customers: OMD will repair or replace products that fail to conform to published specifications or due to defects in manufacturing or materials.	US Direct Sale Customers: Comprehensive Support Plan coverage or equivalent (where available).

NOTES:

¹ Note that in the US, systems under warranty sold through the OMD direct channel receive the Comprehensive Support Plan level of support. This included 24x7 support and does not include Value Support Options such as MACs, Reports, Remote Monitoring, Network Management, training. These services can be obtained by purchasing Value Support Options or on a T&M basis. In Europe, coverage corresponds to the Standard Support Plan (Basic Support Plan in US).

² Note that Networking implementation does not include loading the new system database with information on existing networked systems and does not include updating the network table for systems that are added subsequently.

³ Includes cabinet, ports, hours, and mailboxes.

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