



## Pricing | Services

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# Alcatel-Lucent DECT phones: Migration plan for MR100/200 DECT phones and pricing changes notification for Hardware Support Services for all DECT phones.

Starting October 1, Alcatel-Lucent Enterprise Hardware Support organization will offer a migration plan for MR100/200 DECT phones and revise Hardware Support Services prices for all DECT phones.

### A- MR100/200 DECT phones migration plan

Starting October 1, Alcatel-Lucent Enterprise Hardware Support (A-LE HWS) organization will offer a migration plan for existing DECT MR100/200 phones to manage MR100 and MR200 A-LE Contractual End of Support, which is effective by the end of September 2012. Please note that A-LE will do its best effort to continue to satisfy Return-To-Factory (RTF) requests for the phones until Q1/2013.

In parallel, A-LE HWS will provide A-LE Business Partners with an equivalent DECT solution based on 400 DECT phones whenever possible.

To benefit from this migration plan, Business Partners must make sure the end-customer's installed platform release meets the following requirements:

- Alcatel-Lucent OmniPCX Office release higher than version R4.x/R5.x
- Alcatel-Lucent OmniPCX Enterprise release higher than version R6.0/R6.0.1

Business Partners can then order newly created HWS items through the A-LE HWS eBuy tool using the following HWS references created in the A-LE HWS catalog:

HWS Ref.	English Designation	Product Family
40191915_MV	OCTOPHON OPEN 40D=>OPEN400D	MR400
40194135_MV	OCTOPHON OPEN 50D=>OPEN400D	MR400
90026557_MV	IS/7xx DDS 100 Handset=>FREE 770	MR400
90026558_MV	IS/7xx DDS 200 Handset=>FREE 770	MR400
3BN66098_MV	MOBILE 100 REFLEXES=>400REFL	MR400
3BN66097_MV	MOBILE 200 REFLEXES=>400REFL	MR400

If no migration path is possible, A-LE ensures the MR100/200 RTF service as defined above for the following list of MR100/200 items that are kept in the A-LE HWS catalog (\*):

HWS Ref.	English Designation	Product Family
3BN66087AB	MOBILE 100 REFLEXES - 4076 BUSINESS	MR100

HWS Ref.	English Designation	Product Family
3BN66087AC	MOBILE 100 REFLEXES - 4076 BUSINESS	MR100
3BN66098AB	MOBILE 100 REFLEXES	MR100
3BN66098AC	MOBILE 100 REFLEXES AUDIO EUROPE	MR100
3BN66098AD	MOBILE 100 REFLEXES STURDY EUROPE	MR100
40191915	OCTOPHON OPEN 40 D	MR100
90020444	IS/7xx DDS 100 Handset	MR100
90026557	IS/7xx DDS 100 Handset	MR100
3BN66086AB	MOBILE 200 REFLEXES - 4076 CONFORT	MR200
3BN66086AC	MOBILE 200 REFLEXES - 4076 CONFORT	MR200
3BN66097AB	MOBILE 200 REFLEXES	MR200
3BN66097AC	MOBILE 200 REFLEXES AUDIO EUROPE	MR200
3BN66097AD	MOBILE 200 REFLEXES STURDY EUROPE	MR200
40194135	OCTOPHON OPEN 50 D	MR200
90020445	IS/7xx DDS 200 Handset	MR200
90026558	IS/7xx DDS 200 Handset	MR200
3BN67150AB	MOBILE 200 EXPLOS.PROOF PACKED	MR200 EX
3BN66108AC	MOBILE 200 EXPLOS.PROOF PACKED	MR200 EX
3BN66108AD	MOBILE 200 EXPLOS.PROOF PACKED	MR200 EX
3BN66088AB	MOBILE REFLEXES BASIC DESKTOP CHARGER EU	MR100/200 ACC
3BN66088BB	TINY MR BASIC CHARGER OPERATOR	MR100/200 ACC
3BN66088RB	MOBILE REFLEXE BASIC DESKTOP CHARGER UK	MR100/200 ACC
3BN66088UB	MOBILE REFLEXE BASIC DESKTOP CHARGER AU	MR100/200 ACC
3BN66091AB	MOBILE REFLEXES VOICE DESKTOP CHARGER	MR100/200 ACC
3BN66091BB	TINY MR VOICE CHARGER OPERATOR	MR100/200 ACC
3BN66092AB	MOBILE REFLEXES DESKTOP DOWNLOADER	MR100/200 ACC
3BN66093AB	MOBILE REFLEXES DUAL DESKTOP CHARGER	MR100/200 ACC
3BN66093BB	Charger Dual DDS 100/200/200Ex	MR100/200 ACC
1AF01726AAAA	POW-SW 1st appl:tiny charg.dual1st appl:	MR100/200 ACC
1AF01726AAAC	MOBILE REFLEXES CORDED CHARGER EU	MR100/200 ACC
1AF01726AABA	POW-SW 1st:tiny charg.dual UK 1st:tiny c	MR100/200 ACC
1AF01726AABC	MOBILE REFLEXES CORDED CHARGER UK	MR100/200 ACC

Please also note that starting October 1, the following outdated references will be removed from the A-LE HWS catalog (\*):

HWS Ref.	English Designation	Product Family
3BN66098BD	MOBILE 100 REFLEXES STURDY FT	MR100
3BN66098FT	MOBILE 100 REFLEXES FT	MR100
3BN66098FU	MOBILE 100 REFLEXES AUDIO FT	MR100
3BN66098FV	MOBILE 100 REFLEXES STURDY FT	MR100
3BN66099AB	MOBILE 100 (SHIFTED F.) CHINA	MR100
3BN66099AC	MOBILE 100 REFLEXES AUDIO CHINA	MR100
3BN66099AD	MOBILE 100 REFLEXES STURDY CHINA	MR100
3BN66100AB	MOBILE 100 (SHIFTED F.) SOUTH AMERICA	MR100
3BN66100AC	MOBILE 100 REFLEXES AUDIO SOUTH AMERICA	MR100
3BN66100AD	MOBILE 100 REFLEXES STURDY SOUTH AMERICA	MR100
3BN66097BD	MOBILE 200 REFLEXES STURDY FT	MR200
3BN66097FT	MOBILE 200 REFLEXES FT	MR200
3BN66097FU	MOBILE 200 REFLEXES AUDIO FT	MR200
3BN66097FV	MOBILE 200 REFLEXES STURDY FT	MR200

## B- Alcatel-Lucent 300 DECT phones Hardware Support continuity after End-of-Sale (EoS) announcement

Following the EoS of Alcatel-Lucent 300 DECT phones announced on July 2, 2012, A-LE HWS organization applies the standard support policy providing hardware support for up to five (5) years after product EoS announcement:

- From July 2, 2012 until December 31, 2014: Return-To-Factory (RTF) and Advanced Replacement (AVR) services are still orderable
- From January 1, 2015 until June 30, 2017: Return-To-Factory (RTF - 10 Business Days) service only is orderable.

## C- Hardware Support Services prices revision for all Alcatel-Lucent DECT phones

Alcatel-Lucent Enterprise Hardware Support organization will increase Hardware Support Services prices for all Alcatel-Lucent DECT phones from October 1, 2012. A-LE Business Partners are invited to download the new HWS Net Price List from the Alcatel-Lucent Enterprise Business Portal to get their updated price list

(<https://businessportal.alcatel-lucent.com/>)

*(\*) for information purpose only, not to be considered as a contractual list*

Type of Partner:	Direct Resellers, Indirect Resellers, VAD, All Carriers
Accreditation:	All
Geographic Area:	Worldwide

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