

## **Application Partner Program Inter-Working Report**

**Partner: Aurenz GmbH**  
**Application type: Hospitality / PMS**  
**Application name: AlwinPro Hotel/Care**



The product and version listed have been tested with the Alcatel-Lucent Communication Server and the version specified hereinafter. The tests concern only the inter-working between the Application Partner product and the Alcatel-Lucent Communication platforms. The inter-working report is valid until the Application Partner issues a new version of such product (incorporating new features or functionality), or until Alcatel-Lucent issues a new version of such Alcatel-Lucent product (incorporating new features or functionality), whichever first occurs.

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## Tests identification

Date of the tests	November 2010
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Alcatel-Lucent Communication Platform (OmniPCX 4400/Enterprise, OmniTouch, OmniPCX Office, ...)	OmniPCX Office
Alcatel-Lucent compatibility release	R8.0 / 030.002 Office Link Driver v2.3.3
Partner's application version	Version 6.2.01
Environment (if it has a sense)	<input type="checkbox"/> ACD <input type="checkbox"/> Business

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### Historic

Edition 1: creation of the document – *November 2010*

## Test results

☒ Passed                      ☐ Refused                      ☐ Postponed  
☐ Passed with restrictions

Refer to the section 4 for a summary of the test results.

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# 1 Introduction

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The goal of these tests is to qualify an external application as an Alliance & Application Partner Program solution for the Alcatel-Lucent Communication Platform.

The scope of the tests is the interoperability of the application with the Alcatel-Lucent Communication Platform. It covers a basic or complex inter-working to ensure that services requested by the application and provided by the Communication Platform (and/or conversely) are properly completed.

These tests do not verify the functional achievement of the application as well as they do not cover load capacity checks, race conditions and generally speaking any real customer's site conditions.

This is a summary of features that are tested:

- Check-in with several conditions (busy room, unavailable DDI, invalid guest room...)
- Check-out with several conditions (room not checked-in, invalid guest room...)
- Assign / Modify Guest Name
- Modify Wake-Up time
- Modify barring category
- Room status changes
- Wake-up events
- Room Transfer
- Behaviour in case of link disruptions (LAN)
- Behaviour in case of OHL Driver unavailability

## 2 Application information

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<b>Application type:</b>	Hospitality PMS
<b>Application commercial name:</b>	AlwinPro Hotel/Care
<b>Application version:</b>	Version 6.2.01
<b>Interface type:</b>	OHL/OLD
<b>Interface version (if relevant):</b>	2.3.3

### Brief application description:

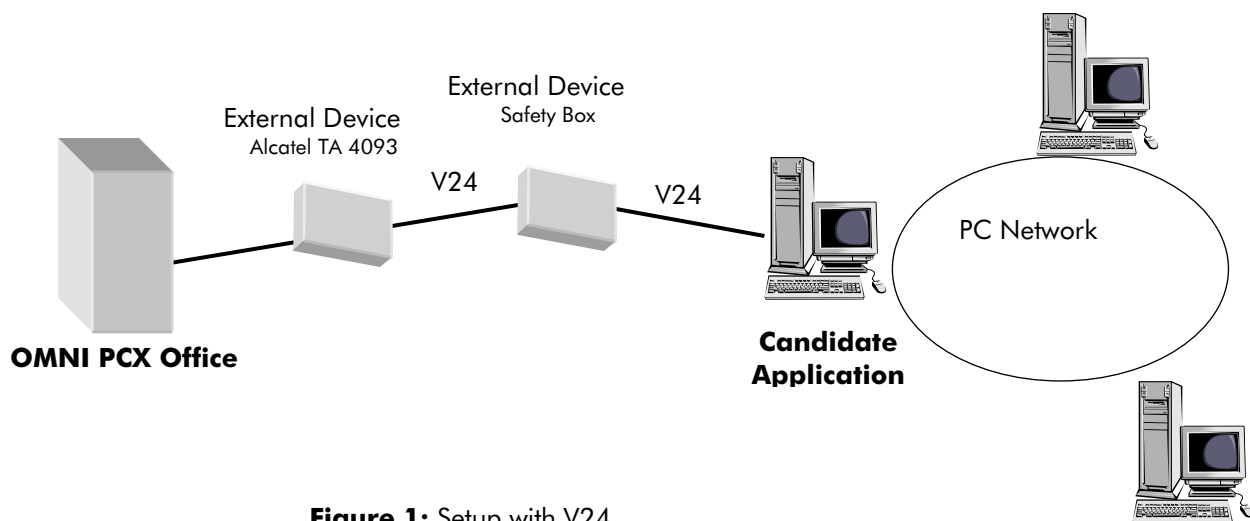
AlwinPro is an accounting package tailored for the German and German speaking market that can provide call accounting information from Alcatels PBX Systems

Call Accounting and Billing functionality.

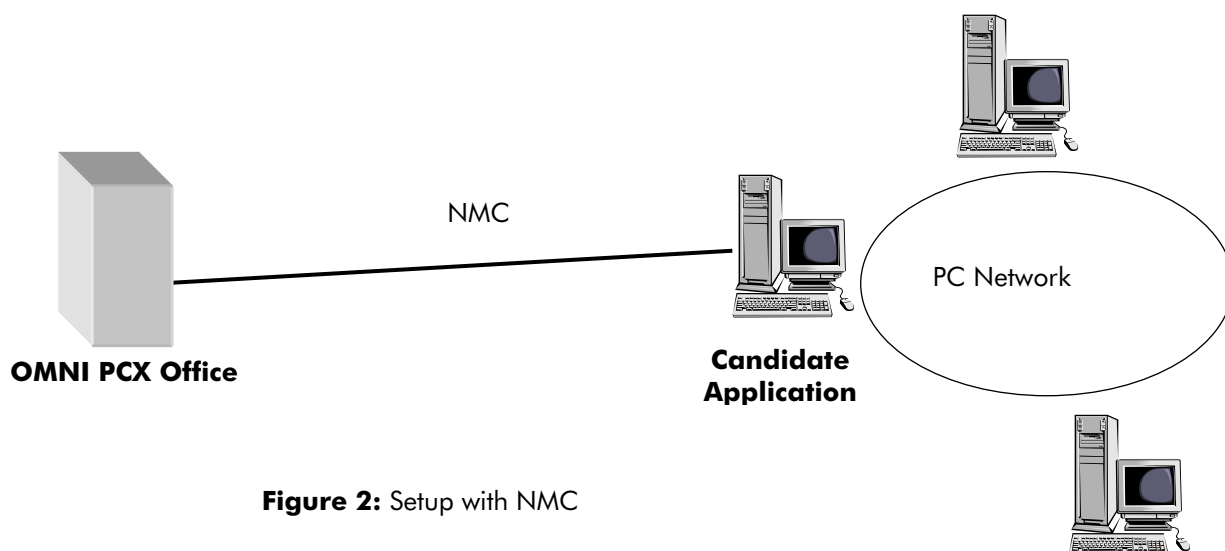
Records retrieved via NMC ,LAN , V24

Accounting / Billing	
Environment	
RS232	x
Ethernet	X
Remote Access	
Link surveillance	
Recovery	
Recording of incoming calls	X
Recording of outgoing calls	X
Cost collection	X
Statistics	X
Performance analysis	
Other (specify)	

Figure 1 **Global architecture**



**Figure 1:** Setup with V24



**Figure 2:** Setup with NMC



## 3 Tests environment

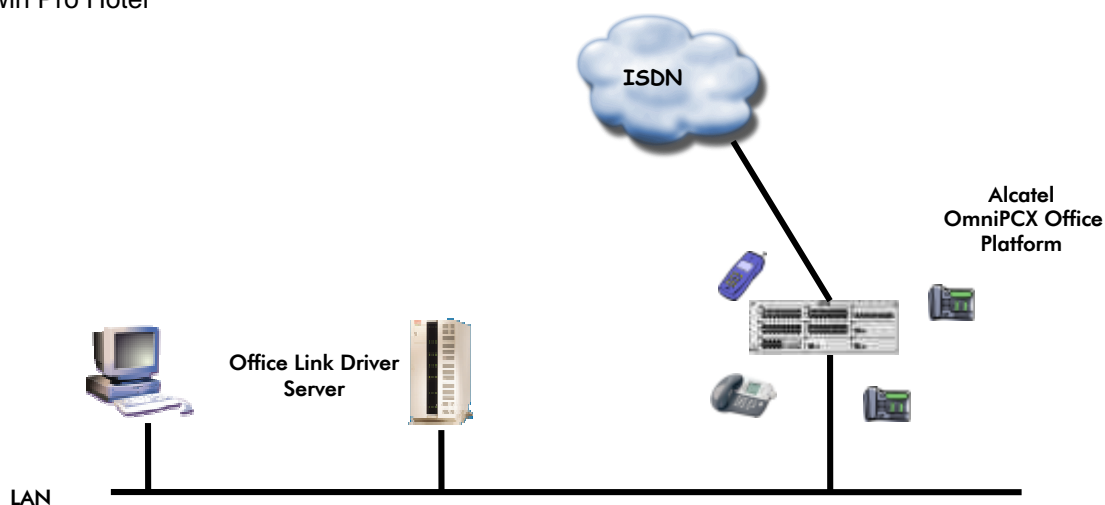
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### 3.1 Actual general architecture

The tests are performed on the Alcatel-Lucent TSS Applications International platform in the following environment:

Figure 2 **Tests environment**

Alwin Pro Hotel




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#### Alcatel Communication Platform:

- **name:** OXO
  - **IP address:** 10.1.3.23
- 

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#### Application server -

##### OLD (Driver):

- **name:** Alcatel
- **domain:** WORKGROUP
- **IP address:** 10.1.3.175

##### Partner Application:

- **name:** Alwin Pro Hotel
- **domain:** WORKGROUP
- **IP address:** 10.1.3.175

## 3.2 Hardware configuration

- **Alcatel Communication Platform:** Omni PCX Office – Power-CPU, ISDN T0, UA and Z interfaces, digital and analogues sets.

## 3.3 Software configuration

- **Alcatel Communication Platform:**
  - OmniPCX Office:
  - Office Link Driver : v2.3.3

## 3.4 OmniPCX Office parameters configuration

Initialize as Hotel application

Metering parameters: activate "IP\_External metering activation"

For the output of the call data records, all the Printed fields of proof marked "M" are automatically selected:

M - Charged User	M - Dialing Mode
M - Communication Type	M - Ringing Duration
M - Trunk Number	M - Cost in the local currency
M - Date (only for checking that it is a valid CDR)	M - Account Code
M - Time	M - Carrier
M - Duration	M - Initial User
M - Amount of Taxes	M - Node
M - Services	M - User8
M - Facilities	M - Trunk4
M - Dialed Number	M - Subscriber Name

## 4 Summary of test results

### 4.1 Summary of main functions supported and tested

Hospitality / Healthcare	
Check-in	✓
Check-out	✓
Phone allocation ( i.e. DDI number allocation )	✓
Modification (Name ,DND, Barring cat., wakeup time etc...)	✓
Wake-Up events	✓
Interrogation	✓
Re-initialization request	✓
CDR – Outgoing call from guest room	✓
CDR – Outgoing call from booth	✓
CDR – Outgoing transferred call	✓
CDR – Outgoing not charged calls	✓

### 4.2 Summary of problems

None

### 4.3 Summary of limitations

Following features are not possible by Alwin pro hotel applications due to the design:

- ☐ Generate a check-in for an invalid guest room extension number
- ☐ Generate a check-in with an already checked-in room extension number

Following features are not supported:

- ☐ Generate a check-in with a Deposit
- ☐ Generate a check-in and enable DND
- ☐ Auto Allocate a DDI
- ☐ Modification of DND state
- ☐ Modification of DDI number
- ☐ Use of interrogation command
- ☐ Use of initialisation request

### 4.4 Notes, remarks

None

## 5 Test Scenarios

### 5.1 Test procedure

Step	Action	N/A	Test Result	Comment
------	--------	-----	-------------	---------

**Step:** a test may comprise multiple steps depending on its complexity. Each step has to be completed successfully in order to conform to the test. Step 0 when present represents the initial state for all the following steps.

**Action:** describes which action to realize in order to set-up the conditions of the test.

**N/A:** the step within this test is not applicable to this application. This has to be filled in only if the test is checked as mandatory in the applicability box. In that case, the column comment must indicate the reason of the non-applicability (e.g.: service not supported).

**Test Result:** describes the result of the test from an external point of view. If it is positive, it describes which application's trigger was checked. If it is negative, it describes as precisely as possible the problem.

 **it is not intended during this test session to debug and fix problems.**

### 5.2 Result template

The results table must be formatted as indicated in the example below:

Step	Action	N/A	Test Result	Comment
1	. action 1		OK	
2	. action 2		OK	The application waits for PBX timer or phone set hangs up
3	. action 3		OK	
4	. action 4	X		Relevant only if the CTI interface is a direct CSTA link
5	. action 5		NOK	No indication, no error message
...	...			

## 6 Testing

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### 6.1 Connectivity and set-up

#### 6.1.1 Test objectives

These tests shall verify that the different components are properly connected and can communicate together (the external application and the Alcatel Communication Platform are connected and the interface link is operational).

#### 6.1.2 Test procedure

Step	Action	N/A	Test Result	Comment
1	OHL Driver Configuration		OK	
2	Alwin Pro		OK	Shows all traffic

## 6.2 PBX <---> PMS - CHECK-IN from PMS Guest Room Number allocation by PMS

### 6.2.1 Test objectives

These tests shall verify that the check-in is performed as expected depending on the status of rooms and information to setup

### 6.2.2 Test procedure

Step	Action	Impl.	Reply	Test Result	Comment
<b>CIC101</b>	Generate a check-in for a valid guest room extension number with guest name	Request	<b>A</b>	OK	
		Answer	<b>I</b>		
<b>CIC102</b>	Generate a check-in for an invalid guest room extension number	Request	<b>A</b>	OK(1)	
		Answer	<b>JG</b>		
<b>CIC103</b>	Generate a check-in with an already checked-in room extension number	Request	<b>A</b>	OK(1)	
		Answer	<b>JA</b>		
<b>CIC104</b>	Generate a check-in with language parameter	Request	<b>A</b>	OK	
		Answer	<b>I</b>		
<b>CIC105</b>	Generate a check-in with an wrong value in the language field	Request		<b>N/A</b>	Language is forced to "1" by design
		Answer			
<b>CIC106</b>	Generate a check-in with wake-up call time	Request		<b>N/A (2)</b>	
		Answer			
<b>CIC107</b>	Generate a check-in with wrong wake-up call time ( eg. 99:99 )	Request		<b>N/A (2)</b>	
		Answer			
<b>CIC108</b>	Generate a check-in with Dialling Restrictions ( ie:- Barring )	Request		<b>N/A</b>	Barring default = 03 at check in other levels are set via a modification frame
		Answer			
<b>CIC109</b>	Generate a check-in with a Deposit	Request		<b>N/A(3)</b>	
		Answer			
<b>CIC110</b>	Generate a check-in with a bad Deposit value ( eg. - 10.00 )	Request		<b>N/A(3)</b>	
		Answer			

Step	Action	Impl.	Reply	Test Result	Comment
CIC111	Generate a check-in and enable DND	Request		N/A	
		Answer			
CIC112	Generate a check-in with password	Request		OK	
		Answer			
CIC113	Auto Allocate a DDI ( Direct Dial Inwards ) number to a checked -in GUEST ROOM	Request		N/A	
		Answer			
CIC114	Auto Allocate a DDI ( Direct Dial Inwards ) number to a checked -in GUEST ROOM when there are no free DDI numbers available	Request		N/A	
		Answer			
CIC115	Generate a check-in with bad language parameter	Request		N/A	
		Answer			
CIC116	Generate a check-in with bad DND parameter	Request		N/A	
		Answer			
CIC117	Generate a check-in with room extension forwarded to voicemail	Request	A	N/A	
		Answer	I		
CIC118	Generate a check-in with bad Password parameter ( eg. illegal characters )	Request		OK	GUI prevents typing wrong characters or length
		Answer			
CIC119	Generate a check-in for a room set which is out of service ( check-in should still work ! )	Request	A	OK	
		Answer	I		
Result	CHECK-IN from PMS with GUEST NUMBER allocation by PMS			OK	

- (1) Not possible by Alwin pro hotel application's design .
- (2) These operations are performed via Modification or other dedicated commands
- (3) The application does not set deposits at check-in , it uses modify instead . For customer view , operation is done in one step.

## 6.3 PBX <---> PMS - MODIFICATION of GUEST configuration

### 6.3.1 Test objectives

Check the ability of the application to change GUEST configuration data

### 6.3.2 Test procedure

Step	Action	Impl.	Reply	Test Result	Comment
<b>MOC 101</b>	Modification of GUEST with new password	Request		<b>OK</b>	
		Answer			
<b>MOC 102</b>	Modification with deposit	Request		<b>OK</b>	
		Answer			
<b>MOC 103</b>	Modification of language parameter	Request	M	<b>N/A</b>	Value set to 1 at check-in
		Answer	M		
<b>MOC 104</b>	Modification on Dialling Restrictions(ie:- Guest room outward dialling Barring)	Request	M	<b>OK</b>	Send barring 00 and 03
		Answer	M		
<b>MOC 105</b>	Modification of the name	Request	M	<b>OK</b>	
		Answer	M		
<b>MOC 106</b>	Modification of the Wake up	Request	M	<b>OK</b>	
		Answer	M		
<b>MOC 107</b>	Modification of DND state	Request	M	<b>N/A</b>	
		Answer	M		
<b>MOC 108</b>	Modification of DDI number ( eg. Allocate a new DDI to a room	Request		<b>N/A</b>	
		Answer			
<b>Result</b>	<b>MODIFICATION of GUEST configuration</b>			<b>OK</b>	



## 6.4 PBX <---> PMS - ROOM STATUS change

### 6.4.1 Test objectives

Check the ability of the application to change the room status

### 6.4.2 Test procedure

Step	Action	Impl.	Reply	Test Result	Comment
<b>STAT 101</b>	Room status change message with maid room problem identification code from a room phone			<b>N/A</b>	Problem ID Code not supported
<b>STAT 102</b>	Room status change message without maid problem identification code from a room phone			<b>N/A</b>	Problem ID Code not supported
<b>STAT 103</b>	Room status change message with maid 'Clean' Status and 'no problem' code from a room phone			<b>N/A</b>	Problem ID Code not supported
<b>STAT 104</b>	Room status change message with maid room 'Unclean' and 'problem' identification code from a room phone			<b>N/A</b>	Problem ID Code not supported
<b>STAT 105</b>	Room status message with different problem (re- Initialization message )and status codes sent to the PMS from the PBX:eg: Maid arrives in the room, room has be cleaned for a new guest or the same guest	Request		<b>N/A</b>	Problem ID Code not supported
		Answer			
<b>Result</b>	<b>ROOM STATUS change</b>			<b>N/A</b>	

## 6.5 PBX <---> PMS - WAKE- UP events

### 6.5.1 Test objectives

Check the ability of the application to manage wake-up events

### 6.5.2 Test procedure

Step	Action	Impl.	Reply	Test Result	Comment
<b>WUP 101</b>	Wake-up message with normal answer			<b>OK(1)</b>	
<b>WUP 102</b>	Wake-up message with no answer			<b>OK(2)</b>	
<b>WUP 103</b>	Wake-up message with busy line			<b>OK(2)</b>	
<b>WUP 104</b>	Wake-up message with out of order line			<b>OK(2)</b>	
<b>WUP 105</b>	Wake-up cancellation message			<b>OK(1)</b>	

Step	Action	Impl.	Reply	Test Result	Comment
<b>WUP 106</b>	Wake-up message generated by programming			<b>N/A</b>	Check-in+modification
<b>WUP 107</b>	Wake-up message generated by modification	Request		<b>OK</b>	
		Answer			
<b>WUP 108</b>	Wake-up cancellation generated by modification message.	Request		<b>OK</b>	
		Answer			
<b>Result</b>	<b>WAKE- UP events</b>			<b>OK</b>	

- (1) The application informs the user of the successful operation via a change on the room icon appearance and via the status displayed in the room information window.
- (2) The application informs the user of an unsuccessful operation via a message broadcasted by the computer speaker and via the status displayed in the room information window.

## 6.6 PBX <---> Hotel Application - Management of CALL TICKETS: Station Message Detail Recording

### 6.6.1 Test objectives

Check the ability of the application to manage call tickets

### 6.6.2 Test procedure

Step	Action	Impl.	Reply	Test Result	Comment
<b>CAT 101</b>	SMDR message of a charged outgoing call with pulses or cost. Call done on room extension .			<b>OK</b>	
<b>CAT 102</b>	SMDR message of a charged outgoing call with pulses or cost. Call done on booth extension			<b>N/A</b>	
<b>CAT 104</b>	SMDR message of a transferred outgoing call from GUEST to GUEST with pulses or cost			<b>OK</b>	
<b>CAT 105</b>	SMDR message of a transferred outgoing call from an ADMIN extension to a GUEST with pulses or cost			<b>OK</b>	2 tickets
<b>CAT 106</b>	SMDR message of a non charged outgoing call ( Free call destination eg. 0800 )			<b>OK</b>	
<b>CAT 107</b>	SMDR message of an incoming call .			<b>OK</b>	
<b>CAT 108</b>	SMDR message of a transferred incoming call .			<b>OK</b>	

Step	Action	Impl.	Reply	Test Result	Comment
<b>CAT 109</b>	SMDR message of a transferred outgoing call from ROOM1 to ROOM2 which is forwarded on mail box. .			<b>OK</b>	Omnipcx charge a hunting group
<b>CAT 110</b>	SMDR message of a charged outgoing call with pulses or cost. Call done on booth phone using MTR and the charge assigned to a guest room			<b>N/A</b>	
<b>Result</b>	<b>Management of CALL TICKETS: Station Message Detail Recording.</b>			<b>OK</b>	

## 6.7 PBX <---> Hotel Application - Interrogation management followed by PBX <--->Hotel Application Guest Telephone Account

### 6.7.1 Test objectives

Check the ability of the application to get information from PBX using the Interrogation command

### 6.7.2 Test procedure

Step	Action	Impl.	Reply	Test Result	Comment
<b>INT101</b>	Asks for the Guest room extension telephone accounts.	Request		<b>N/A</b>	
		Answer			
<b>INT102</b>	Asks for the Guest room extension telephone accounts using a Guest room number which is out of the range .	Request		<b>N/A</b>	
		Answer			
<b>INT103</b>	Asks for the Guest room extension telephone accounts using a Guest room number which is not checked in.	Request		<b>N/A</b>	
		Answer			
<b>INT104</b>	Asks for the Guest room extension telephone accounts Verify the management of Cost, Total Deposit and Guest balance.			<b>N/A</b>	
<b>Result</b>	<b>INTERROGATION management followed by Guest Telephone Account.</b>			<b>N/A</b>	

## 6.8 PBX <---> Hotel Application - CHECK OUT Guest

### 6.8.1 Test objectives

These tests shall verify that the check-out performed as expected depending on the status of rooms.

### 6.8.2 Test procedure

Step	Action	Impl.	Reply	Test Result	Comment
<b>COC 101</b>	Check Out of a guest room number	Request	D	<b>OK</b>	
		Answer	O		
<b>COC 102</b>	Check Out of a guest which room line is busy ..	Request	D	<b>OK</b>	
		Answer	O		
<b>COC 103</b>	Check Out of a guest with not consulted messages in the associated voice mail box .	Request	D	<b>OK</b>	
		Answer	O		
<b>COC 104</b>	Check Out of an invalid guest room number	Request	D	<b>OK</b>	
		Answer	PG		
<b>COC 105</b>	Check Out of a none checked in guest room number	Request	D	<b>OK</b>	
<b>COC 106</b>	Verify metering bills by checking out a guest room number			<b>OK</b>	
<b>COC 107</b>	Verify metering bills by checking out a guest room number which was transfered from one room to another room and called from each of them			<b>OK</b>	
<b>COC 108</b>	Verify metering bills by checking out a guest room number which call from a booth extension ( ie MTR call assignment to a room by operator			<b>N/A</b>	
<b>Result</b>	<b>CHECK OUT GUEST NUMBER</b>			<b>OK</b>	

## 6.9 PBX <---> Hotel Application = INIT REQUEST PBX <---> Hotel Application = REINIT

### 6.9.1 Test objectives

These tests shall verify that the Initialization requests are performed as required.

### 6.9.2 Test procedure

Step	Action	Impl.	Reply	Test Result	Comment
<b>REI101</b>	Generate a reinit request for a specific GUEST room number - Full guest reinit.	Request		<b>N/A</b>	
		Answer			
<b>REI102</b>	Generate a reinit request for a specific GUEST room number - Partial guest reinit.	Request		<b>N/A</b>	
		Answer			
<b>REI103</b>	Generate a reinit request for a GUEST room number out of range	Request		<b>N/A</b>	
		Answer			
<b>REI104</b>	Generate a reinit request for a specific GUEST room number not checked in.	Request		<b>N/A</b>	
		Answer			
<b>REI105</b>	Generate a reinit request for all GUESTS checked-in...: - Full guest reinit.	Request		<b>OK</b>	
		Answer			
<b>REI106</b>	Generate a reinit request for all GUESTS checked-in...: - Partial guest reinit.	Request		<b>N/A</b>	
		Answer			
<b>Result</b>	<b>REINIT REQUEST REINIT</b>			<b>OK</b>	

## 6.10 Disruption of OHL Link

### 6.10.1 Test objectives

These tests shall verify that the application does not hang or loose data in case of link disruptions..

### 6.10.2 Test procedure

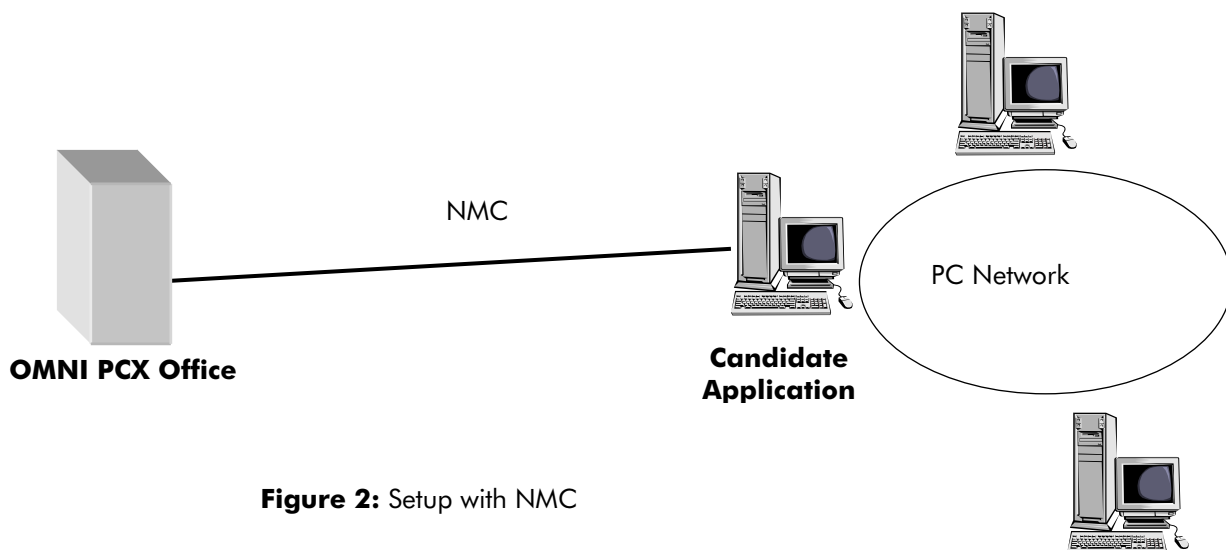
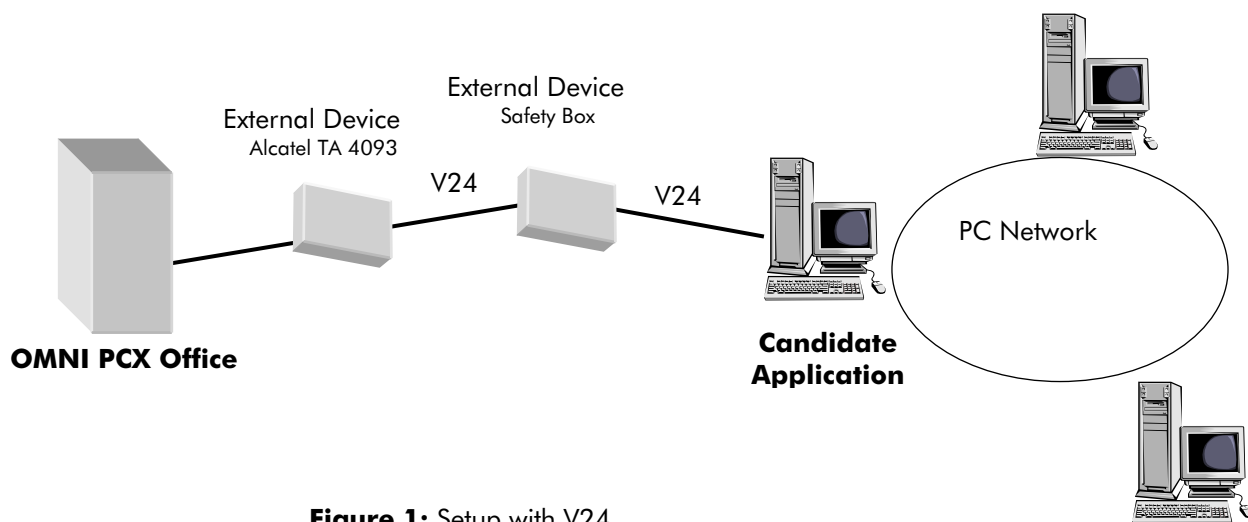
Step	Action	Impl.	Reply	Test Result	Comment
<b>DIS101</b>	Cut the ethernet link between PMS interface and the OmniPCX Office: Generate some events like check-in, Phone allocations from the PMS . Establish the link and verify that the events are sent to the OmniPCX.			<b>OK</b>	Warning created on application. Resend data can be done easily
<b>DIS102</b>	Power off the PMS interface and generate some events from the OmniPCX Office side. Restart the interface and verify that the events are sent and taken in consideration on the PMS side			<b>OK</b>	
<b>DIS103</b>	If the PMS is composed with several devices, the same tests have to be done by powering off and restarting separately the different devices.			<b>Not Tested</b>	
<b>DIS104</b>	Generate an XOFF on the OmniPCX Office . Generate some events on PMS. Send an XON on the OmniPCX Office side.			<b>Not Tested</b>	
<b>Result</b>	<b>DISRUPTION OF OHL LINK</b>			<b>OK</b>	

## 7 Appendix A : Application description

The *AlwinPro Application* is a 32-bit Windows application for recording and reporting data. The main functionalities are call accounting.

Connecting *AlwinPro* to the OmniPCX Office is possible like shown in figure 1 or figure 2. The External Device in Figure 1 is a buffer for up to 8.000 call data records, called "SafetyBox". The SafetyBox also can be connected to a modem. This allows collecting the records from a distant site.

### 7.1 General Architecture:





## 7.2 Specific Details:

The portfolio of Aurenz GmbH consists of the products - "AlwinPro", AlwinPro Hotel/Care and "Anna4"

The applications AlwinPro and Anna4 can be purchased also as Package "Two in One" The data retrieve module of both applications are the same.

Application Features are:

### Features AlwinPro

- E-Mail Reporting
- Web-based-Controlling-Software
- Precise cost-calculation using detailed tariff-information from the provider/carrier
- Multi-faceted data-assessment platform, as well as incomparable security
- Completely automatic, unnoticed running in background
- Modular construction, flexible and individually configurable
- Connection to PABX using protocol-interfaces
- Networking Capability
- Multi-user
- Implementation of mobile call data (EDIFACT)
- Send reports as pdf attachment
- Self configuring tool for new scripts

The Software Anna4 that can be combined with the AlwinPro is designed for call analyzing and quality statistics. In general the tool allows you to analyze the costs of telecommunications and the telephone usage and behaviour of the staff. The results are displayed in statistical diagrams, tables and ranking lists. The statistic tool Anna4 makes the telecommunication network transparent and allows optimizing the cost structure in a company.

The maximum number of calls to be processed by the application is mainly limited by the client Hardware.

## 7.3 Product Description Anna4 4.0

In general the tool allows customers to analyse the costs of telecommunications in a company and the telephone usage and behaviour of the staff. The software shall provide a guideline for quality improvements and shall highlight shortages of resources (manpower and equipment).

The new Software Anna4 that can be combined with the AlwinPro Software is the latest development from Aurenz and is designed for call analyzing and quality statistics. The results are displayed in statistical diagrams, tables and ranking lists. The data is retrieved from the same data pool than the data for AlwinPro.

The statistic tool Anna4 makes the telecommunication network transparent and allows you to optimise the cost structure in your company.

The three main parts of the analysing and statistic software are:

### 7.3.1 Cost management

Statistics for

- Total phone-costs
- phone-costs of wired network
- phone-costs of mobile network
- Comparison of different carrier
- Hitlists (Ranking of the most expensive calls, or long duration calls etc.)

### 7.3.2 Quality management

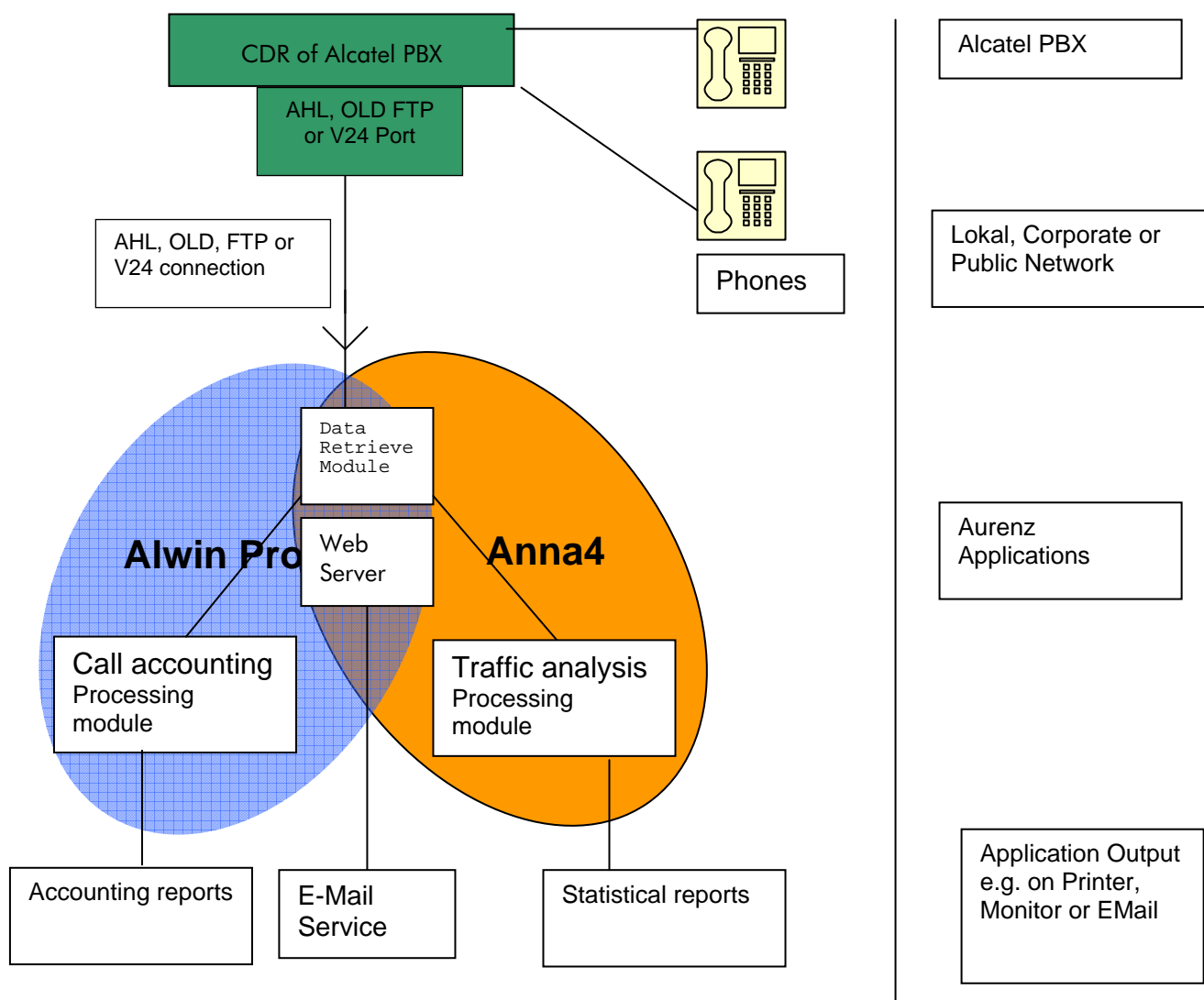
Analysing the

- Phone-behaviour (how many calls are lost due to no answer or occupied )
  - o Ring-time assumed calls
  - o Ring-time lost calls
- Time dependently comparison of phone-behaviour
  - o Monthly comparison (total and percentage)
  - o Annually comparison (total and percentage)
  - o Comparison of the ring-time
- Ranking of the Top 7 extensions
- Analysis of customer contacts
  - o Successful and lost customer contacts
  - o Successful contacts (number of calls to be successful)
  - o Lost calls (how many tries to get a contact)
  - o Geographic distribution of calls
- Customer contacts (time dependent comparison)
  - o Monthly comparison (total and percentage)
  - o Annually comparison (total and percentage)
  - o Daily comparison (total and percentage)
- Evaluation of groups
  - o Successful contacts
  - o Lost contacts

### 7.3.3 Traffic analysis

Statistics for

- Total traffic (inbound and outbound)
- Traffic outbound/inbound
  - o Per day/week/month
- Traffic official/private
  - o Per day/week/month
- performance of telephone lines (daily/weekly/monthly)
  - o average and maximum
  - o number of used lines
- Time at the phone
  - o Daily/weekly/monthly



The Data retrieve module is storing all call information and supplies it to the different applications.

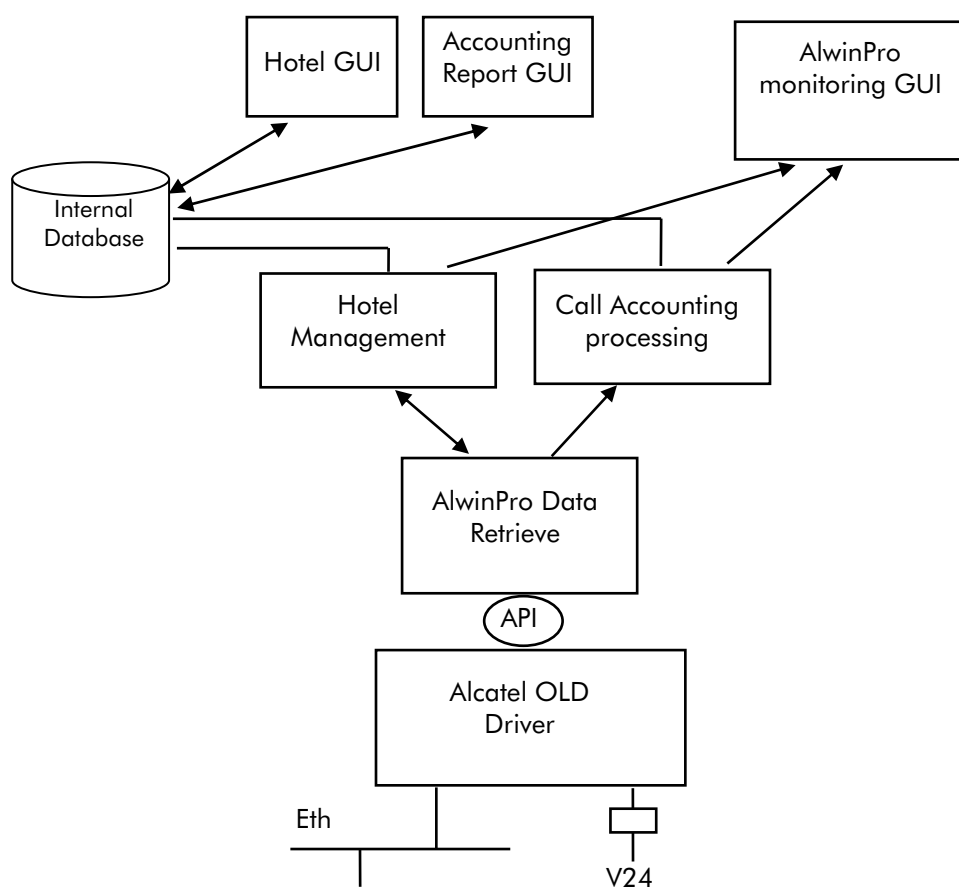
The only External Device used is a buffer for up to 8.000 call data records, called "SafetyBox". The connection is established via simple RS 232 similar to the connection to the PBX. The SafetyBox also can be connected to a modem. This allows to collect the records from a distant site.

## 7.4 Brief Description AlwinPro Hotel / Care:

The AlwinPro Hotel Application is a 32-bit Windows application for:

- recording and reporting data. The main functionalities are call accounting.
- Hotel guests management

### 7.4.1 General Architecture:



The Data retrieve module is storing all call information and supplies it to the different applications.

AlwinPro Hotel collects CDRs via the OLD driver.

## 7.4.2 Features AlwinPro Hotel/Care

- customer Check in, check out
- Room status for cleaning staff
- Wakeup call setting
- Guest Phone cost accounting
- Change phone status (close lines if no allowance)
- Deposit amount
- Reinitialisation of Database
- Cash report
- Accounting journal
- Occupancy list
- Room change
- KIS connection
- Voicemail support

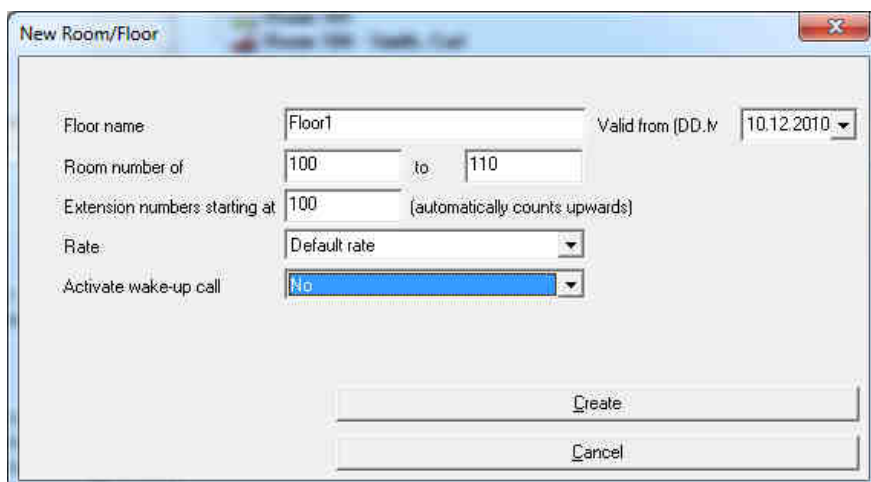
and it includes AlwinPro functions as:

- Call Management System (ticket collection via OHL Driver)

The maximum number of calls to be processed by the application is mainly limited by the client Hardware.

## 7.4.3 Application usage – Room settings

A room directory entry is built automatically as soon as a new extension number is found in call data records. It is up to the operator to classify the entry into the hotel organization and bring additional information for the corresponding room:



The screenshot shows a 'New Room/Floor' dialog box with the following fields and values:

- Floor name:** Floor1
- Valid from (DD.MM.YY):** 10.12.2010
- Room number of:** 100
- to:** 110
- Extension numbers starting at:** 100 (automatically counts upwards)
- Rate:** Default rate
- Activate wake-up call:** No
- Buttons:** Create, Cancel

## 7.4.4 Application usage – Check-in

Check in

Smith, Carl

Last name: Smith

First name: Carl

Street: Lake Street

Zip code / City: 89999 Munich

Country: Germany

Back Next Exit

Check in

Smith, Carl

Room: Room 104

Advance pmt. amt.: 5,00

Check-In time: 10.12.2010 14:15:42

Now

Profile: Publicly insured patient

Additional costs: ☒ Daily charge for telephone usage

☐ Print receipt

Back Execute Exit

## 7.4.5 Application usage – Guest call status report

20101116 - 00000003 - ts, ts - Check-Out detail.pdf - Adobe Reader

Invoice AlwinPro

AlwinPro

ts, ts

Date: 16.11.2010  
Invoice no.: 00000003  
Tax ID no.: DE123456789

Check-In: 16.11.2010  
Check-Out: 16.11.2010

Cost sheet 16.11.2010 15:26:28 - 16.11.2010 19:53:18

Date	Ext.	Number dialed	City	Direct	Duration	Amount EUR
16.11.2010 17:01:00	102	0390677185		O	00:00:11	0,02
16.11.2010 18:07:00	102	3699		O	00:00:08	0,01
16.11.2010 18:15:00	102			O	00:00:08	0,01
16.11.2010 18:21:00	102	0390677185		O	00:00:24	0,04
16.11.2010 18:22:00	102			O	00:00:14	0,02
16.11.2010 18:36:00	102			O	00:00:08	0,01
16.11.2010 18:38:00	102			O	00:01:35	0,16
16.11.2010 18:43:00	102	3699		O	00:00:15	0,03
16.11.2010 18:47:00	102	0390677185		O	00:00:19	0,03
16.11.2010 18:54:00	102	0390677185		O	00:00:12	0,02
16.11.2010 19:08:00	102	0390677700		I	00:00:14	0,00
16.11.2010 19:18:00	102	0390677700		I	00:00:12	0,00
16.11.2010 19:22:00	102	0390677700		I	00:00:12	0,00
16.11.2010 19:25:00	102	0390677700		I	00:00:12	0,00
16.11.2010 19:28:00	102	0390677185		O	00:00:12	0,02
16.11.2010 19:39:00	102	0390677185		O	00:01:04	0,11
						0,48

20101116 - 00000003 - ts - Check-Out detail.pdf - Adobe Reader

1 / 2 103% Suchen

Number	Item	Amount EUR
16	Business Call	0,48
16		0,48
		0,48

AlwinPro Page 2  
Invoice no.: 00000003

Net amount	0,48 EUR
Plus 0,00 % VAT	0,00 EUR
<b>Invoice amount</b>	<b>0,48 EUR</b>
-----	
Minus advance payment	5,00 EUR
<b>Change (-) / Still owed (+)</b>	<b>-4,52 EUR</b>
-----	

## 7.4.6 Communication problems troubleshooting

To troubleshoot CDR tickets:

Datenaufnahme - [Datensatzmonitor: OmniPCX Office OHL / Datensatz]

Datei Telefonanlagen Datensatzmonitor Ansicht Fenster ?

Nebenstelle	Datum
101	28.10.04 09:41:00
101	28.10.04 12:12:02
101	28.10.04 12:35:43
101	28.10.04 12:43:52
101	28.10.04 12:47:44
101	28.10.04 12:57:44
102	28.10.04 12:58:39
101	28.10.04 13:10:46
102	28.10.04 13:11:48
101	28.10.04 14:09:53
101	28.10.04 14:10:18
101	28.10.04 14:15:48
101	28.10.04 14:38:50
102	28.10.04 14:38:46
100	28.10.04 14:40:51
101	28.10.04 14:40:36
101	28.10.04 14:53:51
101	28.10.04 14:53:49
101	28.10.04 14:55:36
114	28.10.04 14:55:45
100	28.10.04 15:10:54
109	28.10.04 15:10:36
102	28.10.04 15:10:36
102	28.10.04 15:26:46
101	28.10.04 15:58:37
101	28.10.04 15:59:56
101	28.10.04 16:10:59
101	28.10.04 16:10:54
101	28.10.04 16:29:56
101	28.10.04 16:29:56
101	28.10.04 16:29:54
101	16.11.04 11:06:00
101	16.11.04 11:06:00

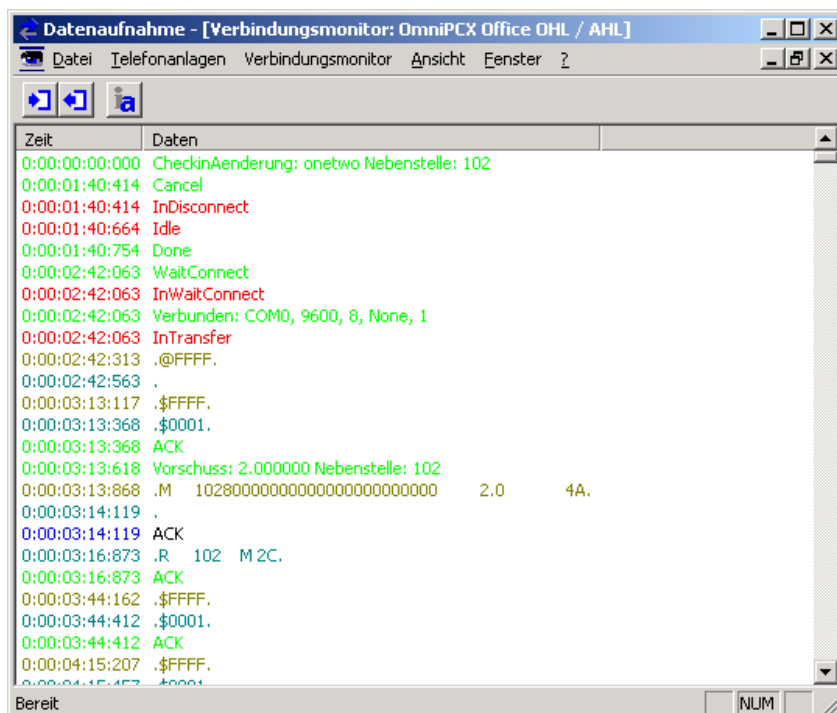
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20
J						1	0	2				1	0						
4A	20	20	20	20	20	31	30	32	20	20	20	31	30	20	20	20	20	20	20

Datensatz Telefonie

Charged Subscriber	102
Call Time	28.10.04 15:26:46
Dialed Nr	3699
Duration	00:00:14
Cost	0,000000
Charged CostCenter	1
Used Trunk Group	
Call Direction	External outgoing
Original Access Code	
Units	0
Ring Duration	0
Redirected Subscriber	
Zuordnung zu Telefonanlage:	1 (OmniPCX Office OHL)
Zuordnung zu Telefonanlage (Amt):	1 (OmniPCX Office OHL)
Netzanbieter Auswahl:	durch Standard
Netzanbieter Name:	Telekom ISDNStandard
Netzanbieter Berechnung:	nach Festlegung
Netzanbieter Tariffdatum:	01.04.2004
Netzanbieter Entfernungszone:	<City>
Netzanbieter Kosten:	0.051700 (in Hauptwährung)
Bestimmte Alwinzone:	<City>
Bestimmte Gesprächsart:	Dienstgespräche
Bestimmter Klassifizierer:	Nebenstellen-Klassifizierer (102)
Zugeordneter Organigrammpfad:	AlwinPro\Floor1\Zimmer 1102
Datenschutz Name:	Standarddatenschutz

Bereit NUM

And to analyse hotel operations protocol:





## 8 Appendix B: Alcatel Communication Platform: configuration requirements

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**IMPORTANT:** The OmniPCX Office must be in " Hotel " mode before beginning the tests. Do this configuration before any other as your PBX requires to be COLD reset (Note: The Cold reset will also delete all previous programming/configuration).

Cold reset the OmniPCX using a Reflexes set via installer session (ie:- Reception set) after the system restarts select Hotel mode in the wizard session which appears on the Reflexe set . The OmniPCX will at the end of the wizard session request to perform a Warm reset. Proceed with the Warm reset after which Hotel mode is implemented . Note : During the wizard session also select the system default language and Voice mails for all sets .

### **OmniPCX Office settings for OLD:**

Due to the analysis of the frames coming from the OmniPCX interface which generate OLD Messages, the OmniPCX Office must be configured using the PM5 configuration software as follows:-

- Hotel Parameters :
  - The "Print Check-In/Check-Out Ticket" check box must be checked.
- Metering Printout sheet :
  - The "External Metering Activation" check box should be checked.
  - Check boxes "Appointment printout" for "Activation, Cancellation, Failed, Complete"
  - Type of printout : "Listing"
  - Language : "English"
  - Head printout : "No header"
  - The "Form feed" check box must be deactivated
  - External metering Activation IP
- Metering: Printed Fields of Proof :
  - The following check boxes must be checked :
    - Charged User
    - Communication Type
    - Trunk Number
    - Date
    - Time
    - Duration
    - Amount of Taxes
    - Services
    - Facilities
    - Dialled Number
    - Cost
    - Initial user

Note : The fields indicated above are mandatory and therefore must be selected, more fields may be selected if required.

- Hotel Metering for Active Currency :
  - Check the "Print Room Status Ticket at any manual status change"
  - Set 0 as the value of the fields Prepayment Default and VAT fields of both "Hotel Metering for Active Currency" and "Metering Options for Active Currency" pages.
  - Check "Cut if prepayment consumed".
  - Click "OK" to confirm your configuration
- Noteworthy Address :  
Change in Debug label ' OpeMetEna ' to equal value 01

## 9 Appendix C: Partner escalation process

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### Aurenz GmbH General Contacts

Name	Role	Phone	Email
Mr Thorsten Schwegmann	Project Manager	+49 (0)7022 93355-0	t.schwegmann@aurenz.de
Mr York Hauser	General Manager Sales and Marketing	+49 (0)7022 93355-0	y.hauser@aurenz.de
Mr Jochen Kautt	Sales Assistant	+49 (0)7022 93355-0	j.kautt@aurenz.de
Mr Stephan Reber	Support	+49 (0)7022 93355-88	support@aurenz.de

### Aurenz GmbH Support Contact Information

Team	Main Location
Phone	+49 (0)7022 93355-88
Fax	+49 (0)7022 93355-30
E-mail	support@aurenz.de
Hours	5x8 support

### Service and Support Levels

Support Level	Description
1 <sup>st</sup>	Only available at Aurenz with additional service contract. Otherwise responsibility of our business partners
2 <sup>nd</sup>	Any technical problems of end users and business partners that can not be resolved by the business partner themselves
3 <sup>rd</sup>	Anything not resolved by 2 <sup>nd</sup> level

There is no 1<sup>st</sup> level support but on request of our business partners or end users a additional software update and/or maintenance contract can be agreed.

In most cases the 2<sup>nd</sup> level support is contacted by e-mail. In general a reply can be expected the following day. If a support request arrives before noon (12:00 CET) there is a high possibility that the reply is send out the same day. Additionally Aurenz GmbH provides phone support (hotline) between 8:00am and 4:00pm from Monday to Friday. The hotline gives only support for technical problems that obviously are not part of the product documentation. Services that are not part of the support contract need to be ordered with the regular conditions and according to our latest price lists.

Problems that can not be resolved by second level support are submitted to technical group (internal escalation to development department) of Aurenz GmbH.

## 10 Appendix D: AAPP program, documentation and technical assistance

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### Alliance & Application Partner Program (AAPP)

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#### Complete e-business solutions at your disposal

The Alliance & Application Partner Program is designed to support companies that develop communication applications for the enterprise market, based on Alcatel-Lucent's Omni product family.

The program provides tools and support for developing, verifying and promoting compliant third-party applications that complement Alcatel-Lucent's Omni-based products. Alcatel-Lucent facilitates market access for compliant applications.

The Alliance & Application Partner Program (AAPP) has two main objectives:

- **Provide easy interfacing for Alcatel-Lucent communication products:**  
Alcatel-Lucent's communication products for the enterprise market include infrastructure elements, platforms and software suites. To ensure easy integration, the AAPP provides a full array of standards-based application programming interfaces and fully-documented proprietary interfaces. Together, these enable third-party applications to benefit fully from the potential of Alcatel-Lucent products.
- **Test and verify a comprehensive range of third-party applications:**  
to ensure proper inter-working, Alcatel-Lucent tests and verifies selected third-party applications that complement its portfolio. Successful candidates, which are labelled Alcatel-Lucent Compliant Application, come from every area of voice and data communications.

The Alliance & Application Partner Program covers a wide array of third-party applications/products designed for voice-centric and data-centric networks in the enterprise market, including terminals, communication applications, mobility, management, security, ...

#### Web site

If registered Alliance & Application Partner, you can access the AAPP website at this URL:

<http://www.applicationpartner.alcatel-lucent.com>

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### Alcatel-Lucent.com

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You can access the Alcatel-Lucent website at this URL: <http://www.Alcatel-Lucent.com/>

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## Alcatel-Lucent documentation

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### Alliance & Application Partner Program (AAPP)

If registered Alliance & Application Partner, you can access the current AAPP documentation at this URL:

<http://www.applicationpartner.alcatel-lucent.com>

### Alcatel-Lucent Business Partner Program (ABPP)

The Alcatel-Lucent Business Partner Program is designed to empower and maximize the business of the Partners. In addition, it enables them to help their customers successfully maximize their telecom investment through optimum deployment and proper configuration of Alcatel-Lucent's solutions. Alcatel-Lucent Partners also receive the added benefit of rapid, highly qualified service and support as well as world class training. Alcatel-Lucent will work closely with Business Partners to provide top quality design, delivery, and support of the very best solutions for your customers. The Business Partner Program is designed around a flexible and scalable framework so each Partner can identify the exact support they need. So, depending on your specific requirements you can quickly become a 'Certified', 'Expert' or 'Premium' Business Partner with one of the world leaders in the communications industry.

If registered Alcatel-Lucent Business Partners, you can access to an exciting on-line resource centre with a wealth of information on all product lines at this URL:

<http://www.businesspartner.Alcatel-Lucent.com>

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## Technical assistance

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In order to guide you in your purchasing decisions and provide you with assistance for updating our Communication Server and Networking Infrastructure products and for commercial development, Alcatel-Lucent has created the **SUPPORT CENTER**. The **SUPPORT CENTER** is responsible for the management and routing of all your requests. It includes **e-Support** and a **Contact Centre** reserved for registered Alliance & Application Partner and Alcatel-Lucent Business Partners.

The **Contact Centre** is open 24 hours a day; 7 days a week and is available in 5 languages. This Call Centre has a team of 15 people and handles 10; 000 requests per month.

- e-Support from the Alliance & Application Partner Web site (if registered Alliance & Application Partner): <http://www.applicationpartner.alcatel-lucent.com>
- e-Support from the Alcatel-Lucent Business Partners Web site (if registered Alcatel-Lucent Business Partners): <http://www.businesspartner.Alcatel-Lucent.com> click the *e-Support* link and then *e-Service Request*
- e-mail: [Ebg\\_Global\\_Supportcenter@alcatel-lucent.com](mailto:Ebg_Global_Supportcenter@alcatel-lucent.com)
- Fax number: +33(0)3 69 20 85 85
- Telephone numbers:

### Alcatel-Lucent Business Partners Contact Center:

France :	0 811 900 110	French agent
Austria :	0 810 810 012	German agent
Denmark :	70 11 21 09	English agent
Germany :	0 1 803 000 680	German agent
Ireland :	1 890 925 039	English agent
Italy :	848 800 389	Italian agent
UK :	0 845 601 4101	English agent
Spain :	901 120 085	Spanish agent
Switzerland :	0 844 850 588	German agent

### For other countries:

English answer :	+ 33 (0)3 88 55 69 04
French answer :	+ 33 (0)3 88 55 69 02
German answer :	+ 33 (0)3 88 55 69 03
Spanish answer :	+ 33 (0)3 88 55 69 06

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## Alcatel-Lucent training

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Technological innovative cycles are quickening and your customers are more and more demanding regarding the quality of services. In order to meet these requirements, you have to invest in skills: a key success factor for services.

If registered Alcatel-Lucent Business Partners, you can access to the training part at this URL: <http://www.businesspartner.Alcatel-Lucent.com> and then click the *Training* link.

Our vision of learning services is described in the **Services Portfolio section**. The **Certification section** gives you some statistics and details on how training curricula are designed to match certification levels.

All updated training curricula and assessment tools are available in the **Curricula & Catalogues section**.

The **Schedule section** is regularly updated to show forthcoming training sessions over the world. The **How to Enrol section** provides you with the registration procedure and the Alcatel-Lucent University Customer Service list of contacts world wide.

Last but not least, find statistics and reports of what you think about our training services in the **Customer Satisfaction section**.

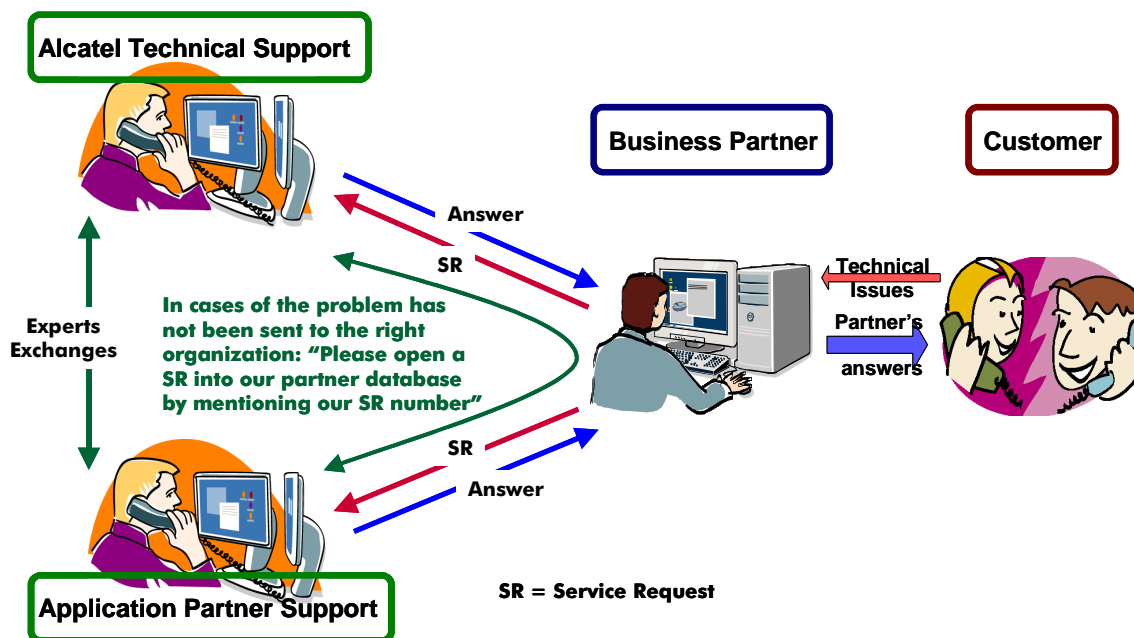
**The Alcatel-Lucent commitment : enabling you to optimise your training investments.**

# 11 Appendix E: Alcatel-Lucent escalation process in case of problem with a certified external application (referenced in the AAPP)

## Introduction

The purpose of this document is to define the split of responsibilities and the escalation process to be applied by the Business Partners when facing a problem with a solution involving an Alcatel-Lucent platform and an external application **with a valid Alcatel-Lucent Inter-working report**.

As for other Alcatel-Lucent equipment, the Alcatel-Lucent business partner is the only one facing the end-customer for support or maintenance. The Business partner will open cases (service request) either on Alcatel-Lucent side or on Application Partner side depending on the nature of the issue. Expert from both companies will collaborate to provide the best and quickest correction.





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## General Rules

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The following general rules are applied:

- **Only certified AAPP applications are officially supported by Alcatel-Lucent**
- **The certification is based on tests suite passed by Alcatel-Lucent and the Application Partner and the result is consigned into an Inter-Working Report (IWR) validated by the two parties.**
- The IWR is available on the AAPP Web site.
- Only the major releases of both parties are certified. Certification tests are usually not performed for intermediate versions. Only the existence of the IWR in the AAPP Web site **for the right Alcatel-Lucent release** is the guarantee that the application has been certified with this Alcatel-Lucent release.
- If the IWR for the Alcatel-Lucent release is not available, Alcatel-Lucent doesn't engage any responsibility. In that case, please contact the central Pre-Sales team.
- The existence of the IWR engages Alcatel-Lucent **and the Application Partner**. Both parties are engaged, not exclusively Alcatel-Lucent (see the section escalation process).

**Warning:**

The possibility to configure the Alcatel-Lucent PBX with ACTIS quotation tool in order to interwork with an external application, is not a guarantee of the availability of the solution. Please check the availability of the Inter-Working Report on AAPP web site.

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## The escalation process

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As stated above, the Alcatel-Lucent support will be limited to applications with a valid inter-working report. Known problems or remarks mentioned in the IWR will not be taken into account.

In case of problem, the two parties, Alcatel-Lucent and the Application Partner, are engaged:

☞ Case 1: the responsibility can be established 100% on Alcatel-Lucent side

In that case, the problem must be escalated by the Business Partner to the Alcatel-Lucent Hot-line via the standard process: open a ticket (Service Request –SR)

☞ Case 2 : the responsibility can be established 100% on Application Partner side

In that case, the problem must be escalated directly to the partner by opening a ticket through the Partner Hotline. In general, the process to be applied for the partner side is described in the IWR.

☞ Case 3 : the responsibility can not be established

In that case the following process applies:

1) **The Application Partner shall be contacted first by the Business Partner** or the party responsible for that Application for an analysis of the problem.

Alcatel-Lucent has to be involved solely if the application partner demonstrate, with traces, after reproduction of the problem, that the defect which has generated the end-user's demand of support is coming from the equipment provided by Alcatel-Lucent or if he needs support of Alcatel-Lucent.

2) The Business partner will escalate the problem to the Alcatel-Lucent Hot-line if the Application Partner has demonstrated a problem on Alcatel-Lucent side or if the Application Partner (not the Business Partner) needs the involvement of Alcatel-Lucent.

In that case, **the Business Partner must provide the reference of the Case Number on Application Partner side**. The Application Partner must provide to Alcatel-Lucent the results of its investigations, traces, etc, related to this Case Number.

Alcatel-Lucent reserves the right to close the case opened on his side if the investigations made on Application Partner side are insufficient or do not exist.

### Note:

Involvement of the Business Partner is mandatory because the access to the Alcatel-Lucent Platform (remote access, login/password) is under the Business Partner responsibility.