



# Platforms, Openness and Interfaces Catalog

(extract)

Alcatel-Lucent Alliance & Application Partner Program  
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## I. INTRODUCTION

Participants to the **Alcatel-Lucent Alliance and Application Partner Program (AAPP)** may need to acquire products and/or services. To meet these needs, Alcatel-Lucent proposes the following packages.

The hereafter packages are only dedicated to enable Program's Participants to fulfill most market demands by implementing and developing their Application(s) with the Alcatel-Lucent platforms.

## II. ALCATEL-LUCENT OMNIPCX ENTERPRISE ("OXE")

The Alcatel-Lucent OmniPCX Enterprise Lab Platforms are communication servers including Contact Center features. The software version provided is always the latest version released (**9.0** at the moment when this document is created).

The Lab Platform includes hardware, software and software licenses that enable participants to test their Application(s) in a real-life Alcatel-Lucent OmniPCX Enterprise environment. Lab Platforms are based on Common Hardware (rack-based). They are IP enabled (including H323 and SIP gateways). The management is ensured through the 4760i application.

Main following items of features are not included in a standard lab platform:

- Voice activity detection (VAD), VAD license, and CCountdown progressive/predictive dialling function.
- DR Link interface.

 **UPDATED**

Special bundles called “**Starter Kits**” are available. They include:

- an OmniPCX Enterprise Lab Platform
- all reserved Software Development Kits (SDK) and Protocol Descriptions available for Alcatel-Lucent OmniPCX Enterprise communication servers
- technical assistance (five cases valid for one calendar year)
- one year of participant’s membership fee.

## III. ALCATEL-LUCENT OMNIPCX OFFICE ("OXO")

The Alcatel-Lucent OmniPCX Office Lab Platforms are communication servers including Voice Over IP functions. The software version provided is always the latest version released (**7.0** at the moment when this document is created)

Based on a 2U rack, the Alcatel-Lucent OmniPCX Office Lab Platform includes all the components that enable participants to test their Application(s) in a real-life Alcatel-Lucent OmniPCX Office environment.

Special bundles called “**Starter Kits**” are available. They include:

- an OmniPCX Office Lab Platform
- all reserved Software Development Kits (SDK) and Protocol Descriptions available for Alcatel-Lucent OmniPCX Office communication servers
- technical assistance (five cases valid for one calendar year)
- one year of participants membership fee.

 **UPDATED**

## IV. DEVELOPMENT INTERFACES FOR THE ALCATEL-LUCENT PLATFORMS

Alcatel-Lucent provides Development Interfaces for participants to develop and test their applications with Alcatel-Lucent telephony platforms.

A Development Interface corresponds to interface descriptions, software, tools, documents and is provided to participants with a license document.

A Development Interface is available for all participants on the Call Server corresponding to the partnership.

No physical delivery is made to the participants (except standard commercial CD-ROM delivered with the Starter Kit): Development Interfaces are downloadable from the private zone of the Alcatel-Lucent Alliance and Application Partner Web site. A participant can only download Development Interface(s) subscribed through the order form.

In most cases, to use a Development Interface and the associated software (for example TAPI, TSAPI ...), licenses are needed on the platform. To hold a Development Interface doesn't give access to the relevant licenses. Licenses are included with lab platforms. Otherwise, they have to be purchased from the Business Partner who provides the Alcatel-Lucent platform.

New Development Interfaces available in the future will be made available to existing partners who satisfied with the annual fee payment. For existing Lab Platforms, hardware and/or new licenses may be necessary and upgrade of the platform will be made on quote.

We will use the following terminology in the rest of this document:

- **Protocol description:** only an interface description, i.e. a document
- **SDK:** includes software, tools and/or documents.

Interface	Platforms		
	OXO	OXE	
		Business	Contact Center
4760 Ticket Collector	X	X	X
4760 VoIP Performance Ticket Collector		X	X
AHL		X	
CCA			X
CDR/IP for OXE		X	
CDR/IP for OXO	X		
CDR/V24	X	X	
CSTA for OXE		X	X
CSTA for OXO	X		
DR-Link		X	X
Extension side recording Info Center	X	X X	X
IP DR-Link		X	X
OHL/OLD	X		
Paging		X	
PIMphony SDK	X		
QSIG		X	
RTI			X
SIP End Point		X	
SNMP		X	X
Tapi 2.0 for OXO	X		
TAPI Premium Server		X	
TAPI Server for OXO (2.1)	X		
Trunk side recording	X	X	X
TSAPI Premium Server		X	X
VoIP Ticket on the fly		X	X
VPS/analog		X	
WMI			X
XML Assistant Web Service		X	
XML IP Touch	X	X	X
XML Messaging Web Service	X	X	
XML Numbering Web Service	X	X	
XML Pbx Management Web Service	X	X	
XML Phone Set Programming Web Service	X	X	
XML Phone Web Services	X	X	
XML Teamwork Web Service		X	
XML UDA Web Service	X	X	

## A. Alcatel-Lucent OmniPCX Enterprise

This is the list of reserved Development Interfaces available for the Alcatel-Lucent OmniPCX Enterprise platform.

(Concerning Genesys Tserver and Genesys CallPath, there is no Development Interface defined in this portfolio; APIs are directly supported by Genesys.)

### 1. XML Web Services

Description: This family of interfaces is managed at two levels:

- an *open-developer* level is available for free on : <http://www.applicationpartner.alcatel-lucent.com/>  
Tools available are : several developers guides and a basic tutorial.  
At this level, no support is available, but open developers have access to an on-line forum
- through AAPP membership, other tools are available : Software, detailed technical description, Simulator for PRS (Sincox), Installation Manual, IP Touch designer tool, advanced tutorial.  
Technical support is also available at this level.

Comment: Alcatel-Lucent XML Web Services are common to OmniPCX Enterprise and OmniPCX Office.

### 2. Alcatel-Lucent TAPI Premium Server SDK

Description: Alcatel-Lucent TAPI Premium Server is a Telephony Service Provider (TSP) offering TAPI (Telephony Application Programming Interface) services to TAPI compatible applications on a LAN distributed-PC environment through the Alcatel-Lucent OmniPCX Enterprise communications server.

TAPI server enhances capabilities of telephony applications. It has been primarily designed to interface Office applications.

Alcatel-Lucent TAPI Premium Server is directly mapped on the standard-based CSTA link of the Alcatel-Lucent OmniPCX Enterprise.

Alcatel-Lucent TAPI Premium Server SDK includes Alcatel-Lucent TAPI Premium Server Run Time software, the programming guidelines, installation and administration documents, bulletin/notes/TIPS documents.

In addition, the CSTA package is provided. It includes the following elements:

- CSTA standard:  
ECMA documents describing the CSTA protocol phase II
- Alcatel-Lucent CSTA documents:  
Documentation sets depending on OmniPCX Enterprise version;
- Test tool.

Comments:

- Alcatel-Lucent TAPI Premium Server is available on the Alcatel-Lucent OmniPCX Enterprise Lab Platform Kit or on any OmniPCX Enterprise loaded with the proper software key.
- Alcatel-Lucent TAPI Premium Server is compatible with TAPI 2.1 available with Windows 95, 98, NT4.0 and TAPI 3.0 with Windows 2000.
- The CSTA documentation set explains in detail CTI implementation and limitations, and applications integration.

### 3. Alcatel-Lucent TSAPI Premium Server SDK

Description: Alcatel-Lucent TSAPI Premium Server is a Windows or Linux based API which takes advantage of all Alcatel-Lucent OmniPCX Enterprise CTI features. It is fully compatible with Novell Network Telephony Services (NTS). With it, you can run any TSAPI compatible application on a LAN distributed-PC environment through the Alcatel-Lucent OmniPCX Enterprise communications server. It can connect simultaneously to several Alcatel-Lucent OmniPCX Enterprise. Alcatel-Lucent TSAPI Server is directly mapped on the standard-based CSTA link of the Alcatel-Lucent OmniPCX Enterprise. Alcatel-Lucent TSAPI Server SDK includes the programming guidelines, installation and administration documents, Alcatel-Lucent TSAPI Server software and a sample application.

In addition, the CSTA package is provided. It includes the following elements:

- CSTA standard:  
ECMA documents describing the CSTA protocol phase II
- Alcatel-Lucent CSTA documents:  
Documentation sets depending on OmniPCX Enterprise version;
- Test tool.

Comments:

- TSAPI is available on the Alcatel-Lucent OmniPCX Enterprise Lab Platform or on any OmniPCX Enterprise loaded with the proper software key.
- Alcatel-Lucent TSAPI Premium Server supports 32 bit Applications.
- The CSTA documentation set explains in detail CTI implementation and limitations, and applications integration.

### 4. Call Center Agent SDK (CCA)

Description: CCA is a product Call Center related and provides a set of high-level development tools for desktop Contact Center integration of business applications (OLE server, DDE interface, Visual Basic scripting) The SDK includes the programming guidelines, installation and administration documents, CCA software, and a sample application.

In addition, the CSTA package is provided. It includes the following elements:

- CSTA standard:  
ECMA documents describing the CSTA protocol phase II
- Alcatel-Lucent CSTA documents:  
Documentation sets depending on OmniPCX Enterprise version;  
Mapping CSTA/CCA;  
...
- Test tool.

Comments:

- CCA is available on the Alcatel-Lucent OmniPCX Enterprise Lab Platform or on any OmniPCX Enterprise loaded with Call Center licenses
- The CSTA documentation set explains in details CTI implementation and limitations, and applications integration.

## 5. Workforce Management Interface protocol description (WMI)

Description: Alcatel-Lucent Workforce Management Interface (WMI), dedicated to **CCD environments**, is based on a **statistic report (also called report file)** that can be exported to a workforce management solution. Such an application is used to:

- Forecast future call volumes by using historical contact data imported from an ACD (as a result, changes, for example, in calls volume, average handle time, staffing can be spotted, tracked and dealt with).
- Schedule and manage agents with multiple skills.
- Manage everyday contact center occurrences (holidays, absences...) to adjust the schedules.
- Provide cost and staffing for the contact center.

Different formats of reports can be chosen.

The WMI protocol description consists in the Workforce Management Interface User's Guide, which describes the connectivity to the switch (V24 link or ftp), and the format of the different possible reports.

Comment: WMI is available on the Alcatel-Lucent OmniPCX Enterprise Lab Platform or on any OmniPCX Enterprise loaded with CCwmi license.

## 6. Real Time Interface SDK (RTI)

Description: RTI is a set of **interfaces** (in the Component Object Model sense, capable of being encapsulated in C++ classes, for example), giving access to the various **objects** of the CCS, based on a Client/Server model. In this case, the CCS will be called "server", whereas any application interfacing with the CCS by Automation will be called "client".

RTI can be used for wallboards, call center monitoring and Workforce management applications with Real Time Adherence.

RTI SDK includes the programming guidelines, RTI client files (headers, library, DLL), a sample application and integration documents.

Comment: RTI is available on the Alcatel-Lucent OmniPCX Enterprise Lab Platform or on any OmniPCX Enterprise loaded with CCrti license.

## 7. Voice Processing System protocol description (VPS)

Description: This document is a descriptive overview of the VPS protocol between the Alcatel-Lucent OmniPCX Enterprise platform and an external voice processing system.

Comment: VPS is available on the Alcatel-Lucent OmniPCX Enterprise Lab Platform or on any Alcatel-Lucent OmniPCX Enterprise loaded with CLIP for VPS license.

## 8. QSIG protocol description

Description: This document is a description of the QSIG implementation on the Alcatel-Lucent OmniPCX Enterprise platform. QSIG is a common channel signaling protocol based on ISDN Q.931 standards and used by many digital PBXs.

Comment: QSIG is available on the Alcatel-Lucent OmniPCX Enterprise Lab Platform or on any Alcatel-Lucent OmniPCX Enterprise loaded with the QSIG license.

## 9. InfoCenter protocol description

Description: InfoCenter is a computer system used to store data related to users declared in a PABX (directory, messages dropped and received by users during their absence). InfoCenter messages can be transmitted to/from the OmniPCX Enterprise through TCP/IP or by a serial connection. The document describes the InfoCenter interface in stand alone configuration and how this interface is used when it is linked to the OmniPCX Enterprise through a V24 channel using the Hotel front office protocol. Alcatel-Lucent 4059 SBC software can be needed for the integration purpose. A personalized quotation can be established upon request.

Comment: InfoCenter link is available on the Alcatel-Lucent OmniPCX Enterprise Starter Kit or on any OmniPCX Enterprise loaded with the InfoCenter link licenses.

## 10. Alcatel-Lucent Hotel Link protocol description (AHL)

Description: AHL includes the Alcatel-Lucent Hotel Link programming, a product description and a document with OmniPCX Enterprise configuration parameters

Comment: AHL is available on the Alcatel-Lucent OmniPCX Enterprise Starter Kit (over IP and over V24) or on any OmniPCX Enterprise loaded with the Hotel link licenses (AHL over IP or over V24 depending on the system).

## 11. Call detail recording protocol description (Real Time Metering)

Description: Primarily designed to interface billing applications. Call Details Recording (CDR) is based on a report file (also called ticket) allowing to retrieve detailed call information (calling number, called number, call duration...).

Comment: CDR is available on the Alcatel-Lucent OmniPCX Enterprise Starter Kit (over V24) or on any OmniPCX Enterprise loaded with the proper license. CDR over IP is not part of this package even if it is available for OmniPCX Enterprise platform: it is provided case by case by Technical Support.

## 12. OmniVista 4760 Ticket Collector

Description: The Ticket collector applicative interface provides a powerful tool to collect the accounting ticket issued from an Alcatel-Lucent PBX park through IP connection.

The basic features are the following :

- connect to OmniPCX system periodically,
- retrieve by a FTP transfer accounting Call Detail Records (CDR)
- copy the files that contains CDR on a disk available from the 4760 server
- keep these files on disk during a fixed period

External application can load these files and process accounting cost and statistics

Comment: The ticket collector mechanism is a part of the Omnivista 4760 2.1(and upward) features with the following capabilities :

- list of systems supported: OmniPCX Enterprise, OmniPCX Office
- capacity limits: up to 20.000 subscribers
- next release of OmniVista will take into account new OmniPCX release.

### 13. DR-Link interface

Description: Dedicated Recording-Link is a digital link available through OmniPCX Enterprise PCM2 boards to inter-work with voice loggers.

Primarily designed to interface voice recording applications, this interface is based on CSTA protocol.

It consists of two elements:

- a voice link based on PCM2 boards which provides 30 audio channels (one way only),
- a control link based on standard CSTA session to get events related to the calls and Alcatel-Lucent private CSTA commands to drive the recording

The use of TSAPI Premium Server is mandatory for this interface.

Comment: This interface is not open for all participants and requires specific agreement from Alcatel-Lucent. This agreement is based on following pre-requisites:

- An obligation to utilize the interface ONLY for recording systems
- An existing certification based on Trunk side recording and using TSAPI interface
- An obligation to certify the DR-Link solution
- An OXE platform in participant premises (to be supported by local Business Partner)
- A regular status (every 3 months) of business made thanks to DR-Link
- A first real project justifying the use of DR-Link

### 14. IP DR-Link interface

Description: IP Dedicated Recording-Link is designed for voice recording applications and allow, in a first step, the record of VoIP terminals: IP Touch Series 8 (4018, 4028, 4038 and 4068) and IP Desktop Softphone.

In the same way than TDM DR-Link, it is based on CSTA protocol and consists of two elements:

- a voice link where a (duplicated) direct RTP flow is established between the VoIP terminal and the VoIP logger
- a control link based on standard CSTA session to get events related to the calls and Alcatel-Lucent private CSTA commands to drive the recording

The use of TSAPI Premium Server is mandatory for this interface.

Comment: This interface is not open for all participants and requires specific agreement from Alcatel-Lucent. This agreement is based on following pre-requisites:

- TDM DR-Link pre-requisites (see before)
- An obligation to certify the IP DR-Link solution

### 15. Paging interface

Description: This interface provides Text notification + ringing features for all terminals (mobiles, IP or/and TDM) declared on the system. Based on a subset of CSTA protocol, this interface is mainly used to generate alarms to mobile terminals (hospitality...)

Comment: This interface is not open for all participants and requires specific agreement from Alcatel-Lucent. This agreement is based on following mandatory pre-requisites:

- Pre-payment of 1200€ for certification (mandatory)
- Specific implementation of license control (validated through certification)

## 16. 4760 VoIP Performance Tickets Collector Interface

Description: VoIP Performance Ticket Collector allows integration of Alcatel-Lucent OmniPCX solutions in global VoIP performance applications. VoIP Performance statistics records are useful for VoIP and QoS global traffic analysis and trends.

Comment: The ticket collector mechanism is a part of the Omnivista 4760 features. The SDK includes:

- Developers Guide
- VoIP tickets samples
- A tool to collect, read and display tickets

## 17. VoIP tickets on the fly over Ethernet

Description: This interface describes the structure of information concerning the VoIP tickets, which are sent to the Ethernet link.  
A statistic VoIP ticket contains some information relative to an IP voice communication. This information can be useful to be able to identify the causes of the degradation of the IP communication quality.

Comment: The Protocol description includes:

- Developers Guide

## 18. SNMP

Description: The standard SNMP (Simple Network Management Protocol) allows the OmniPCX Enterprise to be supervised by a network management platform, referred to a SNMP supervisor.  
The Com Server also hosts an SNMP agent and can process SNMP TRAPS to the SNMP supervisor to alert the network manager.

Comment: The Protocol description includes:

- Developers Guide

## 19. SIP End Point

Description: Detailed information are provided to partners in order to help integrating third-party SIP terminals to OmniPCX Enterprise (from R9.0).

Comment: This SDK includes:

- Introduction: general overview about specific SIP End Point program within AAPP
- Supported RFC list
- Developers Guide to explain specific implementation
- Technical Questionnaire to get the level of feature provided by the terminal compared to Alcatel-Lucent expectations

## **B. Alcatel-Lucent OmniPCX Office**

This is the list of reserved Development Interfaces available for the Alcatel-Lucent OmniPCX Office platform.

### **1. Alcatel-Lucent OmniPCX Office TAPI SDK**

Description: Alcatel-Lucent TAPI Server is a Telephony Service Provider (TSP) offering TAPI (Telephony Application Programming Interface) services to TAPI compatible applications on a LAN distributed-PC environment through the Alcatel-Lucent OmniPCX Office communications server. TAPI server enhances capabilities of telephony applications. It has been primarily designed to interface Office applications. Alcatel-Lucent TAPI Server is directly mapped on the standard-based CSTA link of the Alcatel-Lucent OmniPCX Office. The Alcatel-Lucent OmniPCX Office TAPI SDK includes the Alcatel-Lucent TAPI Server software and programming guidelines, and other TAPI documents.

Comment: - TAPI is available on the Alcatel-Lucent OmniPCX Office Lab Platform or on any OmniPCX Office loaded with the proper license key

### **2. Alcatel-Lucent OmniPCX Office CSTA SDK**

Description: Alcatel-Lucent OmniPCX Office CSTA SDK includes:

- the documentation describing the implementation of the CSTA protocol on the OmniPCX Office,
- the Alcatel-Lucent CSTA API (running on Windows 32 bits) and the API developer's Guide,
- the trace and debug tools useful to debug and test the application.

Comments: - CSTA is available on the Alcatel-Lucent OmniPCX Office Lab Platform or on any OmniPCX Office loaded with the proper license key  
- The CSTA protocol is supported, provided only that the developer uses CSTA driver developed by Alcatel-Lucent (available on AAPP website).

### **3. Alcatel-Lucent OmniPCX Office Hospitality Link (OHL)**

Description: This is a proprietary IP-based interface built on the same protocol elements as the well-known AHL (Alcatel-Lucent Hospitality Link) for OmniPCX Enterprise. This interface enables Hospitality and Healthcare applications to benefit from OmniPCX Office full features.

Comments: This development interface is composed of :

- The driver code
- A developers guide
- An installation & configuration document
- A delivery note
- A test plan
- A FAQ document

#### 4. Office Link Driver (OLD)

Description: This is a new version of OHL driver for OmniPCX Office R5.0 and upper. This driver provides two installation mode: "hotel" which offers the same level of features than previous OHL driver and "metering" to receive call accounting tickets in XML readable format

#### 5. Call Detail Recording protocol description (CDR, call accounting over V24)

Description: The CDR protocol description explains the principles of the On Line Accounting and includes a document, which describes:

- The connectivity (through UA/V24 plugware);
- The buffering mechanism;
- The format of the ticket.

Comment: The development material is composed of the specifications and a test plan. (No trace or test tools are provided)

#### 6. OmniVista 4760 Ticket Collector

Description: The Ticket collector applicative interface provides a powerful tool to collect the accounting ticket issued from an Alcatel-Lucent PBX park through IP connection. The basic features are the following :

- connect to OmniPCX system periodically,
- retrieve by a FTP transfer accounting Call Detail Records (CDR)
- copy and save the files that contain CDR on a disk available from the 4760 server

External application can load these files and process accounting cost and statistics

Comment: The ticket collector mechanism is a part of the Omnivista 4760 2.1(and upward) features with the following capabilities :

- list of supported call servers: OmniPCX Enterprise, OmniPCX Office
- capacity limits: up to 20.000 subscribers
- future release of OmniVista will take into account new OmniPCX release.

#### 7. XML Web Services

Description: This family of interfaces is managed at two levels :

- an open-developer level is available for free on : <http://www.applicationpartner.alcatel-lucent.com/>  
Tools available are : a developers guide and a basic tutorial.  
At this level, no support is available, but open developers have access to an on-line forum
- through AAPP membership, other tools are available : Software, Detailed technical description, Simulator for PRS (Sincox), Installation Manual, IP Touch designer tool, advanced tutorial.  
Technical support is also available at this level.

Comment: Alcatel-Lucent XML Web Services are common to OmniPCX Enterprise and OmniPCX Office.

## 8. Call accounting Web Services

Description: Call Accounting Over IP Web Service provides a way to design application managing call accounting tickets generated by an Alcatel-Lucent OmniPCX Office system

Comments: This development interface is composed of :

- A developers guide
- Source code examples
- Ticket samples
- WSDL file
- Ticket description (XSD file)
- A test plan

## 9. PIMphony SDK

Description: PIMphony is a software application providing most of the telephony services delivered by the Alcatel OmniPCX Office within a Windows based application. This SDK explains how to integrate an external application with PIMphony and more especially describes the working and configuration of a popup application.

Comments: This development interface is composed of :

- An Integration developers guide
- My SQL samples (application)
- My SQL samples (source code)

## V. DESCRIPTION OF SERVICES

### A. Technical Assistance

**Warning :** This does not apply to the development assistance on Web Services and XML APIs which are supported via the "online assistance" through the XML Developer Forum

**Description:** Technical Assistance consists in assisting participants during the various phases of the Program. It is a technical support for developers of applications on all reserved APIs or Middleware in which Alcatel-Lucent engineers have built competencies.

Technical Assistance applies only to participant's lab activities for the following topics:

- Solution specifications (adaptation of existing solutions or new ones),
- Development,
- Test/validation (test campaign, testing tools),
- System integration,
- Installation,
- Audit & troubleshooting.

This assistance is provided through SUPPORT CENTER which is responsible for the management and routing of all your requests. It includes e-Support and a Contact Center reserved for registered Alcatel-Lucent Alliance and Application Partners and Alcatel-Lucent Business Partners.

The Contact Center is open 24 hours a day; 7 days a week.

The Technical Support team operates from Monday to Friday, during business hours (Western European Time)

- e-Support from the Alcatel-Lucent Alliance and Application Partner Web site (if registered Alcatel-Lucent Alliance and Application Partner): <http://www.applicationpartner.alcatel-lucent.com/> click the Technical Assistance Service link.
- e-mail: [supportcenter.EBG@alcatel-lucent.com](mailto:supportcenter.EBG@alcatel-lucent.com)
- Fax number: +33 (0) 3 69 20 85 85
- Telephone numbers:

English answer : + 33 (0)3 88 55 69 04

French answer : + 33 (0)3 88 55 69 02

**Pre-requisite:** The participant has to designate technical contact persons who have the right technical skills for the solution. Such contacts will be the exclusive technical interface.  
Available only with the products listed in this document or on special request to be validated beforehand.

**Comments:** Minimum order: 8 hours.  
For on-site Technical Assistance, there will be a charge on a per day basis (8 hours) plus travel and accommodation costs.  
This Service is valid for one year from the date of purchase. If the last hour of Technical Assistance is consumed before the expiration date, a new minimum order can be purchased which restarts the term of validity.

**Limits:** This technical assistance does not cover help on source coding within specific application developed by the participant or possible investigations for debugging the participant application in case of issues. To help the developer we often provide with our SDK, sample of source code that can be used as example and that could be used to validate the configuration of OmniPCX platform. For example TSAPI SDK includes a TSAPI client written in C (provided with all source code) which allows to test all CSTA request/events and can also be used to test the platform configuration.  
However, if specific assistance for coding/debugging is required by the participant, Alcatel-Lucent Professional Services could be involved and a quotation, with a daily based, will be proposed.

### ***B. Access to the Alcatel-Lucent testing platform***

Description: participants can use Alcatel-Lucent testing platforms - on Alcatel-Lucent premises - with pre-installed and configured hardware and software equipment. This platform will vary depending on the 3<sup>RD</sup> party Application and will be based on developers specifications approved by Alcatel-Lucent Technical Support Services.

Comments: Minimum order : 1 day  
The access to the platform is subject to security rules for confidentiality purposes.



### ***C. 3rd party solution validation in Alcatel-Lucent's labs***

Description: This service includes validating solutions based on participant's Application and Alcatel-Lucent OmniPCX platforms at Alcatel-Lucent premises. It is a joint testing between the participant's technicians and Alcatel-Lucent Product Support & Operations engineers. The conditions of the tests, the environment, and the selection of the features tested are decided by Alcatel-Lucent Technical Support teams and the participant.  
The validation is performed by running a test campaign, based on a pre-defined generic test campaign, testing all the features, out of which appropriate tests are selected.  
The result of this validation is only valid for precise releases of the Alcatel-Lucent OmniPCX communication servers and its options as well as for the release of the participant's Application.

Pre-requisite: The solution integrates at least one Alcatel-Lucent OmniPCX platform.  
The participant has to designate one technical contact person during the validation process.  
For Hotel applications on Alcatel-Lucent OmniPCX Enterprise communication server, the Alcatel-Lucent Enterprise AHL SDK is compulsory and Alcatel-Lucent OmniPCX Enterprise Lab Platform recommended.



Comments: This service includes Alcatel-Lucent platform access and engineering support. The validation may take place on participant's premises, in which case travel and accommodation of Alcatel-Lucent personnel will be charged to the participant.  
The expiration date of the service will match that of the Technical Assistance package.  
For Hotel applications on Alcatel-Lucent OmniPCX Enterprise, Alcatel-Lucent provides a standard acceptance test.

## VI. PRICE LIST

Prices are in Euros, excluding VAT.

The present conditions are offered to participants to the Alcatel-Lucent Alliance and Application Partner Program only in the scope of the Alcatel-Lucent Alliance and Application Partner Program and in consideration of the specific purpose of implementing and developing the participant's applications with the Alcatel-Lucent's platforms.



AAPP prices are net prices, not subject to any discount.

Type	Description	AAPP Price (EUR, VAT excl)
<b>Program membership fees</b>		
Fee	"Member" membership fee <sup>1</sup>	1 200
Fee	"Partner" membership fee <sup>2</sup>	4 000
<b>Alcatel-Lucent OmniPCX Enterprise (OXE) items<sup>5</sup></b>		
Product	Alcatel-Lucent OmniPCX Enterprise (OXE) Common Hardware Starter Kit <sup>3</sup>	11 500
Product	Alcatel-Lucent OmniPCX Enterprise (OXE) Common Hardware Starter Kit <sup>3</sup> (North America)	11 500
Product	Alcatel-Lucent OmniPCX Enterprise (OXE) Common Hardware Lab Platform only	11 000
Product	Alcatel-Lucent OmniPCX Enterprise (OXE) Common Hardware (North America) Lab Platform only	11 000
Product	Alcatel-Lucent OmniPCX Enterprise (OXE) lab platform update : according to personalized quotation, pricing policy = 1200 Euros for the update + discount price for hardware elements	
<b>Alcatel-Lucent OmniPCX Office items<sup>5</sup> (Not available in the USA or Canada)</b>		
Product	Alcatel-Lucent OmniPCX Office (OXO) Starter Kit <sup>4</sup>	5 500
Product	Alcatel-Lucent OmniPCX Office (OXO) Lab Platform only	5 000
<b>Services</b>		
Service	Technical Assistance package (5 cases for one calendar year)	1 800
Service	E-testing, per quarter	600
Service	Access to Alcatel-Lucent testing platform, per day	450

<sup>1</sup> Including all development interfaces covered by AAPP on the Call Server considered for the partnership. Technical Assistance is not included with the fees, and must be ordered separately if needed. Membership payment is valid for a calendar year (i.e. until December 31st). When the payment is made after November 1st, it is valid for the next calendar year.

<sup>2</sup> Including:

- All development interfaces covered by AAPP on the Call Server considered for the partnership
  - Technical Assistance: first five cases included (additional 5 case packages to be ordered separately if needed)
  - E-testing, if compatible with the development interfaces used by the partner
- Membership payment is valid for a calendar year (i.e. until December 31st). When the payment is made after November 1st, it is valid for the next calendar year.

<sup>3</sup> Including

- Alcatel-Lucent OmniPCX Enterprise Lab Platform
- All reserved development interfaces covered by AAPP on OmniPCX Enterprise lab platform
- Technical assistance (five cases valid for one calendar year)
- One calendar year of participant Membership Fee

<sup>4</sup> Including

- Alcatel-Lucent OmniPCX Office Lab Platform
- All reserved development interfaces covered by AAPP on OmniPCX Office lab platform
- Technical assistance (five cases valid for one calendar year)
- One first calendar year of participant Membership Fee

<sup>5</sup> Ordering quantity limits

As orderable items are intended to be used by participants for development, testing, demo or exhibition purpose, participants are only allowed to buy a maximum of 5 platforms (Starter kit and/or lab platforms), and 20 terminals of each type (IPTouch 4029, 4039, 4038, 4068, Mobile 100/200 etc.)

**DELIVERY CONDITIONS AND INCOTERM POLICY**

- For a delivery within Europe, the Incoterm applied is DDU. The goods will be delivered directly to the participant at no extra cost.
- Other deliveries will be made with Incoterm FCA in Charles de Gaulle airport, Paris. The participant will assume the export/import custom fees and the transportation fees from Charles de Gaulle airport to his premises (Prices exclude all taxes or whatever duties that are payable at the time of the acquisition and/or importation which shall be borne by the Customer).

## VII. GENERAL TERMS AND CONDITIONS OF SALE

### ARTICLE 1 DEFINITIONS

"Alcatel" : shall mean the selling company.  
 "Equipment": A generic term used to define the Systems, Networks and Terminals supplied by Alcatel.  
 "Network": any information-conveyance or information-exchange service made available to customers.  
 "Systems": the automatic switchers located between the operator's Network and the Terminals, data, routers, image switches, etc.  
 "Terminals": corded and cordless telephones; faxes; GSM telephones, visiophones, ...

### ARTICLE 2 GENERAL

These Terms and Conditions shall govern all quotations, offers, orders, order confirmations, invoices, sales and contractual or pre-contractual relations and shall prevail over any conflicting clauses contained in the Customer's general terms and conditions of purchase. No derogation from these Terms and Conditions shall be considered as accepted unless and until it has been previously agreed to in writing by Alcatel. Alcatel-Lucent may assign its rights and obligations under these Terms and Conditions to any third party. Alcatel-Lucent reserves the right to alter at any time material or technical specifications of the Equipment without prior notice ; provided, however, that such changes shall affect neither the price nor the quality of the Equipment. The Customer may specify those characteristics on which it makes its commitment conditional.

### ARTICLE 3 ORDERS - OFFERS

All orders shall be sent to Alcatel-Lucent in the form of an original document signed by the Customer. The contract of sale shall be formed upon issuance by Alcatel-Lucent of an acknowledgement of receipt of the Customer's order. Offers and quotations shall be valid for a period of 30 days from the date of the offer or quotation. The prices, price lists, information and technical specifications contained in Alcatel's catalogues, brochures are given for information only and shall not be binding on Alcatel-Lucent which may modify such information as it may deem necessary.

### ARTICLE 4 MODIFICATION OF ORDERS

Any modification of an order requested by the Customer shall be subject to Alcatel's express agreement. The prices and the expected prescribed leadtimes shall be revised accordingly.

### ARTICLE 5 CANCELLATION OF ORDERS

If the Customer cancels an order before the delivery date indicated in the order acknowledgement:

- the deposits / down payments paid by the Customer shall be kept back by Alcatel-Lucent as early compensation for termination.
- If the specific conditions of sales exclude deposits or down payments, the Customer shall pay Alcatel-Lucent a compensation equal to 20% of the amount of the order within 30 days from the date of cancellation.

If cancellation of orders occur after the delivery date, the Customer shall pay Alcatel-Lucent a compensation equal to the total amount of the order. Alcatel-Lucent shall also be entitled to charge the Customer for the expenses incurred.

### ARTICLE 6 STUDIES AND QUOTATIONS

No charge shall be made for studies and quotations if they later materialise in an order; otherwise, Alcatel-Lucent shall be entitled to invoice the expenses for the studies and quotations. Alcatel-Lucent shall retain all intellectual property rights in its studies, and such studies shall not be made available to third parties or used without Alcatel's written consent.

### ARTICLE 7 LEAD TIMES

All lead times indicated on the acknowledgement of receipt are given for information only. Actual delivery shall take place no more than three months after the delivery date indicated in the order acknowledgement of receipt of the order.  
 No delay in delivery or incomplete delivery shall justify cancellation of the order or constitute a ground for claiming penalties or damages. Alcatel-Lucent shall automatically be released from any commitment relating to lead times in the event of non-performance or partial non-performance of the Customer's obligations. The Customer shall be responsible for the choice of the carrier and shall bear all the risks related to the transportation of the Equipment.

### ARTICLE 8 CLAIMS - RETURNS

Any claims relating to the Equipment must be notified to Alcatel-Lucent within five days from the date of actual delivery. The Customer shall establish the reality of the defects found and shall grant Alcatel-Lucent every facility to ascertain and correct them. The Customer shall neither undertake any repairs itself nor cause any third party to undertake any repairs. No Equipment shall be returned without Alcatel's prior authorisation. Returns shall be sent at the Buyer's expense and risk and shall be clearly marked with name and address of the Customer and of the addressee. The return of all or part of the Equipment shall not relieve the Customer from its obligations to pay the invoices on the agreed due date. The returned Equipment shall, at Alcatel's election, either be replaced, or repaired in Alcatel's workshops, or reimbursed, or deducted from future invoices.

### ARTICLE 9 PRICES

The prices exclude all taxes or whatever duties that are payable at the time of the acquisition and/or importation which shall be borne by the Customer.

The prices are quoted Ex-Works, as defined in the International Chamber of Commerce's Incoterms, 2000.  
 The prices may be revised at any time upon two months' notice, based on variations in the cost of their constituent parts. Orders and deliveries which are outstanding on the effective date of the new prices shall not be affected by the price revision.

### ARTICLE 10 PAYMENT TERMS

Payments by bank transfer, cheque or bill of exchange shall be made net and without any discount (except for Terminals without installation) to Alcatel's address and shall be due on the date set forth on the invoice, notwithstanding any claim or litigation to which the fulfilment of the order may have given rise. A down payment of a minimum of 35% of the amount of the order may be invoiced upon receipt of the order. Alcatel-Lucent shall not begin to perform its contractual obligations before the actual payment of this down payment. A complementary down payment equal to 100% of the amount of the order may be at a later date requested to the Customer after analysis of the Customer's solvency and before the beginning of performance of Alcatel's contractual obligations. The balance of the payments shall be performed in accordance with the specific conditions of sales, or failing that, at the delivery date, or taking into account the progress of the tasks or at the date of the final invoice.  
 Without affecting the liability for the total payment of the debt, the non-payment of all the amounts due shall lead, eight days after default notice given by registered letter, to :  
 - the payment of an interest of one-and-a-half times per month issued by the "Banque de France" from the date of the payability,  
 - the immediate payability of all the invoices due,  
 - the cancellation of the sale,  
 - the return to Alcatel-Lucent of the Equipment,  
 - the payment, by way of damages, of the expenses incurred by Alcatel-Lucent for the assembly, disassembly, carriage and insurance of the Equipment.  
 The non-payment on the due date, shall lead, without any prior notice, to the immediate suspension of the outstanding deliveries and works and / or services and the postponement of Alcatel's obligations for a period of time at least equal to the delay of payment.  
 The outstanding balance of the price shall become immediately due upon any resale or transfer of the Equipment.  
 In case of payment by bill of exchange, the bank discount charges shall be borne by the Customer.

### ARTICLE 11 RESERVATION OF TITLE - RISKS - INSURANCE

Alcatel-Lucent shall retain title to the Equipment sold to the Customer until the date of remittance of the Equipment to the first carrier. All risks of any nature to the Equipment shall be borne by the Customer from the time of delivery, according to Ex-Works definition given by the International Chamber of Commerce Incoterms, 2000. The Customer shall contract the necessary insurance policies to cover the risks related to the delivery, such as but not limited to loss and damage.

### ARTICLE 12 WARRANTY

Notwithstanding other applicable statutory warranties, Alcatel-Lucent warrants that the Equipment shall comply with its technical specifications and be free from any defect in workmanship for a period of 12 months from the date of delivery of Terminals or 12 months from the date of delivery or from the date of bringing into service of Systems and Networks (i.e., the date of the Customer's signature of the Commissioning Report or, failing that, one month after the date of connection to the Network), except for batteries which are warranted for a period of three months from their date of manufacture. This warranty is conditional on the Customer giving Alcatel-Lucent prompt written notice, and as the case may be, by registered letter with return receipt requested, of the defects of the Equipment and the Customer affording Alcatel-Lucent every facility to ascertain them. The Customer shall at its own costs and in due time perform all the preliminary operations on the elements not part of the Equipment. The parts of the Equipment which are recognised by Alcatel-Lucent as being defective shall, at Alcatel's option, be replaced or repaired either in its workshops or at one of the maintenance service centres designated by Alcatel-Lucent to the Customer, Alcatel-Lucent being entitled to use up-like new parts. Any repair or other operation performed on the Equipment by a person not authorised by Alcatel-Lucent shall automatically void this warranty. Unless otherwise provided by law, operations performed under this warranty, in particular the repair, modification or replacement of parts, shall not have the effect of extending the Equipment warranty.

GSM Terminals: Repaired or replaced parts shall be guaranteed under the same terms and conditions for a period expiring at the latest date of either the initial date of warranty or three (3) months after the delivery of the repaired or replaced parts.

This warranty covers parts and labour for repairs carried out in Alcatel's workshops or in workshops approved by Alcatel; it does not cover on-site repairs and the cost of transporting the Equipment from the Customer's premises to Alcatel's premises. The cost of return to the Customer shall be borne by Alcatel.

This warranty does not cover damage caused by:

- Non-compliance with the instructions for use or installation of the Equipment, in particular the power supply and climatic conditions.
- Improper maintenance of energy sources and of the general electrical installation.
- Accidents or consequences of the theft of the transport vehicle, acts of vandalism, lightning, fire, humidity, bad weather.
- Use of the Equipment in combination with, or integration of the Equipment into, equipment not supplied by Alcatel, unless such combination or integration has been expressly approved in writing by Alcatel.
- Use of the Equipment for a purpose other than that for which it is intended.
- Faults and deterioration caused by normal wear and tear.
- Equipment malfunctioning due to external causes (e.g., radio-electric interference produced by other equipment, variation in voltage of the mains supply and/or telephone line).
- Changes made to the Equipment, including mandatory changes.
- Equipment from or on which the brand or serial numbers have been removed or altered.
- Defects as a result of other goods and services being connected to Equipment which disturbs or affects the predicted level of service.
- Connection failures resulting from bad propagation or caused by absence of radio-relay coverage.

From the date of delivery of the Terminals or from the date of bringing into service of the Systems or Networks, the availability of the spare parts is of one year for the Terminals, two years for the Systems (data) and five years for the Systems (voice).

Software: Alcatel-Lucent shall replace any defective Software medium by a medium of the same nature. Alcatel-Lucent agrees to provide its most reasonable efforts to eliminate or palliate, at its expense and within a reasonable period of time, any reproducible errors which may appear in its programmes within three months following the date of delivery of the Equipment.

ALCATEL-LUCENT DISCLAIMS ALL WARRANTIES, WHETHER EXPRESS OR IMPLIED (INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE) CONCERNING THE EQUIPMENT OR ITS ACCOMPANYING DOCUMENTATION.

Any increase of the present terms of warranty (longer period of time, conditions) may be offered by Alcatel-Lucent as a complementary services offer.

**ARTICLE 13 LIABILITY**

In no event shall Alcatel-Lucent be liable for any indirect, incidental and/or consequential damage (such as financial or commercial loss, business interruption, loss of profit, sales, earnings, goodwill or data, ...) arising out of the use or inability to use the Equipment even if Alcatel-Lucent has been advised of the possibility of such damages. Unless otherwise provided by law, Alcatel's liability for direct damage shall be limited to 50% of the price of the Equipment sold which caused the damage.

**ARTICLE 14 INTELLECTUAL PROPERTY**

In no way shall the purchase of Equipment grant the Customer any right to use the intellectual property rights attached to the Equipment. Should a dispute relating to intellectual property rights put the Customer in a difficult position, the Customer shall promptly give notice thereof to Alcatel-Lucent so that Alcatel-Lucent may best defend the Customer's interests.

If, by a final judgement, any item of Equipment is held to infringe a third-party intellectual property right, Alcatel-Lucent shall at its election:

- obtain at its expense the right for the Customer to continue using the Equipment; or
- replace the infringing Equipment with equivalent, non-infringing Equipment; or
- modify the infringing Equipment so that it becomes non-infringing; or
- cancel the order or terminate the contract and repurchase the infringing Equipment from the Customer at a price equal to the purchase price paid for the Equipment, less depreciation in an amount to be determined by Alcatel.

Unless otherwise provided by law, compensation to the Customer shall not exceed 50% of the price of the Equipment involved in an action to establish industrial or intellectual property

rights. Alcatel-Lucent shall retain the intellectual property rights in the Software embedded in the Equipment.

Alcatel-Lucent shall, as applicable, either cause the Customer to sign a specific licence to use the Software, or grant the Customer a non-exclusive licence to use the Software embedded in the Equipment under the following terms and conditions:

The Customer shall have the right to use the Software and its accompanying documentation solely for the requirements of using the Equipment sold; the Customer shall not: (a) sublicense the Software; (b) modify or cause any third party to modify the Software; (c) copy or reproduce the Software, except for restarting Software and one "back-up" copy, provided that any copy shall bear a label indicating the name of the Software copyright owner; or (d) permit any third party to use, copy or reproduce the Software.

Should Alcatel-Lucent obtain a licence from a third party which imposes other obligations on Alcatel, Alcatel-Lucent shall give the Customer written notice of such obligations and the Customer shall immediately comply with them. In the case of resale of the Equipment, the Customer shall obtain an undertaking from the purchaser to abide by the commitments made by the Customer to Alcatel-Lucent under this clause.

**ARTICLE 15 FORCE MAJEURE**

The obligations of the parties shall be suspended and neither party shall incur liability if it is prevented from performing its obligations in normal conditions by events such as fire, flood, tornado, earthquake, riot, strike, lockout, transport difficulties, government action or any other event beyond the reasonable control of the parties such as abnormal operation consequent upon a network's inability to convey signals between items of Equipment as well as radio-electric interference produced by other equipment and variations in electric or telephone voltage.

**ARTICLE 16 DISPUTES**

These General Terms and Conditions shall be governed by French law. The statutory rules of territorial jurisdiction shall be applied in the event of any dispute relating to the construction or performance of these General Terms and Conditions, excluding the application of the United Nations convention on Contracts for the International sale of goods.