Alcatel·Lucent Ⓐ
Enterprise

DEVELOPER and SOLUTION PARTNER PROGRAM

Guidelines

October 2019

This document describes the target audience of the Alcatel-Lucent Enterprise (ALE) Developer & Solution Partner Program (DSPP), as well as the tools and services offered to those individuals or companies joining this Program or that are willing to join. It also describes the operational principles and processes that govern the DSPP. More specifically, it will help existing or potential partners identify the benefits and requirements that apply to their situation.

Alcatel-Lucent Enterprise reserves the right to amend and/or add to these guidelines at any time and at its sole discretion. Any changes will appear on the Alcatel-Lucent Enterprise Developer & Solution Partner Program website at https://www.al-enterprise.com/en/partners/dspp

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1   ABOUT THE PROGRAM

1.1   MISSION

The Program's mission is to support a broad ecosystem of developers and partners throughout the application or solution lifecycle, enabling Program participants to:

- **DEVELOP INNOVATIVE APPLICATIONS or SOLUTIONS** based on Alcatel-Lucent Enterprise technologies and advanced Application Programming Interfaces (APIs)

- **CERTIFY** and **DEPLOY TRUSTED APPLICATIONS or SOLUTIONS**

- **MARKET THEIR APPLICATIONS or SOLUTIONS** by increasing market presence and go-to-market opportunities across agreed regions and markets

A wide variety of organizations and individuals develop applications, solutions, products and services that complement Alcatel-Lucent Enterprise's communication solutions for Enterprise. These include, but are not limited to; developers, universities, startups, technology providers, software and hardware vendors, infrastructure providers and other entities, as well as Alcatel-Lucent Enterprise Business Partners and customers who want to develop their own applications.

1.2   BENEFITS

1.2.1   Technical benefits

The Program enables Program Participants to develop, certify and deploy their applications/solutions in Alcatel-Lucent Enterprise environments.

Technical benefits include:

A. **Free** access to:

- Extensive API/ Software Development Kit (SDK) documentation (developer guides, samples, tutorials, …)
- A basic Sandbox environment
- Basic support through a community-orientated 'Discussion Forum'

B. "A la carte" services (on-demand):

- o Advanced technical documentation
- o Premium support with specific SLA
- o Advanced or specific Sandbox environment
- o Application/Solution Certification Process (when required)
- o Advanced Training programs

1.2.2 Marketing benefits

The Program helps Partners market and sell their application/solution by exposing them to a wider, global community.

Marketing benefits include:

- Welcome pack
- Inclusions in relevant press releases
- Partner presence on Alcatel-Lucent enterprise websites, e-newsletters and customer references to increase your market exposure (more than 3000 Alcatel-Lucent Enterprise Business Partners serving more than 500,000 customers worldwide)
- Selective participation in trade shows, events, webinars and our Executive Briefing Center
- Selective sales enablement and business plan development

1.3 WEBSITES

The ALE DSPP website consists of three parts:

- Three technical and public areas dedicated to APIs:
  - o Rainbow Hub: https://hub.openrainbow.com
  - o Communication Hub: https://api.dspp.al-enterprise.com/
  - o Network Hub: https://www.spacewalkers.com/

  Self-registration is required to use the resources published on these websites

- A public area included on the Alcatel-Lucent Enterprise corporate web site: https://www.al-enterprise.com.
  This public area has been designed to promote the Program and associated partners and to maximize the exposure of Expert Developers and Solution Vendors. It also provides access to any public technical resources (API Hub, etc.) and to the private area to handle any advanced technical assistance.

- A private area (applicable only to Communication and Network Platforms), that is only accessible with specific credentials, included in the ALE Business Portal:
  https://businessportal2.alcatel-lucent.com
  The private area is shared with ALE Business Partners and will provide all Inter-Working Reports (IWRs), all APIs with additional packages (like software packages where relevant), all software associated to ALE platforms, and additional technical information like the Technical Library and the Technical Knowledge Center.

1.4   SOLUTION LIFE CYCLE

The different steps of the solution life cycle are illustrated below:

The Program supports partners throughout the solution life cycle, thus helping them to:

- **Develop** innovative applications/solutions**,**
- **Certify and deploy** trusted applications/solutions,
- **Market** and **sell** joint solutions.

1.5   MEMBERSHIP LEVELS and TYPES of PARTNESHIPS

The Program has three membership levels and two types of partnerships:

Memberships Levels:
- **REGISTERED** company
- **QUALIFIED** Partner
- **PREMIUM** Partner

Types of partnership tracks:
- **EXPERT DEVELOPER**
- **SOLUTION VENDOR**

All Program Participants initially start as Registered Companies and may reach the upper levels during their journey.

REGISTERED Company

This is the entry point of the program.

For **Rainbow / Network APIs**: to become registered, it is required to register first as developer on the related API Hub.
For **Communication APIs**: to become Registered, your company must apply to the program. Upon acceptance of the request by ALE, your company will be provided with access to all advanced technical benefits (described later in the document)

QUALIFIED Partner

A company with a certified solution (i.e. powered by Rainbow or interoperable for Communication/network platform) or with an expertise in any given API (to be proven through at least one solution/project deployed at a customer's site).
Qualified Partners are eligible for technical benefits and marketing benefits.

PREMIUM Partner

Premium Partners are engaged in close cooperation with Alcatel-Lucent Enterprise to develop, market and sell joint solutions based on both parties' products or solutions. They are eligible for advanced technical and marketing benefits such as R&D collaboration, joint solution definitions and business plan optimization throughout the duration of the contract.

EXPERT DEVELOPER Partner

To be accredited as an Expert Developer Partner, your company must demonstrate its ability to develop innovative applications or solutions based on specific Alcatel-Lucent Enterprise APIs or SDKs. Your company must also show commitment to Alcatel-Lucent Enterprise. Expert Developer Partners have acquired competency on Alcatel-Lucent Enterprise platforms and development APIs and have completed the accreditation process to have their skills and knowledge recognized.

SOLUTION VENDOR Partner

To become a Solution Vendor Partner, your company's application(s) and/or product(s) should be powered by ALE APIs and certified to show that they integrate properly with Alcatel-Lucent Enterprise APIs. In addition, Solution Partners demonstrate a commitment and strong market presence in key markets for Alcatel-Lucent Enterprise.

1.6   PROGRAM BENEFITS PER MEMBERSHIP LEVEL

Participants benefit from graduated technical and marketing benefits, depending on their membership level:

ALE Developer & Solution Partner Program			REGISTERED	EXPERT DEVELOPER		SOLUTION VENDOR	
				Qualified Expert	Premium Expert	Qualified SV	Premium SV
Pre-requisites			No	1 deployed solution at customer site	2 solutions/projects at cutomer site on 2 domains	interoperable or certified solution	Qualified SV + common GO TO Market
Fee (annual)			No	No	specific agrement	No	specific agrement
BENEFITS	**TECHNICAL BENEFITS**	Access to APIs/SDKs	☑	☑	☑	☑	☑
		Access to Standard Sandbox	☑	☑	☑	☑	☑
		Access to Advanced Sandbox	with time limit [4]	☑	☑	☑	☑
		Basic support	☑	☑	☑	☑	☑
		Advanced support (SLA)	Standard pricing [5]	Qualified Discount [5]	☑	Qualified discount [5]	☑
		order a physical lab (Starter-Kit)					☑
		Software Platform download		☑	☑	☑	☑
		Technical Documentation Library	to be charged	☑	☑	☑	☑
		Technical Knowledge Center	to be charged	☑	☑	☑	☑
		Lab System upgrade	to be charged	☑	☑	☑	☑
		Interoperability/validation tests	☑ [1]	☑ [2]	☑	☑ [2]	☑
	Specific Technical Benefits	Business consulting			charged		
		Training / Coaching					
		Co-development					
		Ergonomics Designing					
	MARKETING BENEFITS	Presence in ALE web site	☑ [3]	☑	☑	☑	☑
		Dedicated Program Manager			☑		☑
		Dedicated Business Manager			☑		☑
		Business monitoring			☑		☑
		Interoperability/Validation logo	if certified	☑	☑	☑	☑
		Membership logo		☑	☑	☑	☑
		Member of DSPP Newsletter		☑	☑	☑	☑
		ALE Event sponsoring			☑		☑
		Presence in ALE Briefing Center			☑		☑
		Communication through AoD (Alcatel on Demand)		☑	☑	☑	☑
		Co-writing succes stories/use cases			☑		☑
		Included in ALE Webinar		☑	☑	☑	☑
		Included in ALE Verticals Collaterals			☑		☑
		Included in ALE Standard Offer					☑
		Common Press Release			☑		☑
		Influenced deals or revenues			☑		☑
	Co-working with R&D				TBD		TBD

NOTES SPECIFIC TO COMMUNICATION APIs:

1	1500€/ticket for COMMUNICATIONS platforms
2	The Qualification package is required for the COMMUNICATIONS platforms
3	basic information only (List of REGISTERED members)
4	1K€/3 months for COMMUNICATIONS platform
5	standard pricing example for COMMUNICATION: 400€/é-SR

1.7   PROGRAM REQUIREMENTS

The Program requirements related to the different membership levels are as follows:

ALE requirements	Registered	Expert Developer Partner		Solution Vendor Partner	
		Qualified	Premium	Qualified	Premium
Terms and Conditions acceptance	☑	☑	☑	☑	☑
Paid membership fee (Communication platform only)		☑	☑	☑	☑
Complementary value proposition with ALE portfolio		☑	☑	☑	☑
Valid company, product and web site	optional	☑	☑	☑	☑
Inter-Working Report (IWR) completion (Communication platform only)	optional		☑	☑	☑
Developer Partner accreditation completion		☑			
Marketing collateral available on certified applications (partner brief, commercial brochure, data sheet)		☑	☑	☑	☑
Additional marketing and technical collateral available on joint solutions (including customer presentation, joint data sheet/customer case study, technical and sales training, FAQs, etc.)			☑		☑
ALE presence on partner web site	optional	☑	☑	☑	☑
Documented customer references			☑		☑
Joint customer deals registration			☑		☑
Joint technical escalation process		☑	☑	☑	☑
Business plan			☑		☑
Specific cooperation agreement			☑		☑

2   TECHNICAL BENEFITS

The technical benefits cover development resources/tools to support and
enable participants to learn, develop, test/certify and deploy their application(s) powered by Alcatel-
Lucent Enterprise APIs.

2.1   APIs

Alcatel-Lucent Enterprise makes it simple to integrate third-party applications with its Rainbow
Communication Platform as Services (Rainbow CPaaS), network infrastructure, communications
platforms and software suites.

Alcatel-Lucent Enterprise products offer a large range of APIs and SDKs that are documented and
supported by Alcatel-Lucent Enterprise experts. These enable your application/solution to
interoperate with Alcatel-Lucent Enterprise solutions, while offering your customer a rich set of
features.

An "**API**" is a set of methods/data structure/classes which standardize the access to services
delivered by a platform or a software.
Examples of APIs are: AHL, CSTA, SIP, REST APIs etc.

A "**SDK**" implements APIs and is built to facilitate developments in a specific programming
language. Some of them may also provide samples and additional tools (editor, compilers etc.)
Examples of SDKs are: OmniPCX Open Gateway (02G), Rainbow SDK for Web, Mobile and
NodeJS.

Program Participants have a choice of more than 200 APIs/SDKs.

2.1.1 API Types

▪ **Public APIs**

Public APIs give you access to the latest Alcatel-Lucent Enterprise technologies, whether you want to develop innovative applications for Alcatel-Lucent Enterprise phones, empower your business applications with IP communication features, or provide users with the global benefits of unified communications. Alcatel-Lucent Enterprise public API documents are accessible to every developer, free of charge.

Public APIs are available with no restriction.

- **Reserved APIs**

Reserved APIs are open to Participants under a specific agreement from Alcatel-Lucent Enterprise and with a contractual commitment from all Participants. In general, any Participant must commit to certify their resulting solution based on the use of one of those APIs. Pre-payment is mandatory.
The following interfaces are at this level:
   o Active Recording (TDM DR-Link and IP DR-Link)
   o Paging

● **Unpublished APIs**

Unpublished APIs require collaboration with Alcatel-Lucent Enterprise R&D (Research and Development) department.

For more information about our APIs, please go the public website listed above, to get additional detailed information

2.2 RAINBOW APIs

All Rainbow APIs are "Public APIs".

ALE Rainbow CPaaS is a Cloud-based platform enabling developers to add real-time communications features to their own applications such as presence, instant messaging, voice, video etc. without needing to build backend infrastructure and interfaces. It is:

   o Completely integrated into the customer ecosystem

   o Fully adapted to accommodate the customers functional needs

Examples of real-time communications can be between:

   o People only
   o Objects only
   o People and objects (applications, bots, etc.)

ALE Rainbow CPaaS is a relationship machine, permitting identities (people, objects) to access its services.

The Rainbow API Hub makes your **digital transformation** journey easy by providing you APIs, documentation and support that lets you build applications that connect people and transform the way they work. For example, a school district can take advantage of a broadcast lockdown and response application in the event of a crisis. A hotel can leverage the Rainbow services integrated into their customer loyalty program application. A bank can use Rainbow to integrate messaging and notifications into their customer relationship applications.

The Rainbow API Hub offers several SDKs, APIs, libraries and tools that are available on a lot of platforms and systems to match your unique ecosystem.

Environments	SDKs	APIs	Tools	Libraries & Others
Web & Desktop	SDK Web	REST API	Rainbow CLI	Starter-kits and samples
Server & Bots	SDK Node.JS	REST API	-	Starter-kits, Chatbot library, Node-Red library and samples
IOS	SDK IOS	REST API	-	Samples
Android	SDK Android	REST API	-	Samples

Here is a quick summary of what you can expect from each:

- SDK Web: This SDK works in all modern browsers (including Microsoft Internet Explorer 11) and can be integrated in your Web applications or website. This SDK can be used with any existing JavaScript frameworks like React Angular or JQuery.

  Additionally, this SDK can be added into a native application based on a Web view. This SDK can be used to build client-side communication and collaboration applications based on chat, audio& video, etc.

- **SDK Node.JS:** This SDK is a server-side library that can be included into your existing Node.JS application to connect to Rainbow.

  This SDK can be used to build chat-bot based applications, server side provisioning applications, or be integrated into your IOT device

- **SDK Android and SDK IOS**: These SDKs make it easy for you to augment your native mobile applications with all the Rainbow services like audio and video call, chat discussion etc.

- **REST APIs**: These APIs can be used whenever you need to manage and administrate your Rainbow users.
  These API can be used from any development languages like C#, PHP, Java, etc., and for any kind of applications (server side or client side).

- **Rainbow CLI**: Use this option as a developer to create and manage your test accounts and applications on the developer sandbox platform or as an admin to create and manage users in your Rainbow company.

Starter-kits and libraries: Use these starter-kits to speed-up and accelerate your ability to harness our amazing technology!

2.2.1   TEST YOUR APPLICATION: RAINBOW SANDBOX

Our **Rainbow Sandbox platform for developers** is a testing environment that mimics the live Rainbow Production environment. It provides a secure space where you can test and develop your application without impacting any live Rainbow accounts.

While some Rainbow features are not yet available in the Sandbox platform (Such as some Business and Enterprise grade features), the Sandbox platform has parity with the Rainbow API feature set supported by the live environment.

By using Sandbox test accounts and their associated authentication credentials in your Rainbow application, you can test and debug your application(s) / solution(s) without referencing any real Rainbow users.

The Rainbow Sandbox for developers is **"free of charge"** and is designed to let you familiarize yourself with Rainbow by using a limited set of *features*, *usage* and *accounts*.

When you're using this platform for developing your application, there is no charge when calling Rainbow APIs or services.

In terms of usage, the Rainbow Sandbox platform for developers may limit the usage of each API per day for security reasons (to avoid "turbulences" should you make an error in

your code) and performance reasons (this platform is shared across a global community of developers).

In terms of accounts, the Rainbow Sandbox platform for developers lets you create as many accounts as you need to develop and test your application(s).

For additional information about our Sandbox environment, please refer to: https://hub.openrainbow.com/#/documentation/doc/hub/developer-sandboxed-platform

2.2.2 DEPLOY YOUR APPLICATION

Once you have thoroughly tested your application on the Sandbox platform and you believe that it is ready, you need to deploy it on the Rainbow production platform to let real users connect and benefit from it.

Deploying your application on the Rainbow production platform requires the following steps be achieved :

- Owning a company
- Registering and deploying your application on the production platform
- Connecting your application to the production platform
- Setting-up Rainbow push notifications service
- Protecting your users and data from unexpected interactions
- Monitoring your users

For more detail on these steps and how to deploy your application into production, please refer to: https://hub.openrainbow.com/#/documentation/doc/hub/get-ready-for-production

2.2.3 Support & Contributions

2.2.3.1 SUPPORT WHILE DEVELOPING

Should you have questions on how to use our SDKs or APIs, use our developers community forums to post your questions in order to share and have your answers addressed by other developers.

Good practice is to:

- **Give us the context**: Which API or SDK are you struggling to use and on which platform, etc.
- **Explain your case**: Give the community some detail on what you want to do.

- **Add an extract of your existing code**: Provide a snippet of code for the part of code that doesn't work.

2.2.3.2 SUPPORT WHILE FINDING AN ISSUE

If you find any issues while using our SDKs or APIs, please contact our support team. When doing so you will need to give us some additional information about the problem encountered:

- **The context of the issue**: with some information on your use case and your environment
- **The operation performed:** which is the API or SDK method you are calling? Provide a little snippet of your code so that we can reproduce the issue
- **The observed result:** generated by the SDK or API

Here is a summary of the type of information you should add to your ticket to help us better understand and fix the issue:

SDK or API used	Context of the issue	Operation done	Result observed
SDK Web	- Version of SDK used - Browser used and version - Operating System and version	- SDK method called - Code snippet	- SDK logs - Date and time when the problem occurs - Complete stack trace in case of crash
SDK IOS SDK Android	- Version of SDK used	- SDK method called - Code snippet	- SDK logs - Date and time when the problem occurs - Complete stack trace in case of crash

SDK or API used	Context of the issue	Operation done	Result observed
SDK Node.JS	- Version of SDK used - Node.JS version - Operating System and version	- SDK method called - Code snippet	- SDK logs (from console or files) - Date and time when the problem occurs - Complete stack trace in case of crash
REST API	- Operating System and version - Language used	- API used - Full HTTPS request URL including parameters and headers	- Full HTTPS response message

2.2.3.3 BE A CHAMPION AND CONTRIBUTE

You can contribute towards the evolution of our Rainbow platform at different levels:

- Suggest new APIs or features that are missing in our SDKs, by posting your request directly to our developer community forums
- Propose a change in one of our open-source projects on Github by:
  o Leaving a comment stating your intention on Github
  o If we approve it, you can make the modification in the code and send us a pull request
- Answer questions on the developer's community forum from other members
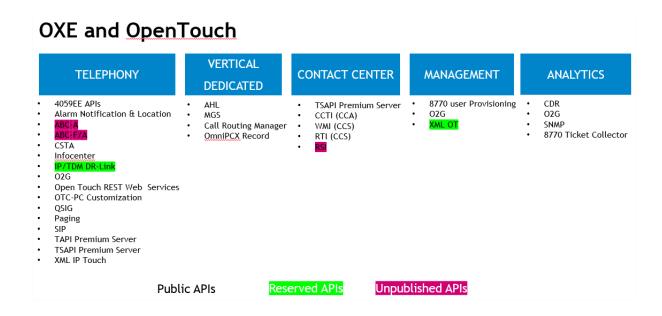
2.3   COMMUNICATION APIs

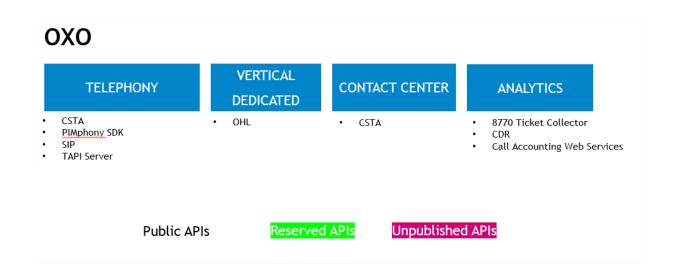Current available APIs are dependent on the targeted Communication platforms:

- **Alcatel-Lucent OmniPCX™ Enterprise Communication Server (OXE):** The Alcatel-Lucent OmniPCX Enterprise is a highly scalable solution based on a pure software communications server platform that provides multimedia call processing for both Alcatel-Lucent Enterprise and third-party clients/phones including TDM, IP and SIP.

- **Alcatel-Lucent OXO Communication Server (OXO and OXO Connect):** The Alcatel-Lucent Enterprise OXO is an integrated communications system for small and medium-sized businesses (SMBs), providing a personal communications manager (Alcatel-Lucent PIMphony Softphone), an advanced call center solution, secure high-speed Internet access, advanced TDM and IP telephony and LAN switching. The Alcatel-Lucent Enterprise solution consists of a pre-configured server that provides every employee with voice, Internet, e-mail.

- **Alcatel-Lucent Open Touch Enterprise Cloud (OTEC):** Designed for enterprises of any size, OpenTouch Enterprise Cloud (OTEC) digitally transforms your business. It's a full-featured solution encompassing communication, collaboration and contact center tools. Plus, there are specific add-ons for the hospitality industry.
  Flexible, secure and comprehensive, this product can be deployed in a private cloud (off or on-premises), or in an overlay installation

- **Alcatel-Lucent OpenTouch Multimedia Services** Designed for companies up to 20,000 employees, Alcatel-Lucent OpenTouch Multimedia Services (MS) powers a wide range of enterprise-grade unified communication services. It's an application server that offers a fast business response to organizations using OmniPCX Enterprise Communication Server (CS) business telephony. Unified messaging, multimedia collaboration and employee mobility help users respond better and faster than ever before to colleagues and customers.

Those main platforms support a vast range of phones based on several technologies (TDM, IP, WLAN, DECT), and several advanced integrated applications like; Network management System (OmniVista 8770), Contact Center and associated services (IVR, Call distribution, Supervision, etc.). It also supports external gateways like; OT-SBC or Open gateway.

See more details on the Business Portal Web Site (available to DSPP members with a specific login).

Below is a global overview of available APIs for Communication platforms:

OXE and OpenTouch

TELEPHONY	VERTICAL DEDICATED	CONTACT CENTER	MANAGEMENT	ANALYTICS
• 4059EE APIs • Alarm Notification & Location • ABC-A • ABC-F/A • CSTA • Infocenter • IP/TDM DR-Link • O2G • Open Touch REST Web Services • OTC-PC Customization • QSIG • Paging • SIP • TAPI Premium Server • TSAPI Premium Server • XML IP Touch	• AHL • MGS • Call Routing Manager • OmniPCX Record	• TSAPI Premium Server • CCTI (CCA) • WMI (CCS) • RTI (CCS) • RSI	• 8770 user Provisioning • O2G • XML OT	• CDR • O2G • SNMP • 8770 Ticket Collector

Public APIs   Reserved APIs   Unpublished APIs

OXO

TELEPHONY	VERTICAL DEDICATED	CONTACT CENTER	ANALYTICS
• CSTA • PIMphony SDK • SIP • TAPI Server	• OHL	• CSTA	• 8770 Ticket Collector • CDR • Call Accounting Web Services

Public APIs   Reserved APIs   Unpublished APIs

2.3.1 DEVELOPMENT ASSISTANCE

2.3.1.1 Basic Assistance

A Discussion Forum is available to all developers. It is a free area where developers may post questions or issues and can get answers, trips or advices from the global community.

For any support request, we strongly recommend that it is handled through our Advanced assistance option (to be charged).

For Communication APIs, the direct access is found here:
https://www.alcatelunleashed.com/viewforum.php?f=373%20

2.3.1.2 Advanced assistance: "a la carte" services

The development assistance service enables Participants with a valid development assistance package to contact Alcatel-Lucent Enterprise for guidance on the use of Alcatel-Lucent Enterprise APIs. Direct access (by e-mail or telephone) is provided to Alcatel-Lucent Enterprise experts who respond to technical questions.

This assistance is provided through the Alcatel-Lucent Enterprise Technical Support Center, which is responsible for the management and routing of all requests. This center guarantees development assistance and technical support.

A wide range of development issues are covered:

- Questions and requests for clarification on specific interface content
- Guidance on the use or meaning of services offered by the interfaces
- Clarification on the dynamic behavior of the underlying systems or functions driven by the interfaces
- Clarification on the limits of the system and resulting constraints when using the interfaces
- Guidance on development in light of these issues

Alcatel-Lucent Enterprise experts will also provide diagnostic guidance and will suggest best practices.

Key features
1. Program Participants can open a Service Request (SR). SRs are received by the Alcatel-Lucent Enterprise Technical Support Center and can be sent by:
    - Hotline
    - E-mail
    - Via Alcatel-Lucent Enterprise websites (Business Partner Portals)
2. Program Participants must designate a technical contact who will have the appropriate technical skills to support the application. Such contacts will be the exclusive technical interfaces.

3. They can track progress and update their SRs with notes and attachments.

4. The Alcatel-Lucent Enterprise Technical Support Center is organized per product line:

   o OXO Connect

   o OmniPCX Enterprise

   o Contact Center solutions

   o Terminals

   o etc.

5. The development assistance service is valid through a support ticket (ST).

   The participant must ensure that the balance of available support tickets is positive, before submitting their issue/question. Otherwise, the request will be rejected. You can buy additional tickets when needed (see details later in this document).

IMPORTANT NOTE 1: In the event of an issue, this development assistance does not cover source coding or debugging on the Program Participant's application(s). To help the developer, along with our SDKs we often provide a sample of source code that can be used as an example to validate the configuration. If specific assistance for coding/debugging is required by the Program Participant, Alcatel-Lucent Enterprise Professional Services could be involved and a quotation will be proposed.

2.3.1.3 More Advanced assistance (Coaching)

Specific and customized assistance or coaching is available through our Professional Services. Please contact them directly by email: professional.services@al-enterprise.com

2.3.2 TESTING TOOLS

Program Participants may access a virtual lab to develop and test their solution(s) in Alcatel-Lucent Enterprise environments. To do so requires a minimum investment in terms of equipment and people.
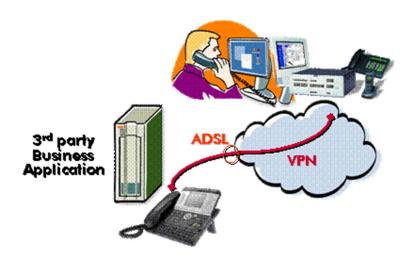
2.3.2.1 Sandbox

The Developer Program Sandbox environment provides free, 24/7 hosted labs for integrating and working with ALE technologies, preconfigured for OXE Web Services.
The Sandbox is available free of charge with only basic assistance services (see above).

Note: For Communication platforms, all APIs are not available through this Sandbox environment. Please check with the DSPP team beforehand, for the full list of available APIs provided in the Sandbox environment.

2.3.2.2 Virtual labs

The virtual lab is an e-testing service that provides developers with secure remote access to a platform, hosted by Alcatel-Lucent Enterprise. This platform includes all the features required to develop and test applications based on Alcatel-Lucent Enterprise products, APIs and SDKs. Access to services and resources is managed through a virtual private network (VPN) over an Internet connection.

Applications and terminals are located on a network on the Partners' side, whereas central equipment (PBX, web services framework, CTI servers, etc.) is located on the Alcatel-Lucent Enterprise network.

The virtual lab service may be used for development, test, certification and proof of concept purposes. This service requires 30-minutes of setup time and is available 24/7.

Alcatel-Lucent provides the following:

- IP subnet address
- IP address for central equipment (PBX, framework, etc.)
- Soft-phone software to be downloaded
- Phone set numbering
- Possible login/password to access the central server (framework, etc.)
- An open VPN client package (software) with automatic installation and configuration for Windows platforms

Note: This Virtual lab is a complementary testing platform to the free-access Sandbox environment which provides basic services for Web Services only. This Sandbox is provided with pre-configured users and no support. Conversely, the Virtual lab provides access to all APIs available to all ALE communication servers, and it is possible to configure specific services/functions according to the participants requests.

2.3.2.3   TECHNICAL LIBRARY DATABASE

Program Participants benefit from a repository of technical documentation for Alcatel-Lucent Enterprise products which will help them better understand Alcatel-Lucent Enterprise technologies.

The repository includes; feature lists, user manuals, installation guides, maintenance guides, etc. Program Participants can search, browse and download each of these resources.

The database includes technical documentation for the most recent product releases, as well as for earlier releases.

The technical library is available on the BPWS (Business Portal Web Site) and requires specific credentials to access it. The direct link is: https://businessportal2.alcatel-lucent.com/technical_documentation_library

2.3.2.4   TECHNICAL KNOWLEDGE CENTER

Program Participants benefit from a repository of technical documentation for ALE products that helps them understand ALE technologies.
The repository includes uses manuals, installation guides, maintenance guides, etc. Program participants can search, browse, download, subscribe to notifications, and create their own technical library.

Main key features:
- Download an entire book or browse by chapter (reference book), or search by specific topic
- Create subscription lists and be notified when new documents are uploaded
- Create a custom library and easily download content with a shopping cart function
- Provide feedback on the interface
- Access extensive online help

The database includes technical documentation for the most recent product release as well as former releases.

The Technical Knowledge Center (TKC) Customer Care knowledge tool addresses technical support FAQs, shares articles, how to guides, and known issues and workarounds to assist in troubleshooting before contacting ALE.

The TKC is available on the BPWS (Business Portal Web Site) and requires specific credentials to access it. The direct link is: https://businessportal2.alcatel-lucent.com/sso_tkc

2.3.3   SOLUTION CERTIFICATION

Program Participants may have their solution(s) and/or product(s) formally certified to demonstrate that their solution(s) and/or product(s) properly function with Alcatel-Lucent Enterprise platforms. The aim of the Solution Certification is to:

- Reduce integration costs
- Accelerate deployments
- Minimize the risk of failure
- Ensure a high level of trust for customers and business partners

2.3.3.1   Inter-Working Report (IWR)

The Solution Certification is based on successful testing by Alcatel-Lucent Enterprise and the Partner with the result being an Inter-Working Report (IWR) validated by both parties.

The IWR is a technical reference document written jointly by Alcatel-Lucent Enterprise and the Partner company, and describes the testing configuration, selected features and results. The IWR may also contain any known potential inter-working limitations.

IWRs are published on Alcatel-Lucent Enterprise websites.

The IWR is valid for two years and must be updated in case of product or SDK major update.

2.3.3.2   Certification process

To start the testing process, all Participants need to provide all necessary details (technical description, architecture, features list, etc.) for the solution requiring certification. This helps Alcatel-Lucent Enterprise and the Participant company jointly decide which test plan and testing method will be the most appropriate.

2.3.3.3   Methods of testing proposed by Alcatel-Lucent Enterprise

The method depends on the application and/or product type:

- "On-site testing" carried out at Alcatel-Lucent Enterprise in the presence of one or more representative from the Partner company, and an Alcatel-Lucent Enterprise technical support engineer

- "E-testing" carried out at the Participant's premises through a network connection to the central Alcatel-Lucent Enterprise lab platform. Availability of e-testing depends on the solution/product type

- ▪ "**Self-testing**" carried out at the Participant's premises, based on a test plan and guideline provided beforehand by Alcatel-lucent Enterprise. The test results are verified by Alcatel-Lucent Enterprise

For all testing methods, Participants will be expected to pay the appropriate testing fees and must have Alcatel-Lucent Enterprise engineers present during the testing to provide technical support and ensure that the correct procedures are followed at all times.

2.3.3.4 Re-testing and re-certification

Alcatel-Lucent Enterprise reserves the right to ask the Partner company to update its IWR if:

1. The partner company has a new major product release.

2. Alcatel-Lucent Enterprise has a new product release that may impact the Partner company's development

3. The maximum validity period has expired (two years after the IWR publication date)

Failure to maintain the validity of the Inter-Working status will result in the Partner losing their ability to use the Alcatel-Lucent Enterprise Certified Solution logo and access any associated benefits.

Note: The Inter-Working report becomes automatically obsolete when the mentioned product releases are end of life. Consequently, ALE will not support the interoperability with the 3rd party.

2.3.3.5 Qualification package and Certification tickets

The certification is invoiced according to a given number of certification tickets.
Before starting the process, the DSPP team will notify the partner of the required number of tickets. Upon payment, a schedule will be suggested for the process to start.

A Qualification package (see details later) must be ordered by all Partners willing to certify their application(s) / solution(s). This package includes three certification tickets, so additional tickets may be required at a later stage for an additional cost .

The number of tickets necessary to do a certification is based on the time it takes to achieve the following steps:
- Definition of a Test Plan which will be executed during the testing session (this Test plan can be built for specific purpose or can be reused from an existing one already applied to a similar solution)
- Preparation of the lab test
- Execution of the tests
- Writing of the Inter-Working report

- Validation by both parties
- Publication of the report

The execution of the test plan will be achieved in one go and the report will be written with all results including any potential issues. However, if the global result is too bad, the report won't be accepted and a new certification will have to be rescheduled for an additional fee.

Please note that the certification time slot does not allow for R&D to immediately be available and address issues.
It is highly recommended that you access one of our virtual labs to prepare for any impending tests. Through the Qualification package, Partners will have access to a predetermined number of tickets which can only be used for technical support. Those tickets could be used to escalate any questions/issues during the preliminary tests, in order to be ready for their certification session.

Below is a non-exhaustive list of certifications tickets required to certify a particular solution/product (this table only offers a general idea of quantity of tickets and the right value must be determined by ALE according to the detailed feature-list provided by the participant):

Solution	Platform	Certification tickets
Analog terminal	OXE/OXO	1
SIP terminal	OXE/OXO	2
PMS	OXE/OXO	2
PMS + Voice mail	OXE/OXO	3
Alarm Server based on DECT Alarmaing/notification	OXE/OXO	2
Alarm server based on ALE Paging interface	OXE	1/2
Voice Recorder based on IP DR-Link interface	OXE	3
Voice Recorder using TDM/IP DR-Link + network	OXE	5

2.3.4   DEPLOYMENT and TECHNICAL SUPPORT

The technical support service enables Participants with a valid certification and/or accreditation to collaborate with Alcatel-Lucent Enterprise experts and Business Partners to solve technical issues raised during or after the customer installation phase.

NOTE: Technical Support must be distinguished from Development Assistance (see above) where the participant is asking for help or assistance during the development phase. This request is handled with a lower priority/severity level compared to issues coming from a customer site. If the participant escalated an issue which was raised from a customer site, that will be considered in the context of a development assistance (so with lowest priority). It is strongly recommended that a real customer issue is escalated to ALE technical support through the Business Partner in charge of the installation to be properly addressed. Anyway, ALE Technical Support team will need to access the system for further investigation into traces/log analysis and only the Business Partners have the skills or necessary credentials for that purpose.

This technical support is provided through the Alcatel-Lucent Enterprise Technical Support Center, which is responsible for the management and routing of all Services Requests (SRs). This service ensures 24/7 coverage through the Alcatel-Lucent Enterprise global network of technical centers and technical support engineers.

The following general rules apply:

- Only certified solutions/accredited developers are officially supported by Alcatel-Lucent Enterprise

- The major releases of both parties are certified. Intermediate versions may be certified or not depending on a mutual decision. Only the existence of the IWR in the Alcatel-Lucent Enterprise web-portals for the appropriate Alcatel-Lucent Enterprise and Solution partner release, guarantees that the solution release has been certified with this Alcatel-Lucent Enterprise release

- If the IWR for the Alcatel-Lucent Enterprise release is not available or no longer valid, Alcatel-Lucent Enterprise is not required to provide support for that given product or solution. Solutions delivered by Participants, but not certified will not be supported. Alcatel-Lucent Enterprise shall however propose the On-Demand Diagnostic service where assistance will be provided on receipt of payment

- The existence of the IWR engages Alcatel-Lucent Enterprise and the Participant. Both parties are engaged, not exclusively Alcatel-Lucent Enterprise

2.3.4.1   Technical issues and severities

The severity definitions are related to cases opened in the Service Request Management Service by Program Participants to report either questions or technical issues.

The following definitions apply:

- **Severity 1 – Emergency**

An end user's telecommunications network or a major business application is down, causing a critical impact on business operations. Severity 1 cases are processed 24 hours a day, 7 days a week. Alcatel-Lucent Enterprise requires that an expert (ACSE) from the relevant Business Partner is on site to qualify the issue as a Severity 1 level. The expert will be assigned to remain on site until closure of the emergency.

Note: In some cases, due to the type of solution, Emergency severity is not applicable. This is a mutual decision between Alcatel-Lucent Enterprise and the Participant.

- **Severity 2 – Critical**

An end user's service is not down but telecommunications network or a main business application is severely degraded with a significant impact on business operations. A workaround needs to be delivered where possible.

▪ **Severity 3 – Major**

Network functionality is noticeably impaired, but most business operations continue to function. These issues have either medium or low impact on business operations.

▪ **Severity 4 – Minor**

Network functionality is loosely impaired, or the end user requires information or assistance on Alcatel-Lucent product capabilities, system installation or configuration. These ordinary issues have very low impact on business operations.

For Severity 3 (S3) and Severity 4 (S4) cases, Participants may contact Alcatel-Lucent Enterprise by telephone, e-mail or on the Internet through the e-Service Request platform on the website.
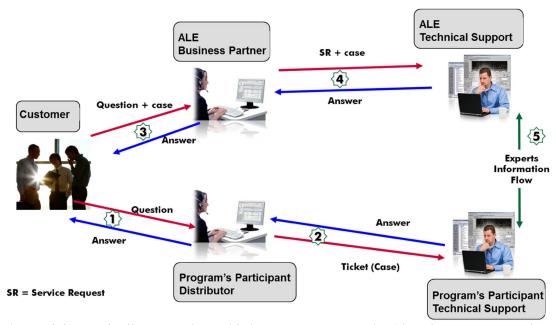
For Severity 1 (S1) and Severity 2 (S2) cases, a telephone call shall be the only way to contact Alcatel-Lucent Enterprise. The call will be routed immediately to an Alcatel-Lucent Enterprise engineer.

2.3.4.2 Problem diagnostic and technical support flow

As for the other Alcatel-Lucent Enterprise equipment, the Alcatel-Lucent Enterprise Business Partner is the only one dealing with the end customer for installation or maintenance reasons. The Business Partner will open an eSR (electronic Service Request) either on the Alcatel-Lucent Enterprise side or on the Participant side, depending on the nature of the issue. Experts from both companies will collaborate to provide the best and quickest outcome for the customer.

The principle is that Alcatel-Lucent Enterprise Technical Support will be subject to the existence of a valid Inter-Working Report within the limits defined in the chapter "Limits of the Technical support".

In case technical support is granted, Alcatel-Lucent Enterprise and the Participant are engaged in the following way:

(*) The Participant Distributor can be a Third-Party company or the Alcatel-Lucent Enterprise Business Partner itself.

2.3.4.3 Escalation in case of a valid interworking-report

The Inter-Working Report describes the test cases that have been performed, the conditions of the testing environment, and any observed limitations.

This defines the scope of what has been certified.

If the issue is in the scope of the IWR, both parties- Alcatel-Lucent Enterprise and the Participant - are engaged:

Case 1: the responsibility is 100% on the Alcatel-Lucent Enterprise side. In that case, the problem must be escalated by the ALE Business Partner to the Alcatel-Lucent Enterprise Support Center using the standard process (i.e. open an eService Request ticket)

Case 2: the responsibility is 100% on the Program's Participant side.
In that case, the problem must be escalated directly to the Participant by opening a ticket through the Participant hotline. In general, the process to be applied for the Program's Participant is described in the IWR.

Case 3: the responsibility cannot be established.
In that case the following process applies:

➢ The Program participant shall be contacted first by the ALE Business Partner (responsible for the solution, see figure in previous page) for an analysis of the problem.

➢ The Alcatel-Lucent Enterprise Business Partner will escalate the problem to the Alcatel-Lucent Enterprise Support Center. This should only happen if the Participant has demonstrated, with traces, a problem on the Alcatel-Lucent Enterprise side, or if the

Participant (not the ALE Business Partner) <u>requires the involvement of Alcatel-Lucent Enterprise</u>.

In that case**,** <u>the ALE Business Partner must provide the reference of the Case Number on the Program Participant side</u>. The Participant must provide to Alcatel-Lucent Enterprise the results of its investigations, traces, etc., related to that Case Number.

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

Note: Known problems or remarks mentioned in the IWR will not be considered.

For any issue reported by an ALE Business Partner outside the scope of the IWR, Alcatel-Lucent Enterprise may offer the "On Demand Diagnostic" service where Alcatel-Lucent Enterprise will provide eight hours assistance on receipt of payment.

IMPORTANT NOTE 1: The possibility to configure the Alcatel-Lucent Enterprise PBX with ACTIS quotation tool in order to interwork with a third-party solution is not a guarantee for the availability and support of the solution. The reference remains the existence of a valid Inter-Working Report.

Please check the availability of the Inter-Working Report on the relevant Alcatel-Lucent website.

IMPORTANT NOTE 2: The involvement of the Alcatel-Lucent Enterprise Business Partner is mandatory, with the access to the Alcatel-Lucent Enterprise platform (remote access, login/password) being the ALE Business Partners' responsibility.

2.3.4.4   Escalation in all other cases

These cases can cover the following situations:

1.   An Inter-Working Report exists but is no longer valid (see chapter "Validity of an Inter-Working Report" in the IWR)

2.   The third-party company is referenced as a <u>Program Participant</u> but there is no official Inter-Working Report (no IWR published on all ALE web portals)

3.   The third-party company is NOT referenced as a <u>Program participant</u>

In all the above cases, Alcatel-Lucent Enterprise offers the "On Demand Diagnostic" service where Alcatel-Lucent Enterprise will provide eight hours assistance on receipt of payment.

2.4   NETWORK APIs

- **OmniAccess Stellar LBS (Location based Services)**: Alcatel-Lucent Enterprise Location-Based Services (LBS) enables businesses to better engage with their customers, improve customer loyalty, optimize business processes and refine services which can ultimately boost revenues and/or reduce operating costs

- To be completed -

2.5   *TRAINING/COACHING*

Alcatel-Lucent Enterprise offers multi-disciplinary training courses in fields that include: sales product knowledge, pre-sales design and post-sales engineering.

A variety of training modules are available, enabling Participants to lower their training costs, reduce training time and minimize travel expenses. Training modules include; online computer-based learning, online instructor-led classes, and classroom training and labs. Courses are regularly held at Alcatel-Lucent Enterprise training centers around the world. A training program can also be run on the Participant's premises.

Note:
As of today, for the Rainbow platform there is no formal training program but only on-line technical training/webinars that will be accessible via: https://hub.openrainbow.com/#/ (Learn Entry)

3 MARKETING SERVICES

REMINDER:

The Program helps Partners market and sell their application to a global audience.
These business and marketing benefits include:

- Logos, web toolkit and press activities to provide strong differentiators for your public relations and web communications
- Partner presence on Alcatel-Lucent Enterprise websites, Leaflet, e-newsletters and customer references to increase your market exposure (3,000+ Alcatel-Lucent Business Partners serving 500,000 customers worldwide)
- Selective Joint participation in trade shows, webinars, events and briefing centers to help you connect your company with Alcatel-Lucent Enterprise Business Partners and customers
- Selective Joint sales enablement and business plans to develop, co-sell and re-sell strategies with Alcatel-Lucent Enterprise

3.1 LOGOS AND CERTIFICATES

3.1.1 A distinctive sub-brand

A repository of logos for the ALE Expert Developer & Solution Vendor Partner Program has been created to provide a distinctive sub-brand to identify and differentiate participants.

Each sub-brand logo includes a modified version of the Alcatel-Lucent Enterprise logo and Partner designation title for use in all marketing communications including; presentations, technical and marketing documentation, websites, press releases, articles, panels, etc.

3.1.2 How to use sub-brand and corporate logos

The Alcatel-Lucent Enterprise Certified Application mark (Applicable only for Communication platform) can be used only by Participants of the Program, having at least one application/solution certified by Alcatel-Lucent Enterprise. Use of this mark for any other product of the company, not certified by Alcatel-Lucent Enterprise is not permitted at any point.

The Expert Developer Partner and Solution Vendor Partner marks can only be used by valid Partners of the Program. These logos can be used by Partners for marketing communications materials including; presentations, technical and marketing documentation, websites, e-marketing campaigns, press releases, articles, panels, etc.

When a Partner needs to identify Alcatel-Lucent Enterprise as one of multiple companies they partner with, the Alcatel-Lucent Enterprise corporate logo shall be used for any marketing

communications such as; websites, graphic panels, e-marketing campaigns, advertising and other promotional materials.

3.1.3   Review and approval

All sub-brand and corporate logo usage must be reviewed and approved by an Alcatel-Lucent Enterprise representative.

Applications	Types of logo	Types of Program Participants
Certified logo (applicable only to Communication platform) When a Program Participant needs to communicate about its product that's certified by Alcatel-Lucent Enterprise (e.g., data sheet, commercial brochure, technical or product training, technical certificate, etc.)		Qualified/Premium Partners
Partnership logos When the Partner needs to communicate about the membership level of its company (e.g., corporate presentation, corporate web site etc.)		Solution Vendor Expert Developer
Corporate logo When the Partner needs to identify Alcatel-Lucent Enterprise as one of multiple companies they partner with		All members

3.2   WELCOME PACK

The welcome pack kit is a pack of elements that can be immediately posted by Partners on their respective websites to promote their relationship with Alcatel-Lucent Enterprise.
Designed as "Ready-to-Post", this web tool kit contains:

- Alcatel-Lucent Enterprise short presentations
- Rainbow Developer Journey
- ALE Developer & Solution Partner Program short presentation
- Template to collect Partners' Application/Solution detail
- Company Profile Form (only Rainbow)
- Related URLs
- "Certified Application" (only for Communication), "Expert Developer Partner", "Solution vendor Partner" logos and related branding guidelines

3.3   PRESS ACTIVITIES

Partners may wish to issue a press release upon successful completion of the certification, accreditation process, customer project or specific use-case.
All partner press releases mentioning Alcatel-Lucent Enterprise must be approved by the Alcatel-Lucent Enterprise corporate press department. Upon validation, these press releases could also be posted in the Alcatel-Lucent Enterprise press room.

Alcatel-Lucent Enterprise may wish to issue a joint press release in collaboration with some Solution and Application Partners. The same approval and publication processes will apply.

3.4   PARTNER PRESENCE ON ALCATEL-LUCENT ENTERPRISE WEBSITES

3.4.1   Solution/Expertise & Company catalog (Find a partner)

Program Participants who have successfully passed the certification and accreditation process, successfully integrated ALE APIs into a minimum of two projects/solutions or at least one solution running at an end customer site, are invited to post their company and solution/expertise brief(s) (one solution/expertise brief per certified solution or expertise) on the <find Partner> area.

- A solution brief contains all the information about a solution with all the technical details to help a potential customer or Business Partner to decide whether or not to deploy such a solution
- A company brief contains information about the company as well as business contacts and a links to its website
- Support process indicating how the Partner will support its solution or application, and the escalation process
- An expertise brief contains information about the skill and technical know-how of a company with all the technical details to help a customer or a Business Partner select the company to develop or customize its specific solution

- Marketing and technical documents may be also attached to previous briefs

3.4.2 Listed (or not supported) Solutions (Applicable only to COMMUNICATION platform)

Program Participants who are registered in the program may register their solution, even if it is not certified.

The DSPP Catalog will also mention all those unsupported solutions, but they will be explicitly distinguished from the certified and supported solutions. Less detailed information will be required for such an entry into the Catalog.

All certified solutions belonging to a participant that has left the program (on their own accord or at ALE's discretion), or when the associated IWR is no longer valid (expiration date of the report [2 year], version no longer commercialized, etc.) are automatically mentioned as being Unsupported.

Alcatel-Lucent Enterprise reserves the right to review and amend the Participant information (without altering content) as well as to remove information or related collateral that is not appropriate or not directly in line with the certified solution and/or expertise level.

3.5 PARTNER PRESENCE ON LEAFLETS & ECOSYSTEMS

ALE periodically publishes documents mentioning third-party solutions that address specific markets or domains.

3.5.1 <u>Leaflet (applicable only to Communication & Network platforms)</u>

The <u>leaflet</u> is a global overview of validated third-party applications/products. It is updated twice a year. More than 200 products related to more than 80 companies are listed, with detailed information on the platform, the API or the targeted Vertical.

3.5.2 Ecosystem

The <u>Ecosystem</u> is an overview of validated applications/products that address a specific Vertical domain. These are updated at least twice a year.

The following ecosystems are available today:
- By Vertical (Hospitality, Healthcare, Education, Transportation & Government)
- By Domain (SIP, Headsets, Voice Recording)

An additional document dedicated to disabled people is still in progress.

3.6 E-LETTERS

Alcatel-Lucent Enterprise issues various e-letters, profiled by geographic area and type of reader (customer, Business Partners, internal employee, etc.). E-letters deliver news from Alcatel-Lucent Enterprise and the Enterprise market. Compilations of all the latest validated applications/products are published on a regular basis. In addition, dedicated articles written by selected members may be published.

3.7 CUSTOMER REFERENCE PROGRAM

The Alcatel-Lucent Enterprise Customer Reference Program showcases companies across the world that are reaping the benefits of Alcatel-Lucent Enterprise products and solutions. Alcatel-Lucent Enterprise invites Participants to use the Customer Reference Portal to demonstrate how joint customers have improved the way they do business with participant solutions certified by Alcatel-Lucent Enterprise.

These case studies can be developed by members or Alcatel-Lucent Enterprise. They may be posted on various Alcatel-Lucent Enterprise websites (Enterprise Portal, Business Partner Portal and intranet).

3.8   BRIEFING CENTERS

With locations worldwide, Alcatel-Lucent Enterprise Briefing Centers showcase the latest Alcatel-Lucent Enterprise solutions, helping to deliver key messages and keep clients informed of the latest updates.

Briefing centers illustrate how Alcatel-Lucent Enterprise solutions meet the general communication needs of small, medium and large enterprises and specific verticals. Selective Joint ALE solutions and Participant Validated/Certified Solutions may be associated with Alcatel-Lucent Enterprise demonstrations through joint demonstration scripts and messages.

3.9   EVENTS AND TRADE SHOWS

Selected participants may be associated with Alcatel-Lucent Enterprise at local and central events that are major meeting points for enterprise customers, service providers, distributors and solution developers, as well as industry influencers such as press, analysts and consultants.

Some exhibitor packs dedicated to Participants may be available including booth rental and promotion at very competitive prices.

Participants may be invited to customer presentations (for example, round tables, conferences, workshops etc.) organized by Alcatel-Lucent Enterprise at central and local levels.

Alcatel-Lucent Enterprise may also participate in Partner events: internal seminars, re-seller or customer events, booth sharing in trade shows, etc.

3.10 SALES ENABLEMENT

Sales enablement provides the opportunity to selected Participants to educate Alcatel-Lucent Enterprise direct and indirect sales channels on their offering.

Partner sales tools kits are available, including marketing and technical collateral on joint solutions:
- Customer/sales presentation
- Joint data sheet
- Customer case study
- Technical and sales training
- FAQs

Training sessions are organized to present joint or Certified solutions / applications:
- These sessions are dedicated to technical, pre-sales and sales persons from Alcatel-Lucent Enterprise or Business Partners
- They are organized by Alcatel-Lucent Enterprise central or local teams
- The format varies (webinars or in-room sessions)

3.11 BUSINESS PLAN

Alcatel-Lucent Enterprise establishes strong relationships with Selected Partners to market and sell joint solutions that combine the expertise of both companies. In this case, sales or Original Equipment Manufacturer (OEM) agreements are signed. Alcatel-lucent Enterprise direct and indirect sales channels are encouraged to co-sell or re-sell those combined offerings. A common business plan is built in collaboration with the Premium Participant including:

- Scope and business objectives of the partnership, as well as the means to reach those goals (allocated budget, resources and schedules etc.)
- Associated marketing plan describing the necessary marketing actions and deliverables
- Common roadmap
- Common reporting process
- Common human resources to coordinate and execute the business plan

4   PARTNER ENGAGEMENT (CONDITIONS)

4.1 Registration

Regardless of the targeted membership level, the beginning of the registration process is composed of the following steps:

A) Read and accept the Program Terms and Conditions.

B) Fill in and submit the online registration form to provide general information about the company and candidate solution(s) or expertise(s). Alcatel-Lucent Enterprise will use the information to evaluate the interest of membership in the Program and its technical requirements.

4.2 Evaluation by Alcatel-Lucent Enterprise

Alcatel-Lucent Enterprise will acknowledge the candidacy upon receipt of the completed registration from. The following criteria will be used to evaluate the suitability of the candidate:

- The Program is open to companies that wish to develop products and services that are compatible with Alcatel-Lucent Enterprise platforms and technologies (including certain OEM products), and which offer a value proposition that complements the Alcatel-Lucent Enterprise portfolio.

- In the opinion of Alcatel-Lucent Enterprise, the solution, application or product should be able to maximize joint market coverage and penetration, either directly, or through Business Partners. It should also bring significant value to our joint end customers.

- The company can justify an existing registration in one of the APIs Hubs (Communication, Network)

- The company can justify an existing registered application, developed or co- development by a developer belonging to such company (self-services sign-through Rainbow API Hub).

If the company successfully meets all of the above criteria, it can become a registered member and is able to access the Advanced technical benefits (at a fee).

To be able to access additional benefits such as Marketing benefits, the following additional criteria must also be met:

4.2.1 Pre-requisites for QUALIFIED Expert Developer Partner

Such a company must justify their expertise on ALE APIs by providing examples of at least two customer projects/solutions which involve ALE APIs (or special cases at ALE discretions).

4.2.2   Pre-requisites for QUALIFIED Solution Vendor Partner

For companies integrating Communication APIs, they will have <u>successfully completed the certification process</u> (and an Inter-Working Report has been published) and are committed to maintain that status.

For other companies (Rainbow, Network), they have to justify the integration of ALE APIs into a minimum of <u>two projects/solutions,</u> or at least into one solution running at an end customer site.

When a Partner is planning to do business with ALE (most case in Business KPI), a Customer profile form should be completed.

4.3   Acceptance

Alcatel-Lucent Enterprise will notify you of the results of the evaluation.

For a **Registered** membership level, a simple email will make the partnership official.

For **Qualified** membership levels,

4.3.1   Communication Platform:

- If the company targets Communication platforms, acceptance in the Program as a Qualified partner is conditional on the successful execution of certification process (as described above in the document).

  A specific package called "Qualification" has been designed to help the member pass the certification.

  Qualified status is conferred upon payment of the applicable fees (unless otherwise stated). Please note that participants who are invited to become Qualified will initially be classified as Registered Companies until receipt of the payment of the associated fee and the success of the certification process. They will become Qualified once their solution has been awarded Certified Solution status.

  This level will be kept for two years. After this period of time, a new certification will be required (through a new Qualification package) otherwise the company will become Registered (and lose all the benefits associated with the Qualified membership level) and the solution will be in unsupported status.

4.3.2   Rainbow/Network Platform:

- A simple email will make the partnership official

4.4   Membership activation (Applicable only for Communication)

For members dealing with Communication APIs, membership will be directly activated for Registered participants, only upon payment of the associated Qualification fee for the others. For the last ones, one or more login(s) will be provided for the private area of the Developer Partner Portal, providing access to the Program's benefits and services.

No specific activation is required for other members.

4.5   HOW TO RENEW YOUR PARTICIPATION (Applicable only to Communication)

For companies dealing with Communication APIs, to renew their Program membership, the Participant must do the following:
- Pay the Qualification fee
- Approve the amendments that Alcatel-Lucent Enterprise may have written into the Program Terms and Conditions
- Keep marketing and technical documents up to date (Partner Brief, IWRs, etc.)

For Registered participants, or partners not dealing with Communication APIs, membership renewal is automatic and does not require participant involvement, except if they were previously asked to leave the program.

5 PRICING (only for Communication platforms)

5.1 Fee-based services and benefits are available as follows:

- Certification is available for €1,500 Euros (£2,000 US Dollars)per ticket, with the possibility of buying a package of three tickets for €4,000 Euros ($5,000 US Dollars)

- Development assistance is available for €400 Euros ($500 US Dollars) per ticket, with the possibility of buying a package of three tickets for €1,000 Euros ($1,200 US Dollars)

- The Virtual lab is accessible for a period of 3 months, at a cost of €1,000 Euros ($1,500 US Dollars)

- The cost for a lab software licences update is €600 Euros ($800 US Dollars) excluding hardware

	per unit (€/$)	per packages	
		Quantity	price (€/$)
Assistance Ticket	400€ / 500$	3	1000€ / 1200$
Certification Ticket	1500€ / 2000$	3	4000€ / 5000$
Virtual lab	1000€/1500$ for 3 months		
Lab software upgrade	600€/800$ per request		

In addition, all companies can order a **Qualification package** for €5,000 Euros ($6,000 US Dollars) which includes:

- Three Certification tickets (see below for some examples of required tickets according to the type of solution to certify)

- Five Assistance tickets to submit questions/issues to the ALE Technical Support team

- Access to ALE Virtual lab to, for instance, conduct preliminary tests before moving to the ALE lab for the certification itself. This Virtual lab provides VPN access to a remote ALE platform (OXE, OXO, OT, Rainbow, etc.)

- Runtime Technical Support: any issues escalated by a Business Partner after the customer deployment of the third-party solution. The solution is supported by ALE during the certification duration and according to the perimeter described in the IWR

- Lab software update: if the partner is equipped with an ALE platform, license upgrades will be provided for free (only the hardware and possible royalties on specific external software will be charged but with a special discount)

- Web presence: after a successful validation of the third-party solution, and the publication of the associated Inter-Working Report (IWR), a dedicated page on the ALE Corporate website will be created to describe the company, the solution and how to deal with it.

	Qualification package
fee	5000€ / 6000$
Development Assistance	5 tickets
Certification	3 tickets
Virtual Labs	included
Technical support	included
Lab software update	included
Web presence	included

This package, with all included services, is valid for two years based on the anniversary date.

Two years after the anniversary date (the date when the package has been paid), the Partner will automatically be moved to Registered level, unless a new Qualification package has been ordered. This means that all benefits associated with the Qualified level (certification tickets, web presence, runtime support, software upgrade, virtual lab) will be revoked. Only the Assistance tickets are still available, assuming they have not already been consumed.

In addition to this package, additional tickets for Assistance or for Certification can be ordered. However, a certification ticket cannot be ordered unless a preliminary Qualification package has been paid for.

In the same way, specific services like Virtual lab and Software updates can be ordered by a Registered company according to the above price list.

5.2 Premium partners: Contractual fees

Services covered by the contractual fees include: all basic benefits provided to Qualified Partners and advanced technology and business benefits to support the joint solution.

6 PROGRAM REFERENCE DOCUMENTS AND TEMPLATES

WEB SITES
- **ALE Corporate Portal:** https://www.al-enterprise.com
- **ALE Developer & Solution Partner Portal:** https://www.al-enterprise.com/partners/dspp
- **Communication Hub:** https://api.dspp.al-enterprise.com/
- **Network Hub:** https://www.spacewalkers.com/
- **Rainbow Hub:** https://hub.openrainbow.com

DOCUMENTS
- Program Guidelines
- Terms and Conditions (https://www.al-enterprise.com/-/media/assets/internet/documents/a-to-g/dspp-terms-and-conditions-may2019-en.pdf
- DSPP leaflet (https://www.al-enterprise.com/-/media/assets/internet/documents/a-to-g/e2014024599en-aapp-leaflet-feb2019.pdf)
- Ecosystem per Verticals (Hospitality, Healthcare, Transportation, Education, Government)
- Ecosystem per domain (SIP, Voice Recording, Headsets)
- Program Brochure
- Online Application Partner Guide (https://www.al-enterprise.com/-/media/assets/internet/documents/dspp-guidelines-june2019-en.pdf)
- Branding Guidelines

TEMPLATES
- Candidature Brief
- Inter-Working Report (IWR)
- Company Brief
- Solution Brief
- Partner Press Release
- Partner Case Study
- Partner Demo Script

7   Glossary

- **Program**: ALE Developer & Solution Partner Program (DSPP)

- **Program Participant**: An individual or organization registered in the Program. Program Participants include Registered Companies and Partners

- **Solution Partner Portal**: DSPP website

- **Business Partner Portal**: Business Partner website

- **API**: Application Programming Interface

- **CPaaS**: Communication Platform as a Service

- **SDK**: Software Development Kit

- **SRM**: Service Request Management

- **IWR**: Inter-Working Report

https://www.al-enterprise.com/partners/dspp