

Flat Rate Exchange Service

Customers can save at least 50% off of the price of a new field replaceable unit (FRU) by taking advantage of the Flat Rate Exchange Service program. If a Remote Access Business Unit product is inoperable and the trouble has been isolated to an exchangeable module, simply contact the Technical Support Center for assistance.

For standard post-warranty service, the factory repair center will repair or replace the defective unit and ship within ten business days from receipt of product. All modules are fully tested to meet factory specifications and carry a 90-day warranty from date of shipment. Assemblies replaced become the property of Remote Access Business Unit.

Type of Service	RETURN TO FACTORY	ADVANCED REPLACEMENT
Geographic Area	North America	North America
Coverage	7AM-3PM PST, M-F	7AM-3PM PST, M-F
Turn Around Time	10 business days from receipt of product	Next Business Day
Shipping Cost Out	Paid by Lucent	Paid by Lucent
Shipping Cost In	Paid by Customer	Paid by Customer
Cost of Service	Flat Rate Fee	Flat Rate plus Expedite Fee
Warranty	90 days	90 days
Upgrade	Included	Included

