

SALES BULLETIN

From AlphaCom XE1 to ICX-AlphaCom

To: All Zenitel offices and Zenitel partners.

12/02/2020

From AlphaCom XE1 to ICX-AlphaCom

Dear Valued Partner,

AlphaCom XE1 has now been phased out for new sales, although its components are still available as service items.

Zenitel however understands that in the unlikely case that there is an issue with an AlphaCom XE1, an end-customer rather installs a new ICX-AlphaCom instead of replacing a failing item in the existing installation. In addition, there are probably also customers who simply prefer to upgrade to new technology anyway. In order to facilitate such an upgrade, please contact your sales representative in order to discuss the options that are available for you and your customer.

As part of this upgrade policy, Zenitel requires that the AMC-IP card for which you require the upgrade, including the STIC which is present on that AMC-IP card, is returned within 30 days of activating the licenses on the new ICX-AlphaCom.

The AMC-IP card and STIC shall be returned to the address below, with a clear reference to the Product Code for the new ICX-AlphaCom licenses.

Zenitel Norway AS
Bromsveien 17
3183 HORTEN
Norway

If you have any questions related to this policy, please contact your local Zenitel sales representative. We look forward to further developing our cooperation in 2020 and are grateful for your continued business and support.