

TNG-405

Customer Assistance Contacts

1. GENERAL

1.1 This TNG provides the telephone numbers, fax numbers and mailing addresses for the key customer support groups at Alcatel.

2. HOTLINE AND FAX NUMBERS

2.1 Refer to Tables [A](#) through [E](#) for customer assistance numbers.

Table A. For Help with Order Administration

CUSTOMER	CALL OUR HOTLINE	OR FAX
Bell Operating Companies	1-972-996-2586 1-972-996-5557	1-972-996-6231
Cellular	1-972-996-5911	-
Distributors	1-972-996-5458	1-972-996-6518
Government Customers	1-972-996-5768	1-972-996-7334
Independent Telephone Companies	1-972-996-2546	1-972-996-6518
Industrial Companies	1-972-996-5707	1-972-996-6518
International Customers	1-972-996-5230	1-972-996-7334
Pipeline Companies	1-972-996-5707	1-972-996-6518
Railroads	1-972-996-5707	1-972-996-6518
Specialized Common Carriers	1-972-996-5911	1-972-996-6518

Table B. For Help with Technical Support (1603 SE, 1603/12 SM, and 1301 NM)

SERVICE	CALL OUR HOTLINE	OR FAX
Customer Training Technical Services Installation	1-800-767-6500	1-919-850-6116

Table C. For Help with Customer Documentation

SERVICE	CALL OUR HOTLINE	OR FAX
Customer Documentation	1-919-850-6365	1-919-850-5131

Table D. For Help from Product Control Center

SERVICE	CALL OUR HOTLINE	OR FAX
Mailing List Registration	1-800-ALCATEL (Ext. 6300) or	1-972-996-6839

Manual Updates Product Change Notices	1-972-996-6300	
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Table E. For Help from Repair and Return

SERVICE	CALL OUR HOTLINE	OR FAX
Scheduled or Emergency Replacement (weekdays)	1-919-850-6202	1-919-850-6361
Nights and Weekends	1-800-553-4084	-

3. MAILING ADDRESSES

3.1 To correspond with Technical Support or Customer Documentation, the address is:

Alcatel

**2912 Wake Forest Road
Raleigh, NC 27609**

3.2 Address your correspondence or package to the attention of the applicable group.

3.3 For Repair and Return related matters, address written correspondence and purchase orders to:

Alcatel

**1212 Front Street
Raleigh, NC 27609**

Attn: Repair and Return

3.4 If returning defective material, follow the Repair and Return procedure in Section [5](#).

3.5 For correspondence pertaining to order entry matters, the address is:

Alcatel

**Mail Station 412-210
1225 North Alma Road
Richardson, TX 75081**

Attn: Order Entry

4. CUSTOMER FEEDBACK

4.1 Alcatel is committed to meeting customer requirements. Comments and suggestions are encouraged, and may be directly telephoned to:

1-800-877-6060 (extension 6365)

5. REPAIR AND RETURN PROCEDURE

5.1 Verify that any material returned to Alcatel for repair contains the following:

1. Customer name and complete address.
2. Name(s) and telephone number(s) of the company employee(s) to contact in case of questions about the return.
3. Ship-to address for return of repaired material, if different from (a).
4. Billing address for repaired material, if different from (a).

5. Complete list and descriptions of material returned, including any part number/material description.
6. Nature or defect or failure, if known.
7. Customer purchase order number for repair.
8. Alcatel Material Return Authorization (MRA) number, if already preassigned. However, for normal repair, it is not necessary to procure an advance MRA number.

5.2 Forward defective material to the following address:

Alcatel

1212 Front Street

Raleigh, NC 27609

Attn: Repair and Return

6. REPAIR AND RETURN NOTES

6.1 Material that is not economically repairable or is expendable should not be returned for repair.

6.2 Alcatel will provide, when contacted by a Company, any necessary special packaging information for material to provide adequate in-transit protection from shipping damage.

6.3 Material repaired by Alcatel will have the repair date code permanently affixed to the material. The repaired material will be returned with a tag or other papers describing the repairs which have been made. Identification tags affixed by the customer will not be removed by Alcatel.

6.4 Requests for emergency repair service or questions regarding repair and return procedures should be made to the Repair and Return department via the telephone and fax numbers in Table [E](#).

6.5 The Repair and Return procedure may be modified by the customer to best suit the customer's particular operating procedures, as long as the basic requirements are satisfied.

WARNING: Possibility of damage to equipment. Most Alcatel plug-in units and powered equipment contain static-sensitive devices. Before handling or packaging such devices, review DLP-002.