QUALITY PROTECTION PLAN

QPPCN Release Date: June 18, 2001
Supplement 8 Release Date: February 23, 2007
Expiration Date: March 1, 2008

CHANGE NOTICE: 1288B Supplement 8

**PRODUCT SUMMARY: MERLIN LEGEND®/ MERLIN MAGIX®
CLASS H3 HARDWARE CHANGE
U.S. AND NON-U.S.
TECHNICIAN INSTALLED
SERVICE INTERRUPTING
(016 TIP/RING MODULE - 617F34)**

February 23, 2007 – Supplement 8 of Change Notice 1288B is being issued to extend the Expiration Date to March 1, 2008 to allow remaining customers to receive this update.

February 28, 2006 – Supplement 7 of Change Notice 1288B is being issued to extend the Expiration Date to March 1, 2007 to allow remaining customers to receive this update.

October 17, 2005 – Supplement 6 of Change Notice 1288B is being issued to extend the Expiration Date to November 30, 2005 to allow remaining customers to receive this update.

November 18, 2004 – Supplement 5 of Change Notice 1288B is being issued to extend the Expiration Date to November 30, 2005 to allow remaining customers to receive this update.

November 20, 2003 – Supplement 4 of Change Notice 1288B is being issued to extend the Expiration Date to November 30, 2004 to allow remaining customers to receive this update.

Refer administrative questions pertaining to 1288B or this Supplement to the TSO Change Notice Administration Group on 800-422-6560 prompt 4, prompt 1 or the ITAC/GSO Change Notice Administration Group on 720-444-9051.

Original Signed By:

Change Notice Development Team

MERLIN LEGEND® / MERLIN MAGIX™   2
CLASS H3 (HARDWARE) CHANGE
U.S. AND NON-U.S.
TECHNICIAN INSTALLED
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CHANGE NOTICE: 1288B

Release Date: 06-18-2001
Implementation Start Date: 06-2001
Implementation End Date: 05-2002
Expiration Date: 05-31-2002

CHANGE NOTICE: 1288B

PRODUCT SUMMARY: MERLIN LEGEND®/MERLIN MAGIX™

CLASS H3 (HARDWARE) CHANGE

U.S.AND NON-U.S.

TECHNICIAN INSTALLED

SERVICE INTERRUPTING

(016 TIP/RING MODULE - 617F34)

This Quality Protection Plan Change Notice authorizes the replacement of Merlin Legend® / Merlin Magix™ 016 Tip/Ring Modules. Tier III has received customer complaints regarding ports going dead and cases where dial tone cannot be broken. Power cycling the system or resetting the board may clear the condition temporarily. Any Analog device connected to the top 4 or bottom 4 ports may be affected. The affected modules were manufactured between September, 2003 and February, 2005.

This Change Notice is to be applied only to Tier III approved Direct customers or BusinessPartners in the U.S. or Non U.S. that are affected with the specific problems. This Change Notice is technician installable only and is service interrupting.

Listed below are billing codes that apply to Change Notice 1288B.

Information	Technician Labor	Replacement Material	Material Transportation
Activity Code	S	N/A	N/A
Keep Cost Code	KFB3863	KFB3863	KFB3863
Legend Product Code	6140	P6140	P6140
Magix Product Code	6180	P6180	P6180

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3

CHANGE NOTICE: 1288B

APPLICATION

This Change Notice may be **reactively applied** to Merlin Legend® or Merlin Magix™ Direct customers or Business<u>Partners</u> in the U.S. or Non U.S. that are experiencing ports going dead, cases where dial tone cannot be broken, as well as excessive noise and static problems on their T/R voice terminals, as detailed in the REASON FOR CHANGE section. Tier III approval is always required before implementing this QPPCN.

Avaya U.S. Direct Customers: U.S. Field Service Organization (FSO) technicians will implement this Change Notice for Avaya U.S. Direct Customers. Scheduling and coordination will be handled by the National Service Assistance Center (NSAC) Tier III Group, the Technical Service Organization (TSO) and the FSO Change Notice Administration Groups.

Avaya U.S. Business<u>Partners</u>: Replacement 016 Tip/Ring Modules will be provided for our Avaya U.S. Business<u>Partners</u> to perform the work to implement this Change Notice. They will be responsible for scheduling and coordinating their own customer base.

Avaya Non-U.S. Customers & Business<u>Partners</u>: Coordination and scheduling of customers will be handled through the Regional Direct Channel Workgroups and the International Dealers/Distributors in conjunction with the International Technical Assistance Center/Global Support Organization (ITAC/GSO) Change Notice Administration Group and Center of Excellence (CoE) Change Notice Coordinators.

REASON FOR CHANGE

Tier III has received customer complaints regarding ports going dead and cases where dial tone cannot be broken. Power cycling the system or resetting the board may clear the condition temporarily. Any Analog device connected to the top 4 or bottom 4 ports may be affected. The affected modules were manufactured between September, 2003 and February, 2005.

The following escalation codes are fixed with the upgraded 617F34 module.

Merlin Legend® Esc Code	Merlin Magix™ Esc Code	Description of Problem
NA	MX3002	016 T/R cards have failed ports
LG7750	MX1750	016 T/R cards have bad static on all ports
LG4423	NA	DID calls using DTMF signaling misroute when the routing digits contain a '1' in the pattern
LG6642	NA	user hears reorder tone or gets no dial tone when going off-hook on SLS

MERLIN LEGEND® / MERLIN MAGIX™   4
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COORDINATION

Coordination with any other Change Notices is not required.