



QUALITY PROTECTION PLAN

QPPCN Release Date: February 12, 2002
Supplement 3 Release Date: February 6, 2004
Expiration Date: December 31, 2004

CHANGE NOTICE: 1346B Supplement 3

**PRODUCT SUMMARY: MERLIN MAGIX®
CLASS H3 (HARDWARE) CHANGE
U.S. AND NON-U.S.
TECHNICIAN INSTALLED
SERVICE INTERRUPTING
(100DS1 - EXTERNAL DSU ADDITION)**

February 6, 2004 – Supplement 3 of Change Notice 1346B is being issued to extend the Expiration Date to December 31, 2004 to allow remaining customers to receive this update.

Original

This Quality Protection Plan Change Notice is being issued to MERLIN MAGIX® customers that are experiencing problems with their 100DS1 module that has built-in CSU/DSU (Channel Service Unit/Data Service Unit).

This Change Notice is to be **reactively applied** to Tier III approved direct customers or BusinessPartners in the U.S. and Non U.S. that are affected with the problem only. This Change Notice is technician installable and is service interrupting. Refer to the APPLICATION and REASON FOR CHANGE sections of this Change Notice for more detailed information.

Listed below are billing codes that apply to Change Notice 1346B.

Information	Technician Labor	Replacement Material	Material Transportation
Activity Code	S	N/A	N/A
Keep Cost Code	KFG232L	KFG232L	KFG232L
Product Code	6180	P6180	P6180

Avaya Inc.

Use pursuant to the terms of your signed agreement or company policy.

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CLASS H3 (HARDWARE) CHANGE
U.S. AND NON-U.S.
TECHNICIAN INSTALLED
SERVICE INTERRUPTING
(100DS1 - EXTERNAL DSU ADDITION)**

CHANGE NOTICE: 1346B

APPLICATION

This Quality Protection Plan Change Notice is being issued to MERLIN MAGIX customers that are experiencing problems with their 100 DS1 module that has built-in CSU/DSU (Channel Service Unit/Data Service Unit).

This Change Notice will be **reactively applied** to any MERLIN MAGIX direct customer or BusinessPartner in the U.S. or Non U.S. 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. BusinessPartners

Material will be provided for our Avaya U.S. BusinessPartners 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 & BusinessPartners

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

The following escalation code is fixed when adding an external DSU and disabling the built-in DSU.

Esc Code	Description of Problem
MX1029	The MERLIN MAGIX 100DCD board has a variety of limitations in the built-in Data Service Unit (DSU), which may interfere with the ability to run diagnostic tests on the communication path, stop customer's data communication, and in some cases effect the voice communication.

COORDINATION

Coordination with any other Change Notice is not required.

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Refer administrative questions pertaining to this Change Notice to the Change Notice Coordinator at the appropriate location:

LOCATION	MAIN NUMBER
Technical Services Organization	800 – 242-2121
Avaya Caribbean & Latin America	786-331-0860
Avaya Remote Service Center - Hungary	361-345-4334
EMEA Services	31-70-414-8720
Avaya Asia/Pacific Regional Support Center	65-872-8686

Refer administrative questions pertaining to 1346B 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 720-444-9116.

Original Signed By:

Change Notice Development Team

Avaya Inc.

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