AccessNode
Technical Support Reference Card

This card lists the technical support available for AccessNode.

Note: AccessNode Express products are serviced by the AccessNode support team detailed on this card.

24-hour emergency technical assistance support

If you are here	Then call this number
United States	(800) ASK-ETAS (800) 275-3827
Canada	(613) 226-5456

Non-emergency support and software upgrade support

If you are here	Then call this number
United States Normal business hours 8:00 am - 5:00 pm local time Monday to Friday	(800) ASK-TRAN (800) 275-8726
All other times (for urgent software upgrade support only)	(800) ASK-ETAS (800) 275-3827
Canada Normal business hours 8:00 am - 4:00 pm local time Monday to Friday	Call your regional field service engineering support group.
All other times (for urgent software upgrade support only)	(800) ASK-ETAS (800) 275-3827

NØRTEL
NETWORKS™

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Standard repair service: USA

A replacement circuit pack is shipped within five working days of receipt of the order.

Call customer service	and	ship defective unit prepaid to
(800) 251-1758 and request a Repair Order Number 7:00 am - 6:00 pm CST Monday to Friday	Mark the defective item with the following: • assigned repair order number • explanation of the problem	Nortel Networks 917 Air Park Center Drive Nashville, TN 37217 Attn: Repair and Return

Standard repair service: Canada

LIKE FOR LIKE REPLACEMENT: A replacement circuit pack is shipped within five working days after receiving the order.

REPAIR OF THE CIRCUIT PACK: The repaired circuit pack is shipped within 14 days after receipt of the defective circuit pack.

Call customer service	and	ship defective unit prepaid to
(800) 668-1717 (English) (800) 668-1748 (French), and request a Repair Order Number 8:00 am - 5:00 pm Monday to Friday	Mark the defective item with the following: • assigned repair order number • explanation of the problem	Northern Telecom Canada Ltd. Repair Customer Service Group 9300 Trans Canada Highway St. Laurent, Québec H4S 1K5 CANADA

Emergency repair service: USA

A replacement circuit pack is shipped within 24 hours of receiving the order.

Call customer service	and	ship prepaid to
(800) 251-1758 and request an emergency replacement.	**1)** Give the following: • name • company name • telephone number • exact unit code and name for emergency replacement • ship-to address **2)** Mark the defective item with the assigned emergency repair order number	Nortel Networks 917 Air Park Center Dr. Nashville, TN 37217 Attn: Repair and Return

Emergency repair service: Canada

A replacement circuit pack is shipped within 24 hours of receiving the order.

Call customer service	and	ship prepaid to
Normal business hours Monday to Friday 8:00 am - 5:00 pm local time (800) 668-1717 (English) (800) 668-1748 (French) and request an emergency replacement. All other times: (800) 361-2575 and request an emergency replacement.	**1)** Give the following: • name • company name • telephone number • exact unit code and name for emergency replacement • ship-to address **2)** Mark the defective item with the assigned emergency repair order number	Northern Telecom Canada Ltd. Repair Customer Service Group 9300 Trans Canada Highway St. Laurent, Québec H4S 1K5 CANADA