

Policy Management

Feature Notice Release 9.1.5

910-6711-001 Revision A

April 2013



Tekelec

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Printed in U.S.A.

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Other product names used herein are for identification purposes only, and may be trademarks of their respective companies.

RoHS 5/6 - As of July 1, 2006, all products that comprise new installations shipped to European Union member countries will comply with the EU Directive 2002/95/EC "RoHS" (Restriction of Hazardous Substances). The exemption for lead-based solder described in the Annex will be exercised. RoHS 5/6 compliant components will have unique part numbers as reflected in the associated hardware and installation manuals.

WEEE - All products shipped to European Union member countries comply with the EU Directive 2002/96/EC, Waste Electronic and Electrical Equipment. All components that are WEEE compliant will be appropriately marked. For more information regarding Tekelec's WEEE program, contact your sales representative.

Trademarks

TEKELEC, EAGLE, G-Flex, G-Port, and CAMIANT are registered trademarks of Tekelec. The Tekelec logo, A-Port, EAGLE 5, EAGLE 5 ISS, IP7, IP7 Secure Gateway, V-Flex, ngHLR, BLUESLICE, and Subscriber Data Server (SDS) are trademarks of Tekelec. All other trademarks are the property of their respective owners.

Patents

This product may be covered by one or more of the following U.S. and foreign patents:

U.S. Patent Numbers:

7,738,440; 7,788,357; 7,805,515;

Foreign Patent Numbers:

AU 2004247256; AU 2004247251; AU 2005208846; AU 2005208847; AU 2005286941; EP 1631917; EP 2049909; JP 4395662; JP 4582346; JP 4652345; JP 4843610; US 7961623; US 8073444;

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Release Content

Introduction

The Policy Management solution for Release 9.1.5 introduces the following change:

- [*Pass Expiration Extension on New Purchase \(PR 221235\)*](#)

Pass Expiration Extension on New Purchase (PR 221235)

The expiration date/time value of an existing pass can be extended to match a later expiration date/time value provisioned for a new pass. If the expiration date/time value for the new pass is earlier than the value for an existing pass, then the value of the new pass can be extended to match the later value.

The functionality introduced by this feature includes the ability to create pass groups, which allow passes to be logically associated with each other. One of the methods for provisioning pass expiration extension allows the comparison of the expiration date/time value of a new pass to the expiration date/time value of each pass in the same pass group.

Note: The pass expiration extension functionality applies only to passes with explicit expiration date/time values, not to passes with duration-based values.

Tekelec References and Services

Customer Care Center

The Tekelec Customer Care Center is your initial point of contact for all product support needs. A representative takes your call or email, creates a Customer Service Request (CSR) and directs your requests to the Tekelec Technical Assistance Center (TAC). Each CSR includes an individual tracking number. Together with TAC Engineers, the representative will help you resolve your request.

The Customer Care Center is available 24 hours a day, 7 days a week, 365 days a year, and is linked to TAC Engineers around the globe.

Tekelec TAC Engineers are available to provide solutions to your technical questions and issues 7 days a week, 24 hours a day. After a CSR is issued, the TAC Engineer determines the classification of the trouble. If a critical problem exists, emergency procedures are initiated. If the problem is not critical, normal support procedures apply. A primary Technical Engineer is assigned to work on the CSR and provide a solution to the problem. The CSR is closed when the problem is resolved.

Tekelec Technical Assistance Centers are located around the globe in the following locations:

Tekelec - Global

Email (All Regions): support@tekelec.com

- **USA and Canada**

Phone:

1-888-FOR-TKLC or 1-888-367-8552 (toll-free, within continental USA and Canada)

1-919-460-2150 (outside continental USA and Canada)

TAC Regional Support Office Hours:

8:00 a.m. through 5:00 p.m. (GMT minus 5 hours), Monday through Friday, excluding holidays

- **Caribbean and Latin America (CALA)**

Phone:

+1-919-460-2150

TAC Regional Support Office Hours (except Brazil):

10:00 a.m. through 7:00 p.m. (GMT minus 6 hours), Monday through Friday, excluding holidays

- **Argentina**

Phone:

0-800-555-5246 (toll-free)

- **Brazil**

Phone:

0-800-891-4341 (toll-free)

TAC Regional Support Office Hours:

8:00 a.m. through 5:48 p.m. (GMT minus 3 hours), Monday through Friday, excluding holidays

- **Chile**

Phone:

1230-020-555-5468

- **Colombia**

Phone:

01-800-912-0537

- **Dominican Republic**

Phone:

1-888-367-8552

- **Mexico**

Phone:

001-888-367-8552

- **Peru**

Phone:

0800-53-087

- **Puerto Rico**

Phone:

1-888-367-8552 (1-888-FOR-TKLC)

- **Venezuela**

Phone:

0800-176-6497

- **Europe, Middle East, and Africa**

Regional Office Hours:

8:30 a.m. through 5:00 p.m. (GMT), Monday through Friday, excluding holidays

- **Signaling**

Phone:

+44 1784 467 804 (within UK)

- **Software Solutions**

Phone:

+33 3 89 33 54 00

- **Asia**

- **India**

Phone:

+91-124-465-5098 or +1-919-460-2150

TAC Regional Support Office Hours:

10:00 a.m. through 7:00 p.m. (GMT plus 5 1/2 hours), Monday through Saturday, excluding holidays

- **Singapore**

Phone:

+65 6796 2288

TAC Regional Support Office Hours:

9:00 a.m. through 6:00 p.m. (GMT plus 8 hours), Monday through Friday, excluding holidays

Emergency Response

In the event of a critical service situation, emergency response is offered by the Tekelec Customer Care Center 24 hours a day, 7 days a week. The emergency response provides immediate coverage, automatic escalation, and other features to ensure that the critical situation is resolved as rapidly as possible.

A critical situation is defined as a problem with the installed equipment that severely affects service, traffic, or maintenance capabilities, and requires immediate corrective action. Critical situations affect service and/or system operation resulting in one or several of these situations:

- A total system failure that results in loss of all transaction processing capability
- Significant reduction in system capacity or traffic handling capability
- Loss of the system's ability to perform automatic system reconfiguration
- Inability to restart a processor or the system
- Corruption of system databases that requires service affecting corrective actions
- Loss of access for maintenance or recovery operations
- Loss of the system ability to provide any required critical or major trouble notification

Any other problem severely affecting service, capacity / traffic, billing, and maintenance capabilities may be defined as critical by prior discussion and agreement with the Tekelec Customer Care Center.

Policy Management Documentation

Policy Management Release 9.1.5 includes these documents:

- *Feature Notice Release 9.1.5* (this document)
- *CMP Wireless User Guide*
- *OSSI XML Interface Definitions Reference Guide*
- *Multi-Protocol Routing Agent User Guide*
- *SNMP User Guide*

- *Roadmap to Hardware Documentation*
- *Troubleshooting Reference Guide*
- *Release Notice*
- *Analytics Data Stream Reference*

Customer Training

Tekelec offers a variety of technical training courses designed to provide the knowledge and experience required to properly provision, administer, operate, and maintain Tekelec products. To enroll in any of the courses or for schedule information, contact the Tekelec Training Center at (919) 460-3064 or E-mail training@tekelec.com.

A complete list and schedule of open enrollment can be found at www.tekelec.com.

Locate Product Documentation on the Customer Support Site

Access to Tekelec's Customer Support site is restricted to current Tekelec customers only. This section describes how to log into the Tekelec Customer Support site and locate a document. Viewing the document requires Adobe Acrobat Reader, which can be downloaded at www.adobe.com.

1. Log into the [Tekelec Customer Support](#) site.

Note: If you have not registered for this new site, click the **Register Here** link. Have your customer number available. The response time for registration requests is 24 to 48 hours.

2. Click the **Product Support** tab.
3. Use the Search field to locate a document by its part number, release number, document name, or document type. The Search field accepts both full and partial entries.
4. Click a subject folder to browse through a list of related files.
5. To download a file to your location, right-click the file name and select **Save Target As**.