

**Oracle® Communications  
Policy Management**

Feature Notice

Release 11.1

**E53449 Revision 01**

May 2014

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# Chapter 1

## Release Content

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## Introduction

The Policy Management solution for Release 11.1 introduces the [VzW Sy Interface \(PR 210835\)](#).

## VzW Sy Interface (PR 210835)

A Diameter-based Sy interface is added to the Policy Management system. This interface is used to communicate between the Multimedia Policy Engine (MPE) device and an online charging server (OCS). The MPE device is the Sy client, and the OCS is the Sy server for the Sy message flow.

The Sy interface allows the transfer of subscriber spending information from the OCS to the MPE device and supports the following functions:

- Request of charging status reporting from the MPE device to the OCS
- Notification of policy counter status change from the OCS to the PCRF
- Cancellation of policy counter status reporting from the PCRF to the OCS

The information is transferred in the form of policy counters and can be used to represent volume-based, time-based, or number of event-based quotas. The MPE device can use that information in policy and rules evaluation and execution.

# Chapter 2

## Tekelec References and Services

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## Customer Care Center

Oracle's 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 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.

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.

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

### Related - Global

Email (All Regions): [support@tekelec.com](mailto:support@tekelec.com)

- **USA and Canada**

Phone:

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
- **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 Oracle's 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 Oracle's Tekelec Customer Care Center.

## Related Publications

The Policy Management product set includes the following publications, which provide information for the configuration and use of Policy Management products in the following environments:

**Cable**

- *Feature Notice*
- *Cable Release Notes*
- *Roadmap to Hardware Documentation*

- *CMP Cable User's Guide*
- *Troubleshooting Reference*
- *SNMP User's Guide*
- *OSSI XML Interface Definitions Reference*
- *Platform Configuration User's Guide*
- *Bandwidth on Demand Application Manager User's Guide*
- *PCMM specification PKT-SP-MM-I06* (third-party document, used as reference material for PCMM)

#### **Wireless**

- *Feature Notice*
- *Wireless Release Notes*
- *Roadmap to Hardware Documentation*
- *CMP Wireless User's Guide*
- *Multi-Protocol Routing Agent User's Guide*
- *Troubleshooting Reference*
- *SNMP User's Guide*
- *OSSI XML Interface Definitions Reference*
- *Analytics Data Stream Reference*
- *Platform Configuration User's Guide*
- *Message Distribution Function Reference*

#### **Wireline**

- *Feature Notice*
- *Wireline Release Notes*
- *Roadmap to Hardware Documentation*
- *CMP Wireline User's Guide*
- *Troubleshooting Reference*
- *SNMP User's Guide*
- *OSSI XML Interface Definitions Reference*
- *Platform Configuration User's Guide*

## **Customer Training**

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

## **Locate Product Documentation on the Customer Support Site**

Oracle customer documentation is available on the web at the Oracle Technology Network (OTN) site, <http://docs.oracle.com>. You do not have to register to access these documents. Viewing these files requires Adobe Acrobat Reader, which can be downloaded at [www.adobe.com](http://www.adobe.com).

1. Log into the Oracle Customer Support site at <http://docs.oracle.com>.
2. Under **Applications**, click the link for **Communications**.  
The **Oracle Communications Documentation** window opens with Tekelec shown near the top.
3. Click **Oracle Communications Documentation for Tekelec Products**.
4. Navigate to your Product and then the Release Number, and click the **View** link (the **Download** link will retrieve the entire documentation set).
5. To download a file to your location, right-click the PDF link and select **Save Target As**.