



# Return Material Authorization (RMA) Guide for Customers

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Revision 11

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## 1 Purpose

This document provides information to assist customers in requesting Return Material Authorization for Nokia hardware products.

## 2 Definitions

The following abbreviations are used in this document:

<b>DOA</b>	Dead on Arrival
<b>ESD</b>	Electrostatic Discharge
<b>FRU</b>	Field Replaceable Unit
<b>HRR</b>	Hardware Replacement Request case created in the Customer Portal to fulfill a request for defective hardware replacement
<b>NBD</b>	Next Business Day
<b>NTF</b>	No Trouble Found
<b>RMA</b>	Return Material Authorization to proceed with hardware replacement. Return Material Authorization is managed through a Hardware Replacement Request (HRR) case.
<b>SPMS</b>	Spare Parts Management Service – the optional service offer that provides advance replacement for defective hardware
<b>SRE</b>	Support Request Email case created in our Salesforce system when an initial request is sent to techsupport@infinera.com
<b>TSR</b>	Technical Support Request case

## 3 Reasons for Requesting Return Material Authorization

### 3.1 Failure during Initial Turn-up

Failure during initial turn-up is classified as a Dead on Arrival (DOA). This type of RMA occurs when a Customer-received new module fails within sixty (60) days of shipment. DOA RMAs are eligible for replacement with a newly manufactured module, shipped to the Customer the NBD after we authorize the DOA Hardware Replacement Request (HRR). You can request a DOA RMA through the Customer Portal or by contacting the Call Center. See the section titled “Requesting an RMA” later in this guide.

### 3.2 Failure During Production Use After Initial Turn-up

Failure during production use after initial turn-up is classified as a Repair and Return (or Replacement) RMA. This type of RMA occurs when a Customer contacts us to report a failed module and requests authorization to return the module for repair. Failed modules are shipped back for Repair and Return or, at our discretion, replacement with a compatible module.

### 3.3 Return for Credit

Return for Credit occurs when we agree to accept Customer return of an unopened module. Return for Credits are not processed as RMA cases. To request Return for Credit, contact your Sales Account Manager. The Sales Account Manager will collect information about the module type, the module serial number, whether the module is new or used, and the reason for the requested return. The Account Manager will then submit the request to our Finance Order Administration and will advise you on next steps.

## 4 Hardware Service Offerings

All Nokia Hardware comes with an original Hardware Warranty covering DOA RMAs and Repair and Return (or Replacement) RMA requests for a defined period. After expiration of the original Hardware Warranty, you can purchase Extended Hardware Warranty to continue eligibility for Repair and Return (or Replacement) RMA. You may also purchase Spare Parts Management Service to obtain advance hardware replacement as a supplementary service to original Warranty and/or Extended Warranty. The information below provides additional information about original Hardware Warranty, Extended Hardware Warranty, and SPMS.

To be eligible to request Return Material Authorization, a product must be either within the original Hardware Warranty period or covered under a Nokia maintenance and support agreement that includes Extended Hardware Warranty coverage. For more information about our maintenance and support services, please contact your Sales Account Manager.

### 4.1 Original Hardware Warranty

We warrant that during the original Hardware Warranty period, the hardware product shall be free from defects in design, material, and workmanship under normal use and service, and shall conform to our applicable product specifications. During the applicable original Hardware Warranty period, and after initiation and acceptance of a corresponding HRR case, we shall, within thirty (30) calendar days of receipt of an authorized returned product, repair or replace the product if it is defective. Any item that we repair or replace continues to be warranted for the remaining period on the original Hardware Warranty for the product or for ninety (90) days, whichever is longer.

### 4.2 Extended Hardware Warranty

Our Extended Hardware Warranty service warrants Nokia Hardware products to be free from defects in design, material, and workmanship under normal use and service beyond the original Hardware Warranty period. During the applicable Extended Hardware Warranty period and after initiation and acceptance of a corresponding HRR case, we shall, within thirty (30) calendar days of receipt of an authorized returned product, repair or replace the product if it is defective. Any

item that we repair or replace continues to be warranted for the remaining period on the Extended Hardware Warranty for the product or for ninety (90) days, whichever is longer.

Further details are available in the Nokia Statement of Work (SOW) for Extended Hardware Warranty – available upon request from your Sales Account Manager.

### 4.3 Spare Parts Management Service – NBD Ship

Our Spares Management – NBD Spares Shipment Service provides advanced delivery of a replacement FRU to the designated Customer site. Shipment of the replacement FRU will be initiated the NBD after initiation and acceptance of a corresponding HRR case. Shipment will occur from a centralized warehouse (not a local depot). Delivery time will vary depending on warehouse location and associated shipping time.

Further details are available in the Nokia Statement of Work (SOW) for Spares Management Next Business Day Spares Shipment – available upon request from your Sales Account Manager.

### 4.4 Spare Parts Management Service – NBD Arrive

Our Spares Management – NBD Spares Arrival Service provides advanced delivery of a replacement FRU to the designated Customer site no later than the NBD after initiation and acceptance of a corresponding HRR case. We will provide delivery of a replacement hardware module the next business day, provided that we accept the HRR case before 2PM (PST in North America, or CET in Europe). All HRR cases issued and accepted after 2PM (PST in North America, or CET in Europe) will be processed the next business day and arrive the following business day.

Further details are available in the Nokia Statement of Work (SOW) for Spares Management Next Business Day Spares Arrival – available upon request from your Sales Account Manager.

### 4.5 Spare Parts Management Service – 4-hour Arrive

Our Spares Management – 4 Hour Spares Arrival Service provides advanced delivery of a replacement FRU to the designated Customer site within 4 hours after initiation and acceptance of a corresponding HRR case.

Further details are available in the Nokia Statement of Work (SOW) for Spares Management Four (4) Hours Spares Arrival – available upon request from your Sales Account Manager.

## 5 Requesting an RMA



**Before requesting an RMA, please retrieve log files if possible.**

Log files (e.g., alarm and event logs) are an essential requirement for the NOKIA repair center to conduct failure analysis and determine the root cause of issues. When logs are not provided, the repair center will forgo root cause analysis and proceed only with standard repair activities. In the absence of the necessary logs, it is highly likely that the underlying cause of failure will remain undetermined, resulting in a No Trouble Found (NTF) classification. For instructions on retrieving log files, see the appropriate product documentation available on our [Customer Portal](#).

You can request an RMA in any of the following ways:

- through the Customer Portal at <https://support.infinera.com>
- by emailing [techsupport@infinera.com](mailto:techsupport@infinera.com)
- by phoning the Call Center at +1-408-572-5288 (or toll-free in the US at +1-800-443-5555)

Whether requesting RMA through the Customer Portal, by email, or by phone, the required steps are explained in this section. Each of these three methods results in an HRR case that is serviced through the Call Center and is visible in the Customer Portal. Within the Customer Portal, the HRR case is classified as a Hardware Replacement Request and is assigned a unique HRR case number. You can use this unique HRR case number to monitor the RMA status.

## 5.1 Requesting RMA through the Customer Portal



**Before requesting an RMA, please retrieve log files if possible.** Log files (e.g., alarm and event logs) are an essential requirement for the NOKIA repair center to conduct failure analysis and determine the root cause of issues. When logs are not provided, the repair center will forgo root cause analysis and proceed only with standard repair activities. In the absence of the necessary logs, it is highly likely that the underlying cause of failure will remain undetermined, resulting in a No Trouble Found (NTF) classification. For instructions on retrieving log files, see the appropriate product documentation available on our [Customer Portal](#).

### 5.1.1 Accessing the Customer Portal

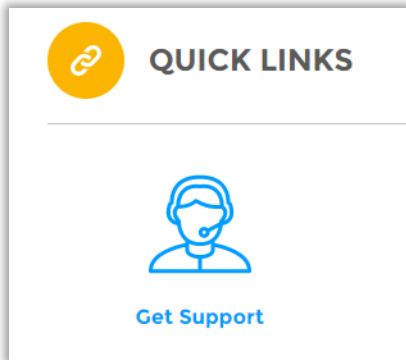
You can access the Customer Portal by going to <https://support.infinera.com>. The preferred web browsers are Microsoft Edge, Google Chrome, and Firefox. To log into the Customer Portal, you must have an account with an authorized username and password. If you do not have an account, you may request one as follows:

1. Click **Not a member?** on the log-in page.
2. Complete the registration form and click **SIGN ME UP**. We will create the account and email you the log-in credentials.

## 5.1.2 Requesting the RMA

After logging into the Customer Portal, complete the following steps to submit an RMA request:

1. Under Quick Links, click **Get Support**.
2. Select **I need a replacement part or repair** and click **Continue**.



3. On the New Support Request – Product screen, do the following:
  - a. Search for the part's serial number in the **Serial Number** field and select it from the filtered results.
  - b. Once the **Serial Number** is selected, notice that the **Product** field has auto-populated with the correct product for that serial number.
  - c. Check the listed service level in the **Service Level** field. This field auto-populates and lists one or more available service levels based on your service level agreement. Though some service level examples are shown in the image below, you may see other valid service levels when you click the drop-down arrow. If needed, select a different service level.
  - d. Click **Continue**.

**IMPORTANT NOTE:** If the serial number or the service level that is needed does not appear in the search results for these fields, then submit your RMA request by either emailing [techsupport@infinera.com](mailto:techsupport@infinera.com) or phoning the Call Center at +1-408-572-5288 (toll-free in the US at +1-800-443-5555) and stating that the absence of a needed serial number or service level is preventing the opening of an HRR case in the Customer Portal.

4. On the New Support Request - Details screen, do the following:
- Select the correct account name from the **RMA Account** field.
  - Use the **Subject** and **Description** fields to state what the case is about and the reason for the request, including details about the failure if available.
  - Provide your **Customer Reference** number if one is available. Then click **Continue**.

**NEW SUPPORT REQUEST**

✓ ✓ **Details** Address Review

\* RMA Account  
Ronrobmics Applications

\* Subject  
Need replacement unit

\* Description  
Product will not start. This is a DOA.

Customer Reference  
RRA000074362

< Back Continue > Cancel

5. On the New Support Request - Address screen, search and enter the following. Then click **Submit**.
- Search for the shipping address in the **Delivery Address** field and select the correct address from the filtered results.
  - Search for the Shipping Contact in the **Delivery Contact** field and select the correct shipping contact from the filtered results.
  - Click **Continue**.

**NEW SUPPORT REQUEST**

✓ ✓ ✓ **Address** Review

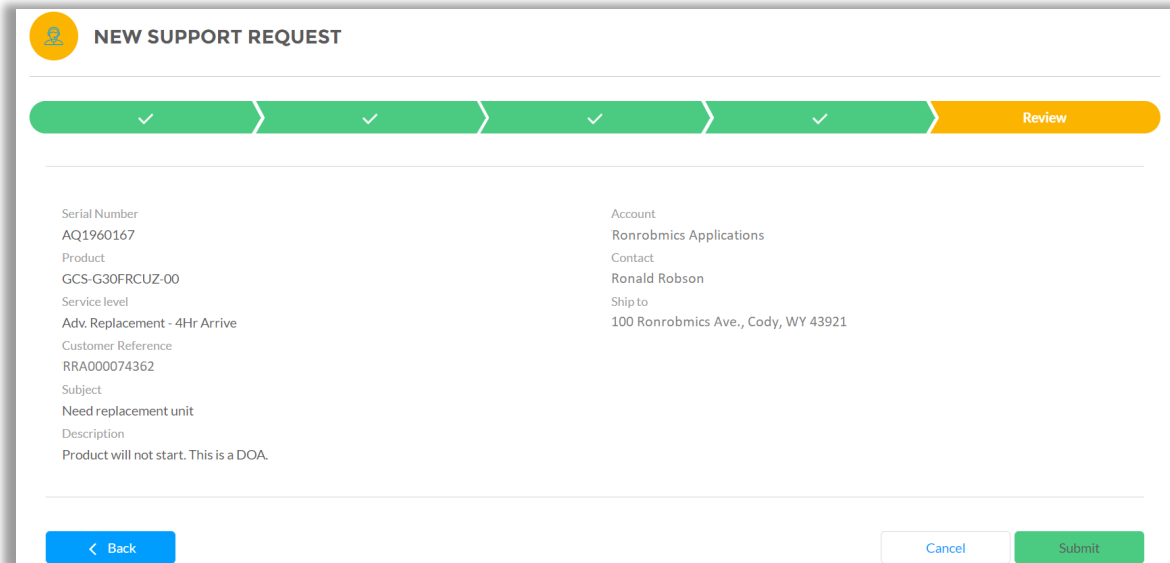
☒ New Address  
100 Ronrobmics Ave., Cody, WY 43921 X

☒ New Contact  
Ronald Robson X

< Back Continue > Cancel

**IMPORTANT NOTE:** If the correct Delivery Address or Delivery Contact does not appear in the search results when typing in these fields, use the New Address or New Contact checkbox to create a new Delivery Address or Delivery Contact. Use of these checkboxes does not actually add the new Delivery Address or new Delivery Contact into our system. The information is first submitted for validation by the Call Center.

6. On the New Support Request - Review screen, you will see a summary of the details that you entered and selected while creating this support request. On this screen, do the following to finalize and submit the request:
- Check that all details shown are correct. If one or more details are incorrect, click **Back** to access the previous screens. Then correct the detail in the appropriate field and click **Continue** to return to this New Support Request – Review screen.
  - Click **Submit** to finalize and submit your request.



**NEW SUPPORT REQUEST**

✓ ✓ ✓ ✓ Review

Serial Number	Account
AQ1960167	Ronrobmics Applications
Product	Contact
GCS-G30FRCUZ-00	Ronald Robson
Service level	Ship to
Adv. Replacement - 4Hr Arrive	100 Ronrobmics Ave., Cody, WY 43921
Customer Reference	
RRA000074362	
Subject	
Need replacement unit	
Description	
Product will not start. This is a DOA.	

< Back Cancel Submit

After completing the steps listed above, you will see the assigned number for the new HRR case. This case is sent immediately to the Call Center where it is validated. If additional details are needed to validate the request, a Call Center Agent will contact you. Once validated, the case is changed to Open status and passed to Service Logistics for fulfillment.

7. When you receive email notification of your new RMA case, reply to the email and attach the log files that you collected at the start of this procedure.

**Note:** Log files (e.g., alarm and event logs) are an essential requirement for the NOKIA repair center to conduct failure analysis and determine the root cause of issues. When logs are not provided, the repair center will forgo root cause analysis and proceed only with standard repair activities. In the absence of the necessary logs, it is highly likely that the underlying cause of failure will remain undetermined, resulting in a No Trouble Found (NTF) classification. For instructions on retrieving log files, see the appropriate product documentation available on our [Customer Portal](#).



## 5.2 Requesting RMA by emailing [techsupport@infinera.com](mailto:techsupport@infinera.com)



**Before requesting an RMA, please retrieve log files if possible.** Log files (e.g., alarm and event logs) are an essential requirement for the NOKIA repair center to conduct failure analysis and determine the root cause of issues. When logs are not provided, the repair center will forgo root cause analysis and proceed only with standard repair activities. In the absence of the necessary logs, it is highly likely that the underlying cause of failure will remain undetermined, resulting in a No Trouble Found (NTF) classification. For instructions on retrieving log files, see the appropriate product documentation available on our [Customer Portal](#).

**IMPORTANT NOTE:** To ensure on-time fulfillment of **urgent** RMA requests, phone the Call Center at +1-408-572-5288 (or toll-free in the US at +1-800-443-5555). For same-day or NBD RMA needs, it is always best to submit the request by phone (see section 5.3) – not by email or portal – to avoid delays to SPMS service.

To request an RMA via email, write to [techsupport@infinera.com](mailto:techsupport@infinera.com), explain your request, and attach the log files that you collected at the start of this procedure.

**Note:** Until further notice, the Infinera email address is still in use. When it is replaced with a Nokia email address, Nokia will inform you beforehand.

When sent, your email triggers the following process:

1. The email creates a Support Request Email (SRE) case in our Salesforce system.
2. This new SRE case is reviewed by the Call Center.
3. The Call Center Agent creates a new HRR case based on details provided in the SRE case. If additional details are needed, the Call Center Agent will contact you. Once this new HRR case is created, it will be visible to you in the Cases section of the Customer Portal.
4. The Call Center changes the HRR case status to Open, passing the case to Service Logistics for fulfillment.
5. The Call Center then closes the initial SRE case.

## 5.3 Requesting RMA by phoning the Call Center



**Before requesting an RMA, please retrieve log files if possible.** Log files (e.g., alarm and event logs) are an essential requirement for the NOKIA repair center to conduct failure analysis and determine the root cause of issues. When logs are not provided, the repair center will forgo root cause analysis and proceed only with standard repair activities. In the absence of the necessary logs, it is highly likely that the underlying cause of failure will remain undetermined, resulting in a No Trouble Found (NTF) classification. For instructions on retrieving log files, see the appropriate product documentation available on our [Customer Portal](#).

To reach the Call Center by phone, dial +1-408-572-5288 (or toll-free in the US at +1-800-443-5555). When phoning the Call Center, be prepared to provide the following information so that the Call Center Agent can create the HRR case:

- Your first and last name
- Company name
- Your email address and phone number
- Delivery contact's first and last name, email address, and phone number
- Delivery address
- Type and serial number of the affected module
- Symptoms that indicate the part is faulty
- Effect on your network (e.g., Is the issue service affecting?)
- Status of log file collection

When phoning the Call Center to request an RMA, the following process takes place:

1. The Call Center Agent opens a new HRR case in the Customer Portal, enters the case details listed above, and asks for any additional information needed for the case. This new HRR case is visible in the Customer Portal as a Hardware Replacement Request.
2. When adequate details are completed, the Call Center Agent changes the HRR case status to Open, passing the case to Service Logistics for fulfillment.
3. You will receive an email message confirming creation of the case.
4. You reply to this email, sending the log files that you collected at the start of this procedure.

**Note:** Log files (e.g., alarm and event logs) are an essential requirement for the NOKIA repair center to conduct failure analysis and determine the root cause of issues. When logs are not provided, the repair center will forgo root cause analysis and proceed only with standard repair activities. In the absence of the necessary logs, it is highly likely that the underlying cause of failure will remain undetermined, resulting in a No Trouble Found (NTF) classification. For instructions on retrieving log files, see the appropriate product documentation available on our [Customer Portal](#).

**Note:** If a module is returned without RMA authorization, we cannot fulfill the RMA. The module will either be returned to the Customer or scrapped.

## 6 Checking HRR Case Status

All support requests are listed in the Cases section of the Customer Portal. In the Cases section, there are two case views that list a Customer's RMA requests. These two case views are:

- **Hardware Replacement Requests – Open** lists all HRR cases that are not yet Closed. In this view, you will see HRR cases that are Open and HRR cases that are in Draft status (not yet processed by the Call Center).
- **Hardware Replacement Requests – Closed** lists only HRR cases that have been fulfilled and are Closed.

When viewing RMA requests in the Customer Portal, you may occasionally see an HRR case that has a status other than Draft, Open, or Closed. For a list of additional HRR case states and their definitions, see [Appendix A – RMA Status Definitions](#).

## 7 Returning a Failed Module

You should always have an HRR case number and should check the status of the HRR case before shipping equipment. If the case is still in "Draft" status or the request still exists as a TSR case (meaning the HRR case has not yet been created by the Call Center), do not ship the module because the module cannot be accurately tracked. If the HRR case is in "Open" status, there is no need to wait. For an "Open" status HRR case, the module can be shipped and the HRR case number (Hardware Replacement Request number) should be used for return tracking. You must ensure the HRR case number is written clearly on the package prior to shipping the package.

With the HRR case number, you will receive return instructions. These instructions will include the return address, which can also be found in the HRR case on the Customer Portal.

## 8 Packaging Requirements

To return a module, obtain appropriate materials for the transportation of the module, and properly pack and prepare the module for shipment.

Packaging must include an undamaged box, sufficient padding, and complete ESD protection. If a module is returned without proper packaging, we will be unable to provide failure analysis. We include proper packing and shipping instructions with each return authorization email to Customers. It is essential that you follow the packing and shipping instructions provided.

When packing and returning a failed module, please use the following instructions:

1. Pack the box using proper ESD precautions.

### For DOA and SPMS RMAs:

- a. Remove the replacement module from its packaging. Please open the package carefully and do not throw away the packaging.
- b. Pack the failed module into an anti-static bag.
- c. Using the packing materials from the replacement module, pack the anti-static bag (with the failed module inside) into the box used to ship the replacement module.

### For Repair and Return (or Replacement):

- a. Pack the failed module into an anti-static bag.
- b. Using appropriate packing materials, pack the anti-static bag (with the failed module inside) into a box.

2. Prepare the box for error-free shipping:
  - a. Remove all the original shipping labels from the exterior of the box.
  - b. Mask any inappropriate text that could cause carrier confusion.
3. Seal the box securely.
4. Prepare the shipping label.

#### For DOA and SPMS RMAs:

##### *If you are in the USA or an EU country (except for UK):*

- a. Using the RMA number, go to the following website and print a new return label:  
<https://row.ups.com/GuestAccess/Guest/Entry?Company=58c0f6c1-9d6f-4d73-90a0-7edb9cd4590e>.  
**Note:** If shipping via UPS is not allowed because of the package dimensions or its weight, follow the steps given in the section below titled [If you are in any other country](#).
- b. Complete the printed label. **Be sure to write the HRR case number clearly on the return label!**
- c. Affix the completed return label to the top of the return box.
- d. Skip to step 5 of this procedure.

##### *If you are in any other country:*

- a. Find the RMA Return Instructions included in our return authorization email.
- b. Complete the RMA Collection Request form that is included in the instructions document.  
**Be sure to write the HRR case number clearly on the form!**
- c. Email the completed form to the appropriate Choice Reverse Logistics team (listed below) to request defective inbound ticket and pick up arrangement:  
Americas: [reverselogisticsamericas@choicelogistics.com](mailto:reverselogisticsamericas@choicelogistics.com)  
APAC region: [reverselogisticsapac@choicelogistics.com](mailto:reverselogisticsapac@choicelogistics.com)  
EMEA region: [reverselogisticsemea@choicelogistics.com](mailto:reverselogisticsemea@choicelogistics.com)
- d. Continue with step 5 of this procedure.

#### For Repair and Return (or Replacement):

- a. Obtain a shipping label from your preferred shipping company.
- b. Complete the shipping label. **Write the HRR case number on the label** and include the appropriate RMA Return Location as stated in the HRR case in the Customer Portal.  
**Note:** If you do not have access to the Customer Portal, the RMA Return Location is also stated in the return authorization email that you received when the HRR case was

opened. If necessary, contact the Call Center and ask them for the shipping location stated in the HRR case.

- c. Affix the completed shipping label to the top of the return box.
- d. Continue with step 5 of this procedure.

5. Return the package.

**IMPORTANT NOTE:** Don't forget to write the HRR case number clearly on the return shipping label!

## 9 RMA Return Locations

Because the equipment return location is stated in the HRR case, you should consult the HRR case (or the return authorization email you received when the case was opened) to find the shipping address and related contact details. The return location stated in the HRR case is based on relevant product family and logistics factors. If you are unsure about a return location, contact the Call Center at +1-408-572-5288 (or toll-free in the US at +1-800-443-5555). The return address as stated in the HRR case must be correctly stated on the shipping label to ensure the correct receipt of the module. No shipping labels are provided for Repair and Return (or Replacement) RMAs. It is your responsibility to appropriately pack, label, and ship the module to the return address.

## 10 Appendix A – RMA Status Definitions

There are several states available for an HRR case. Below is a detailed definition of each, listed in logical order of use.

RMA Status	Definition
Draft	HRR case that has been initiated but not yet validated by the Call Center. The case is pending entitlement validation.
New	Newly created and validated HRR case that has not yet been processed for delivery.
Open	HRR case that has been sent to be processed for delivery or is pending the Customer's return of equipment.
Received not Shipped	We have received the module in but have not yet shipped the module back out. This status is applicable to original Hardware Warranty RMAs and Extended Hardware Warranty RMAs.
Canceled	Either we or the Customer requested cancelation of the case. There are multiple reasons for canceling an HRR case (e.g., part no longer needed, case opened improperly). The reason is usually stated in the case Feed.
Closed	We have shipped the module to the Customer and, for DOA and SPMS RMAs, we have received the returned defective module from the Customer.
Shipped not Received	We have shipped the Customer a module but has not yet received a return module from the Customer.
Shipped not Received-Escalated	This is an SPMS HRR case that has been shipped to the Customer and the Customer has not returned the part within the agreed timeframe. We have escalated the issue back out to the Customer to urgently request return of the replaced module.
Return in Transit	A card is on its way back to us.
Invoice Requested	We have shipped a module but never received one back from the Customer. After escalating the issue to the Customer without adequate response, we issue an invoice to the Customer for the non-returned module (at the Customer list price).
Closed – Invoiced	The HRR case has been closed and the Customer has paid for a non-returned module.
Closed – Written Off	We have closed the HRR case because the module was written off at our cost due to various reasons that fall on our responsibilities.