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**GNS JW3**

**CIENA CUSTOMER COMMUNICATION**

**DAY2 SUPPORT CHANGES**

This information will be sent as a Technical Support bulletin (FSB) and as a PCN bulletin. It will reach all MEN customers who are subscribed to receive bulletins from Nortel for Ciena products

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**IMPORTANT CHANGES TO BULLETIN NOTIFICATIONS AND ACCESS FOR CIENA PRODUCTS  
ACQUIRED FROM NORTEL**

Technical Support bulletins (also known as Field Service Bulletins – FSBs) and Product Change Notification (PCN) bulletins for Ciena products acquired from Nortel in 2010 have continued to be distributed and accessible via Nortel systems.

AS OF JANUARY 24, 2011 DISTRIBUTION AND ACCESS OF FSB AND PCN BULLETINS WILL BE MIGRATED TO CIENA SYSTEMS. YOUR ACTION IS REQUIRED IF YOU WISH TO CONTINUE RECEIVING OR ACCESSING BULLETINS VIA CIENA SYSTEMS.

Bulletin Distribution

If you currently receive email notification of new bulletins from Nortel and wish to continue receiving email notifications from Ciena please follow these instructions:

Send an email to [bulletins@ciena.com](mailto:bulletins@ciena.com) with the following information:

- Your company name
- Your name (first name and last name)
- Your email address (must be a company-based email address)
- Specify if you wish to maintain your email notification for PCNs, FSBs or BOTH (if you currently receive both)

Bulletin access

If you currently access bulletins for Ciena products via the Nortel web support portal and wish to have continued access to these bulletins via the Ciena web support portal you will need to register for access to the Ciena web support portal if you do not already have access.

Please visit the Ciena support portal (<https://portal.ciena.com>), click on the 'Register' button and follow the instructions to complete the registration process.

We apologize for this need to re-register for bulletin subscriptions and access to the Ciena portal. This is necessary for a number of reasons:

- for your security the Ciena support portal requires you to select a password and three security question/answer combinations
- many of the portal registrations stored on the Nortel portal are old and likely out-of-date.
- many of the bulletin subscriptions stored in the Nortel systems are old and likely out-of-date.
- you may be in a role at your company that no longer requires portal access and/or bulletin subscriptions.

If you have any questions or concerns please contact your Ciena representative.

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