

eFlash: Contractual Information for Partners



Phase-Out | 802.1x certificate expiry for IP Touch 40x8 Phones

EF-Phase-out-CXXX-EN – Month DD, YYYY

Effective date: Month DD, YYYY

ALE is notifying its partners that the root certificate used by the outdated Alcatel IP Touch 40x8 desktop phones for 802.1X authentication will expire on September 28, 2025.

Customers using outdated IP Touch 40x8 phones in networks relying on 802.1X authentication are advised to take preventive measures before the certificate expiration. After this date, affected phones will no longer be able to authenticate on 802.1X networks, potentially leading to service disruptions.

This eFlash is applicable in all countries worldwide except in territories where restricted by applicable export control rules.

Important notice and recommended actions

The root certificate used for the IP Touch 40x8 IP DeskPhones' 802.1X authentication will expire on September 28, 2025. After this date, affected phones will no longer be able to authenticate on 802.1X-secured networks, and they will cease to function, even if their internal certificates remain valid.

Devices operating in environments that do not use 802.1X authentication will remain unaffected by this certificate expiration and will continue to function as they did before this date.

Support for 802.1X authentication on IP Touch 40x8 phones has been deprecated, and these models are no longer supported (see table below). However, ALE is aware that some customers may still have these devices deployed in production environments.

Customers using these phones in networks relying on 802.1X authentication are strongly advised to take preventive measures before the certificate expiration.

Please refer to the table below for a list of affected IP Touch 40x8 Phones and their corresponding details:

Phone Name	Part number	End-of-life announcement	Support end date	eFlash
4008EE	3GV27064xx	December 28, 2015	April 1, 2021	EF-Phase-Out-C066
4018EE	3GV27063xx	September 1, 2017	September 1, 2022	EF-Phase-out-C098
4028EE	3GV27060xx	October 15, 2014	April 15, 2020	EF_PhaseOut_C029
4038	3GV2703xx	October 15, 2014	April 15, 2020	EF_PhaseOut_C029
4038EE	3GV27061xx	October 15, 2014	April 15, 2020	EF_PhaseOut_C029
4068	3GV27043xx	October 15, 2014	April 15, 2020	EF_PhaseOut_C029
4068EE	3GV27062xx / 3GV27065xx	October 15, 2014	April 15, 2020	EF_PhaseOut_C029

ALE recommends the following actions to its partners:

1. Identify customers still using IP Touch IP DeskPhones. For Cloud Connected systems, this information can be accessed directly through the **Cloud Connect operation in the inventory section. [A VERIFIER]**
2. Verify whether the end customer's IP network is utilizing 802.1x access control:
 - a. If no access control is active, no action is required. The certificate expiration will have no impact.
 - b. If access control is active, the replacement of the 40x8 phones with newer ALE DeskPhones is mandatory.

We would also like to take this opportunity to remind you that ALE recommends regularly updating communication systems. This includes using the latest software versions and modern, supported terminals to ensure optimal cybersecurity. With a valid SPS contract, access to the latest releases and security patches is free of charge.

While some outdated devices may still operate on the latest releases, we strongly recommend checking the release compatibility to identify what is clearly supported, sustained, or deprecated. We encourage you to proactively modernize your existing infrastructure to ensure the highest level of security and performance.

Geographic applicability

This eFlash is applicable in all countries worldwide except in territories where restricted by applicable export control rules

Replacement product and services offer(s)

ALE recommends replacing the existing IP Touch 40x8 phones with one of the currently available ALE DeskPhones from the catalog.

[Communications Suite for MLE - Global Commercial Catalog \(WPL Euro\) - Worldwide price list](#)

[Communications Suite for MLE - Global Commercial Catalog \(WPL Dollar\) - Worldwide price list](#)

Marketing/commercial programs

To facilitate the updating of communication systems, ALE has implemented a specific system allowing the OXE platform to be updated, in conjunction with the restart of a Solution Premium Service (SPS) contract for a minimum period of one year, at preferential pricing conditions. For further information, please contact your ALE representative.

For your convenience, this eFlash will be available in French, German and Spanish in MyPortal a few days after publication in English. If there is a discrepancy between the English version and a translated version, the English version shall prevail.

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