

Spectralink Technical Support Guide for End-User Customers

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Contacting Spectralink Technical Support

How to Access Technical Support for Spectralink 60-Series, 70-Series, 80-Series, 84-Series & 87-Series Products

Spectralink delivers product support direct to our customers to ensure the highest quality of support possible. We value our customers and partners and wish to provide each with comprehensive, expert-level support, delivered by a team with cumulative experience in excess of 75 years with Spectralink products.

Methods for accessing Spectralink Technical Support

Phone:

- US/Canada: 1-800-775-5330
 - Normal support hours are from 6am to 6pm Mountain Time

Email: technicalsupport@spectralink.com

- Emailed technical support issues will be addressed within 24 business hours of receipt. Please ensure all relevant information is provided at the time of submission to ensure a timely response back and allow for case creation.

Online Support Portal: <http://support.spectralink.com>

- Support issues submitted via the Spectralink support portal will be addressed within 24 business hours of receipt. For emergency or priority issues please call rather than utilizing the web portal to ensure a more timely response.

Technical Bulletins and Notices

Spectralink periodically will release important product support related bulletins or notices.

- Visit any product page on the Spectralink support web portal and click the “Sign up for Support Notifications” link.
- Technical bulletins are located with the products they relate to on the support web portal.

Software Upgrade Support

Software updates are available for most products from the Spectralink support web portal. For products not listed you may need to contact your reseller. Depending on the product line, you may need to purchase or provide proof of purchase or an associated Software Assurance Program.

Technical Support Structure

Spectralink Tier-1 Support / Reception

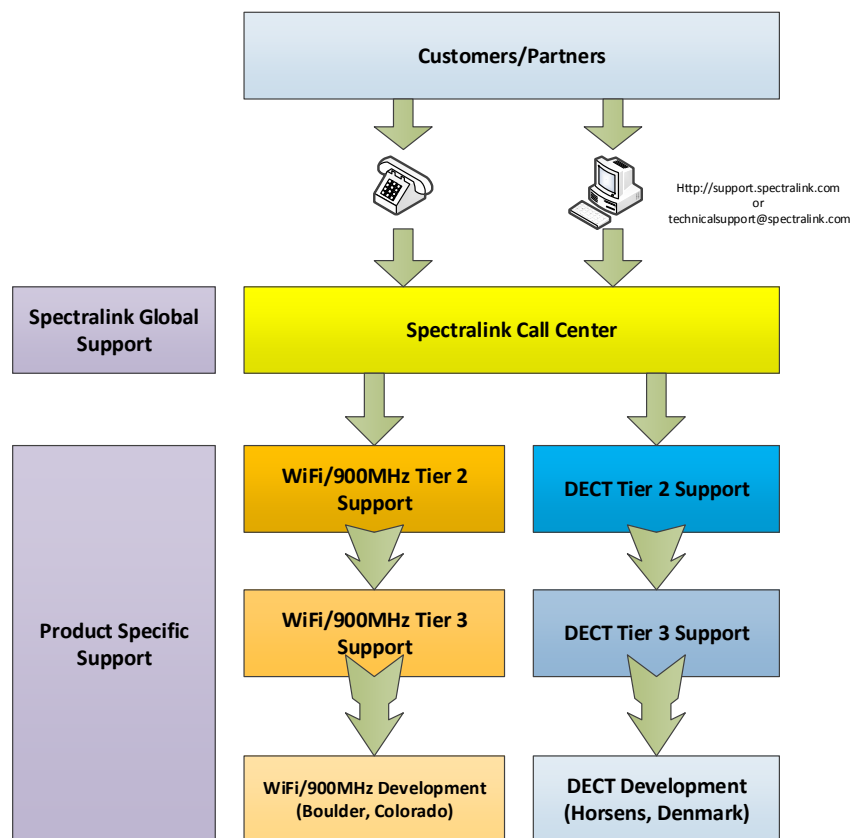
- Check support contract entitlement
- Creates support requests
- Assist with handset registration issues and RMA creation
- Assigns technical issues requiring additional effort to Tier 2
- End-user customers, may also submit RMA Requests directly via the online RMA web portal accessible from <http://support.spectralink.com/>

Spectralink Tier-2 Support

- Work issues from cradle to grave to ensure issue resolution
- Escalates issues to Tier-3 as required

Spectralink Tier-3 Support

- Accepts escalations from Tier-2
- Responsible for bug creation with Engineering organization
- Work escalated issues to resolution



Issue Priority

Spectralink will work with the customer to appropriately prioritize issues raised to ensure they are work with a sense of urgency appropriate to situation. Please remember that Technical Support is not included in basic Warranty. Technical Support is entitled via Maintenance or on a per incident basis when paying with Time & Materials at the current hourly rates.

Priority Definitions

- P1 – System down situation resulting in complete loss of system functionality with no immediate work around or resolution available.
- P2 – System is operational but has significant reduction in functionality. There may be a potential work around but with limited options to immediately resolve the issue.
- P3 – System is fully operational and may have minor loss of functionality with a work around able to be implemented immediately.

Initial Technical Support Response Times

Priority 1 Response Time

All Priority 1 issues reported will receive an initial support response within no more than 1 hour of the reported issue. Issues submitted via the Call Center will be handled immediately. Support will provide customers and stakeholders with daily updates and are required to perform daily updates to all service requests to ensure they remain current.

Priority 2 Response Time

Customer issues reported at a Priority 2 level will be initially responded to within 8 hours of the service request being created. Issues submitted via the Call Center will be handled immediately. All Priority 2 issues will receive bi-weekly updates to the customer and stakeholders by Support.

Priority 3 Response Time

All requests will be Priority 3 unless otherwise requested by the customer or as determined by the technician and will receive an initial Support response within 24 hours of being reported. Issues submitted via the Call Center may be handled immediately. Customer and stakeholder updates will be provided on a weekly basis and the related service request will be updated at least once a week.

P1	System completely down	Less than 1 hour
P2	Significant impact to system functionality	Less than 8 hours
P3	No system impact, RMA, question or administrative issue	Less than 24 hours

Please be aware that these times are for initial response only. The time to resolution will vary considerably based on the specific issue being raised.