

Support SLA Definitions

The Spectralink Service Level Agreement (SLA) defines the acceptable response times to meet customer expectations for all technical support requests. Response times vary based on issue priority or medium of reporting chosen. Section 1.1 defines the available mediums for reporting and the agreed upon response times. Section 1.2 defines the technical support request priorities and the relative handling response times for each.

1.1 Spectralink Technical Support is available via two primary mediums; Telephone and Email.

1.1.1 Telephone: submission of Technical Support requests through Spectralink's Technical Support Center utilizing the public support number; 800-775-5330; or the private defined number per a defined contract agreement.

- a. Customer calls to Spectralink Technical Support center will be answered within 30 minutes of the call entering the relevant call queue. During Spectralink normal business hours of 6am to 6pm Mountain.
 - i. Calls received after normal business hours will be handled via a paging service with responses within 1 hour of receipt of call.

1.1.2 Email: submission of Technical Support requests to Spectralink's Technical Support Center utilizing the public email address; technicalsupport@spectralink.com.

- a. Email requests received to Spectralink Technical Support Inbox will be answered with 8 business hours of receipt during Spectralink normal business hours of 6am to 6pm Mountain.
 - i. Emails received after normal business hours will be handled the following business day.

1.2 Spectralink Technical Support Priorities are set as; P1; P2 or; P3; depending on the severity of the issue being reported.

1.2.1 Priority 1 (P1): a system down situation; sales escalated status, customer satisfaction issue, customer safety issue or a problem that cannot be remediated with a reasonable workaround.

- a. All P1 issues will receive daily updates from the assigned support agent and can be worked continuously until resolved at the discretion of the Spectralink Support Manager.

1.2.2 Priority 2 (P2): customer issues that are affecting the usability or availability of their system; are resulting in customer satisfaction issues or sales escalation and but does have a reasonable workaround available.

- a. All P2 issues will receive bi-weekly updates (twice a week) until the issue is resolved.

1.2.3 Priority 3 (P3): customer issues that are not severely impacting the use of the product and likely have a workaround available.

- a. All P3 issues will receive weekly updates (once a week) until the issue is resolved.

These Spectralink SLA do not provide means of restitution, compensation or other penalties against Spectralink or its partners should they fail to be met. All SLA will be given a reasonable level of effort to meet. At any time a customer issue requires the use of resource external to Spectralink Technical Support all SLA statements become best effort.

1.0 Support Priority Levels & Response Times

Spectralink Support is responsible for efficient and effective customer support which requires that all customer issues reported be resolved as expediently as possible. To that end Spectralink Support has adopted well defined response times for customer issues to ensure customers receive the highest possible level of Support for their issues. All times are always considered best effort as it is not reasonable to specify times to resolution that are unrealistic and unmanageable by support personnel. All times will also be differentiated by the priority level of the Support request to ensure adequate focus is given to issues that will require faster response times.

1.1 Contact Methods and Support Response SLA

1.1.1 Contact Methods

Support issues can be raised to Spectralink via the Telephone or Email. Please consider the severity or priority level before determining the most appropriate method for contacting Spectralink support.

All support issues related to Spectralink 70-Series, 84-Series and 87-Series products must be opened with your Reseller or Distributor. These issues cannot be opened directly with Spectralink support.

Issues of higher priority should always be raise via Telephone by call the support number list on the [Spectralink Support Portal](#).

Issues that do not require immediate responses can be raise via Email by sending your requests to TechnicalSupport@spectralink.com

1.1.2 Response SLA

All issues raised to Spectralink Technical Support will be handled in the order received.

SLA	SLA
Telephone	30 Minutes
Email	8 Business Hours

1.2 Priority Level Definitions

Spectralink utilizes priority levels for all customer reported issues that will be used to define the response times expected for the issue; these include P1, P2 and P3 for customer issues. Priority levels are set per Support request as each unique customer issue must be reported in a separate Support request. Issues that require escalation to Tier 4 will use the same priority levels as the Support request.

1.2.1 P1 Priority Level

Priority Level 1 is an indication of a system down situation; sales escalated status, customer satisfaction issue, customer safety issue or a problem that cannot be remediated with a reasonable workaround. P1 issues can be raised by any level of support but must always be backed up with supporting information to allow for rapid resolution. Any support level must be capable of resolving a P1 situation but there may be situations that require rapid escalation to Tier 3 or possibly even Tier 4. Support process must not be bypassed and escalations must occur as they are intended to occur. Following processes ensures all aspects of a customer issue is properly documented and all necessary data is collected. It is always the discretion of the support manager to raise a customer issue to the next support Tier or to deny escalation for issues that do not meet the P1 issue criteria.

1.2.2 P2 Priority Level

Priority Level 2 is an indication of customer issues that are affecting the usability or availability of their system; are resulting in customer satisfaction issues or sales escalation and but does have a reasonable workaround available. A P2 issue will often be the standard level of priority for most customer issues escalated to Tier 3 or that meet the criteria with cases at Tier 2. Any customer issue can become a P2 and will be given priority over P3 issues but will also receive less priority than a P1 issue.

1.2.3 P3 Priority Level

Priority Level 3 is an indication of customer issues that are not severely impacting the use of the product and likely have a workaround available. This is the default starting priority level of all new Support requests. Typical system issues that qualify as P3 may include RMA requests, system registrations, product performance issues and most other system issues that do not prevent customers from using the product.

1.3 Response Times

All customer issues will be addressed by Support based on the priority of the issue and the availability of information required to identify the root cause and resolve the reported problem. All times reported here are estimates and should not be considered as guarantees on Support. Times also do not represent a commitment for time by Tier 4 (Development) to produce hardware or software that may be required to resolve an issue. Spectralink is committed to excellent customer Support and will do everything possible to resolve customer issues in a timely manner. Be aware that Spectralink Support business hours are the basis used to

determine response times. Check the Spectralink Support website for the current business hours that Support is available for your region.

1.3.1 Priority 1 Response

All Priority 1 issues must be reported via a telephone call to support.

The initial response from support may not resolve the customer issue but is intended to ensure rapid communication of all required information to affect resolution. Priority 1 issues that result in a system outage may be worked continuously (24/7) until resolution at the discretion of the Support Manager responsible for the team working the issue. Support will provide customers and stakeholders with daily updates.

Issues requiring effort on the part of 3rd Parties, Tier 4 (Development), QA (Quality Assurance) or other non-support related entities will result in a move to best effort SLA responses. All Spectralink products receive software updates on a quarterly basis and only P1 issues can be candidates for inclusion in a beta release of software for earlier issue resolution. Beta software releases are at the discretion of the Spectralink Development Management Team.

1.3.2 Priority 2 Response

Priority 2 issues can be raise either via Telephone or Email. It is the responsibility of the reporter to determine the appropriate method of contacting support.

All Priority 2 issues will receive bi-weekly (twice weekly) updates to the customer and stakeholders by Support. If software will be required to resolve a Priority 2 issue, fixes will only be made available in the next quarterly software release.

1.3.3 Priority 3 Response

Priority 3 issues should be raised via Email whenever possible. The default status of all new customer Support requests will be Priority 3 unless otherwise requested by the reporter or at the discretion of the Support agent.

Customer and stakeholder updates will be provided on a weekly basis (once weekly). Issues related to software will be moved to a Priority 2 level and be targeted for the next quarterly release once the issue has had the root cause identified.