SPECTRALINK CORPORATION

SERVICE DESCRIPTION

SPECTRALINK GOOGLE ZERO TOUCH SETUP

(SKU # SCB-GZT-00)

A. GENERAL TERMS

1. This "Service Description" defines the Spectralink Google Zero Touch Setup Service Program (the "Service Program").
2. The Service Program is subject to and hereby incorporates by reference the "SPECTRALINK TERMS AND CONDITIONS FOR SERVICES", available at http://support.spectralink.com/sites/default/files/resource_files/terms_conditions.pdf or the terms and conditions previously agreed to in writing between the Customer and Spectralink (each individually as applicable, the "Terms").
3. Unless otherwise specified herein, capitalized terms not defined herein shall have the meaning set forth in the Terms.
4. Any conflict between the Terms and this Service Description shall be controlled by this Service Description, solely with respect to this Service Program.
5. Except as otherwise stated below, Services will be provided during Spectralink's then-current published ordinary business hours Monday through Friday, exclusive of Spectralink holidays.
6. The Service Program is non-cancellable except as set forth in the Terms.
7. If the Service Program does not commence within ninety (90) days from the date of Spectralink's receipt of the applicable purchase order, it is forfeited, assumed completed and fully invoiced.

B. SERVICE PROGRAM SHORT DESCRIPTION AND FEATURE SUMMARY

1. **Short Description**. The Spectralink Google Zero Touch Setup Service Program provides services to enable the deployment of the Spectralink Versity series handset Products. Android zero-touch enrollment gives IT teams the simplicity and flexibility they need to manage large-scale deployments. Whether your organization is big or small, Android zero-touch enrollment with Spectralink scales to handle virtually seamless device rollouts.
2. Feature Summary:
   - Project Management Services
   - Remote Spectralink technical resource to support setup and enrollment of devices:
     a) Setup of customer portal
     b) Enrollment of Spectralink Versity Devices
     c) Consulting of up to 4 hours for Zero Touch Configuration with selected EMM/MDM per deployment
   - High Level Admin Training for working with Google Zero Touch and Spectralink Products (up to 1 hour remote)

C. SCOPE OF THE SERVICE PROGRAM

1. The Scope of this Service Program includes only those tasks described in this Service Description. If Customer requests or requires Services that are outside the scope of this Service Program, Spectralink will provide a quote for such Services at the then-current T&M rate or the List Price for such Services, as applicable.
2. The Service Program includes an assigned Spectralink Professional Services Project Manager (the "Project Manager") who serves as the primary point-of-contact.
3. Specific Spectralink Tasks:

- Project Management Services
  a) Plan and coordinate completion of the Service Program.
  b) Manage Service Program scope and document / communicate all out of scope items (i.e., Change Orders).
  c) Coordinate all scheduling requests associated with this Service Program.
  d) Develop and manage Service Program timeline.
  e) Coordinate planning meetings with Customer stakeholders, including a kickoff meeting to initiate the service program.
  f) Identify pre-work requirements.
  g) Provide technical guides, application notes, and documentation
  h) Provide periodic status reports to Customer stakeholders.
  i) Communicate issues discovered during the Service Program to the Customer and advise what is needed to resolve the issues. Resolution may require Customer to take specific actions or may require additional products and/or services that are outside the scope of the Service Program. In such case, if Spectralink is able to provide any of the required products and/or services, Spectralink will provide a quote for such.
  j) Be the single point of contact for the Service Program.
  k) Review the Bill of Materials to ensure proper equipment has been ordered.
  l) Verify completeness of Configuration toolkit and completion of successful SIP softphone test, then assign and schedule appropriate technical resources to support the customer remotely.
  m) Communicate process for post-deployment Technical Support and schedule a handoff call with Spectralink Technical Support, Spectralink Reseller and Customer, as applicable.
  n) Monitor and direct completion of all tasks, oversee the quality of Services performed, schedule follow up calls to address any issues that are not resolved during the onsite deployment and provide next steps.
- Google Zero Touch Setup:
  i) Setup customer Google Zero Touch portal
  ii) Confirm EMM/MDM setup and provide consulting as needed for the Google Zero Touch requirements (up to 4 hours)
  iii) Enroll Versity devices to the customer portal
  b) Administrator Training
  i) Provide high level Google Zero Touch system administration orientation training for up to ten (10) people for one (1) hour, including basic testing, procedures for adding or removing handset Products, configuration changes, and procedures for requesting Technical Support.

D. CUSTOMER RESPONSIBILITIES

Customer is responsible for completing the tasks identified below in the timeframe determined by the Project Managers. Any delay in completing one or more tasks may result in a delay in the schedule and may incur additional fees.

- General:
  a) Identify a primary contact (the "Primary Contact") who will (a) act as the primary interface with Spectralink, (b) be the Customer's decision-maker, and (c) assist with communication during the Services.
  b) Identify a secondary contact (the "Secondary Contact") who will act as the secondary interface with Spectralink in addition to the Primary Contact, or when the Primary Contact is not available.
  c) Participate in the kick-off meeting, which includes a detailed review of the proposed Service Program plan.
  d) Notify and update the Project Manager of any issues.
  e) Attend and ensure that assigned Customer stakeholders attend all scheduled meetings, mutually agreed upon with Spectralink.

f) Complete any tasks agreed upon during Service Program readiness and/or defined in the Service Program plan and ensure that any tasks assigned to the Customer are completed in a timely manner.
g) Provide contact information and access to Customer resources as needed to complete the Services including EMM/MDM engineers/administrators.
h) Communicate project details to end users as needed (e.g. Change Management).
i) Coordinate and make available all 3rd party project resources necessary to deliver the Services.
j) Provide a signature sign-off on the Services upon completion of the Service Program
k) Have appropriate operational policies and procedures in place to support the phones in domains such as Change Control, End User Handset Support and Issue Reporting, Handset Moves/Adds/Changes, Battery Replacement, Firmware Upgrades etc.
l) Provide device serial numbers to be added to the enrollment process

E. ASSUMPTIONS

- General:
  a) Any Services not specified in this Service Description are out-of-scope.
  b) Number of days onsite, number of handset Products, and additional assumptions are provided within the customized quote.
  c) All Services unless specifically specified are provided in English
  d) Spectralink Professional Services will be offered during the hours of M-F, 8-5 unless otherwise specified.
  e) Services will be performed over consecutive days (If the Services require multiple site visits and/or intervals of inactivity between events, additional charges will be incurred).
  f) The expected duration of this Service Program has been budgeted for up to four months from the time of kick-off to completion. In the event that the Service Program exceeds the budgeted timeframe without a change order in place, the Service Program will be considered complete and invoiced.

F. FEES

Fees are indicated in the associated quote.

G. PAYMENT SCHEDULE

H. Invoices for Services will be issued as specified below:

Milestone	% of Total Cost
Upon Receipt of Purchase Order	50%
Service Program Close or 120 Days of Purchase Order (whichever comes first)	50%

I. CHANGE ORDER PROCESS

If Customer or Spectralink encounter circumstances that will affect the schedule of the Service Program, the Spectralink Project Manager will document the impact and proposed change to the schedule in a Change Order Form. Both parties must sign the Change Order Form indicating acceptance of the change. Any changes that require additional time, travel or expense for Spectralink will be subject to submission of a purchase order by Customer or its Spectralink distribution partner for any additional charges and/or expenses.

J. TRAVEL & EXPENSES

This Service Program does not include travel expenses incurred while performing the Services which will be paid separately as a flat rate fee per person trip.

K. **CHANGE ORDER PROCESS**

If Customer or Spectralink encounter circumstances that will affect the schedule of the Service Program, the Project Manager will document the impact and proposed change to the schedule in a Change Order Form. Both parties must sign the Change Order Form indicating acceptance of the change. Any changes that require additional time, travel or expense for Spectralink will be subject to submission of a purchase order by Customer or its Spectralink distribution partner for any additional charges and/or expenses.

1. **Reschedule Policy**
Customer shall notify Spectralink of any intent to reschedule by contacting the Project Manager. In the event Customer notifies Spectralink of its intent to reschedule the Service Program less than ten (10) business days prior to the travel is scheduled to begin, Customer shall reimburse Spectralink in an amount equal to any nonrefundable travel or contractor labor expenses incurred by Spectralink. If Spectralink is notified of a postponement less than seven (7) business days before the start of the Services, an additional reschedule fee will be incurred.

Postponement Notice	Re-schedule Fee	Product ID
1-6 business days prior to start of Services	$600 per scheduled resource	SAO-RES-000
0-1 business days prior to start of Services	$2300 per scheduled resource	SAO-RES-010

2. **Service Program Delay Policy**
Onsite delays or delays that extend the duration of the overall Service Program schedule, that are outside of Spectralink resource control, may result either in additional charges or the associated services being deemed complete.

Delay Type	Fee	Product ID
Onsite Resource	$2,300 per scheduled resource per day	SAO-DEL-000
Retainer for Project Schedules Exceeding 120 days from date of PO	$1,200 per month	SAO-DEL-010
Project Restart Fee (after break in project of more than 2 months)	$2,000 per instance	SAO-DEL-020