

# SPECTRALINK CORPORATION

## SERVICE DESCRIPTION

### Enhanced Solution Support Program

### SPECTRALINK Configuration Management Server (CMS), SPECTRALINK APPLICATION MANAGEMENT (SAM), AMiE ESSENTIAL, AND AMiE ADVANCED

### TECHNICAL SUPPORT AND SOFTWARE ASSURANCE

(SKU's CMSL30010, CMSL30025, CMSL30100, CMSL30250, CMSL30500, CMSL31000, CMS3YL0010, CMS3YL0025, CMS3YL0100, CMS3YL0250, CMS3YL0500, CMS3YL1000, CMS-1YR-R, CMS-3YR-R CMS-1YRSA, CMS-3YRSA, CMS-CQ-00, SAM-1YR-L, SAM-1YR-R, SAM-3YR-L, SAM-3YR-R, SAM-CQ-00, FPK9561164, FPK9561174, FPK9561165, FPK9561175, FPK9561166, FPK9562164, FPK9562174, FPK9562165, FPK9562175, FPK9562176, FPK8461161, FPK8461163, FPK8461165, FPK8461171, FPK8461173, FPK8462161, FPK8462163, FPK8462165, FPK8462171, FPK8462173, FPK8462175, 72710500, 72710550, 72710600, 72710700, 72710750, 72710800, 72711100, 72711200, 72711300, 72711400, 72711500, 72711600, 72711700, 72711800, 72711900, 72712000)

#### A. GENERAL TERMS

1. This "Service Description" defines the Technical Support and Software Assurance Program for Spectralink CMS, SAM, AMiE Essential, and AMiE Advanced (the "Service Program").
2. This Service Description is subject to and hereby incorporates by reference the "SPECTRALINK TERMS AND CONDITIONS FOR SERVICES", available at [https://support.spectralink.com/sites/default/files/resource\\_files/terms\\_conditions.pdf](https://support.spectralink.com/sites/default/files/resource_files/terms_conditions.pdf) (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. If the Service Program lapses (expires or is terminated) or is not purchased at the time of the Product purchase, a reinstatement fee will be assessed. Customer may contact its sales representative to discuss available options.
6. All Services will be provided during Spectralink's ordinary business hours Monday through Friday, exclusive of Spectralink holidays.
7. The Service Program is non-cancellable except as set forth in the Terms.

#### B. ELIGIBLE PRODUCTS

- Spectralink Configuration Management Server (CMS), Spectralink Application Management (SAM), AMiE Essential, and AMiE Advanced, as currently available on the Price List

#### C. FEATURE SUMMARY

- **Technical Support**
- **Releases**

#### D. SERVICE LEVELS MATRIX

Feature	Service Level
Technical Support	8/5
Software Releases	Included

## E. SCOPE OF THE SERVICE PROGRAM

### 1. **Technical Support**

- The Service Program entitles Customer to Spectralink Product Technical Support during Spectralink regional business hours (available at <https://www.spectralink.com/support/contact-support>).
- Outside North America, Customer should contact their local reseller for first tier Technical Support.
- For escalations, Customer is required to provide all information requested in the “Escalation Toolkit”, a spreadsheet that will be provided by Spectralink.

### 2. **Releases**

- The Service Program includes access to Releases.
- Releases provide access to new Software features, updates, and maintenance patches.

## F. EXCLUSIONS

### 1. **On-site Technical Support Services**

- This Service Program does NOT include on-site Technical Support Services.
- Customer may purchase on-site Technical Support Services at Spectralink’s then current T&M rate.

### 2. **Discontinued Products are not eligible for this Service Program.**

- For maintenance options for discontinued Products, please contact your Spectralink Sales Account Manager or Spectralink reseller.
- Products that are covered when the Service Program is purchased and discontinued thereafter will continue to be covered until the then-current term of the Service Program expires or is terminated.
- If End of Service (EOS) is announced for any Products that are covered by this Service Program during the term of the Service Program, Spectralink will make “best efforts” to provide the Services described herein for any such EOS Products. EOS Products will not be eligible for Releases. Issue resolution for EOS Products may require the purchase of new Products.

### 3. **General Exclusions.** This Service Program does not cover or include any of the following:

- Consulting on the setup or use of the Product, Software, Licenses, or associated tools;
- Features, applications, and tools that are sold or licensed separately from Products included in Section B above;
- Infrastructure Products or any other Products not specified in Section B above;
- Relocation of a Product;
- The back up or restoration of data.
- Product staging, configuration, deployment, training, and other implementation activities;
- Network design, validation, and remediation;
- Installation, provisioning, configuration and support of any 3rd party applications or products.

## G. CUSTOMER’S RESPONSIBILITIES. In addition to any responsibilities stated above or in the Terms, Customer’s responsibilities are as set forth below.

### 1. **General**

- Must be purchased with a device level maintenance package including Software Assurance
- Customer must provide contact information for its designated technical representative(s) to assist Spectralink with the initial classification of a reported problem and subsequent troubleshooting steps.

- Customer is responsible for installing Releases.
- If applicable, it is strongly recommended that Customer proactively provide Spectralink Technical Support staff with remote access to all Products covered by the Service Program. Such remote access allows Spectralink to restore functionality of the Spectralink Products in the shortest time possible.
- Spectralink may require an open purchase order or credit card number to cover any out-of-scope Services that may be requested or required during the term of a Service Program.
- Customer is responsible for all Customer obligations and responsibilities set forth in the Terms.