

Best-Effort Support

Best-effort is best defined as making a reasonable attempt to accomplish a goal in the face of uncertainty as to whether a goal can be met. Best-effort is often held in terms of good faith as defined by Black’s Law Dictionary 701 (7th ed. 1999); good faith is “A state of mind consisting in (1) honesty in belief or purpose, (2) faithfulness to one’s duty or obligation, (3) observance of reasonable commercial standards of fair dealing in a given trade or business, or (4) absence of intent to defraud or to seek unconscionable advantage”.

Product Support

For the purposes of this policy, Spectralink Support will provide a level of support that may include but is not limited to the following:

- Handset troubleshooting
- Handset configuration review
- Basic AP configuration review for required interoperability parameters
- Syslog analysis
- Trace analysis (*limited to Escalation Support only*)

Access to all product support requires an entitlement check for service prior to the delivery of any support services. Entitlement can consist of a valid maintenance agreement or Time & Materials payment in advance of service offering.

Escalations

At times it may be necessary to escalate for situations that are not able to be resolved by Product Support. For all escalations to the Escalation Support group the standard processes must be followed.

Access to Engineering Development for escalation will be restricted to issues that are reproducible on certified VIEW partner systems with all necessary supporting information per standard Engineering Development escalation process. Under no circumstances will Engineering Development be engaged on issues that are not reproducible on certified VIEW partner systems. The highest level of support available will be from the Wireless Escalation Support group.

Expectations

It is important to clearly define and set appropriate expectations when in a best-effort support situation. As such the following list highlights the key expectations that must be observed at all times when in a best-effort support situation.

- There is absolutely ***no guarantee*** that best effort support issues will be resolved to the customer’s satisfaction.
- VIEW certified WLAN hardware running non-VIEW certified software is only entitled to best-effort support.
- Under no circumstances will Engineering Development be engaged without appropriate replication of issues on a certified VIEW partner system.
- Entitlement for service is required via a valid maintenance agreement, or payment of T&M charges.
- No gratuitous onsite support is available for best-effort issues.
- In special circumstance cases it may be necessary for Product Management, OEM Strategic Management, or Sales to provide a business case to justify additional support.

Summary

Best-effort support is intended to provide Spectralink Wireless customers with appropriate expectations as to the level of service for systems with limited to no previous testing by Spectralink. Specific partner agreements will be honor in lieu of maintenance or T&M payments but do not imply any greater level of service beyond what is defined here.