

Technical Support Service Levels

This document defines the response times and service levels for all technical support requests. Response times and service levels vary based on the issue priority level and reporting method chosen.

Section 1.0 defines the available methods for reporting and the initial response times.

Section 2.0 defines the technical support request priority levels and the associated response times and service levels for each priority level.

Spectralink will use commercially reasonable efforts to meet the response times and service levels set forth herein, however, cannot guarantee that these response times and service levels will be achieved and is not liable for any penalties, refunds or other monetary damages in the event that response times and/or service levels are not met.

1.0 Contact Methods and Response Times

Issues can be reported to Spectralink Support by telephone or email. Please consider the severity or priority level before determining the most appropriate method for contacting Spectralink Support.

Issues of higher priority should be reported by telephone.

Issues that do not require immediate response should be reported by email.

1.1 Telephone

1.1.1 Contact Information/ Normal Business Hours

- 1) *US/Canada*: 6am to 6pm Mountain Time, Monday through Friday, excluding Spectralink holidays
 - 1-800-775-5330
- 2) *Europe, Middle East, and Africa (EMEA)*: 8am to 5pm Central European Time, Monday through Friday, excluding Spectralink holidays
 - France: +33 176774541
 - Germany: +08005889000
 - Rest of EMEA: +45 76 281 281
- 3) *Or a private number set forth in your Spectralink agreement*

1.1.2 Initial Response Times

- 1) *During Spectralink normal business hours*: within 30 minutes of the call entering the relevant call queue
- 2) *After Spectralink normal business hours*: within 1 hour of receipt of call

1.2 Email

b. **Contact Information:** technicalsupport@spectralink.com.

c. **Initial Response Times**

- 1) *During Spectralink normal business hours:* within 8 business hours of receipt
- 2) *After Spectralink normal business hours:* the following business day

2.0 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 and service levels for customer issues. Response times and service levels are differentiated by the priority level of the support request to ensure adequate focus is given to issues that require faster response times.

2.1 Priority Level Definitions

2.1.1 P1 Priority Level

Priority Level 1 is 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 Tier of Spectralink Support but must be backed up with supporting information to allow for rapid resolution. Any support level is capable of resolving a P1 issue but certain issues may require rapid escalation to Tier 3 or Tier 4. Support escalations must in accordance with Spectralink's current escalation process in order for all aspects of a customer issue to be properly documented and necessary data collected. It is in Support Manager's discretion to raise a customer issue to the next Support Tier or to deny escalation for issues that do not meet the P1 issue criteria.

2.1.2 P2 Priority Level

Priority Level 2 is an issue that is affecting the usability or availability of a customer system; is resulting in customer satisfaction issues or sales escalation and has a reasonable workaround available.

2.1.3 P3 Priority Level

Priority Level 3 is an issue that is not severely impacting the use of the product and has 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 the customer from using the product.

2.2 Response Times and Service Levels

Spectralink uses priority levels to define the response times and service levels. 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 associated support request.

All customer issues will be addressed by Support based on the priority level of the issue and the availability of information required to identify the root cause and resolve the reported problem. All response times and service levels are estimates; not guarantees. Response times and service levels are not a commitment 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 to resolving customer issues in a timely manner. Spectralink normal business hours are used to determine response times.

2.2.1 Priority 1 Response

All Priority 1 issues must be reported by telephone.

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

Issues escalated to Tier 4 (Development), QA (Quality Assurance) or other departments will be addressed using commercially reasonable efforts. All Spectralink products receive software updates on a quarterly basis and only P1 issues are candidates for inclusion in a beta release of software for earlier issue resolution. Beta software releases are provided in the discretion of the Spectralink Development Management Team.

2.2.2 Priority 2 Response

Priority 2 issues can be reported by Telephone or Email. It is the responsibility of the reporter to determine the appropriate method of contacting Spectralink Support.

All Priority 2 issues will receive twice weekly updates to the customer and other stakeholders. If software is required to resolve a Priority 2 issue, fixes will be made available in the next quarterly software release.

2.2.3 Priority 3 Response

Priority 3 issues should be reported via Email whenever possible. The default status of all new customer support requests is Priority 3 unless the reporter requests or Spectralink Support determines otherwise.

Customer and stakeholder updates will be provided 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.