

## SPECTRALINK CORPORATION

### SERVICE DESCRIPTION

#### SPECTRALINK 84/87/95/96 SERIES REMOTE CONFIGURATION

(SKU # SIG8400, SIG8400-1, SIG8400-2, SCB-RC-00, SCB-RC-05)

#### A. GENERAL TERMS

1. This "Service Description" defines the Spectralink 84/87/95/96 Series Remote Configuration Service Program (the "Service Program"). Spectralink will provide this Service Program to the end user customer ("Customer", "you" or "your") when you purchase it, either directly from Spectralink or through a Spectralink distribution partner.
- B. The Service Program 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) or the terms and conditions previously agreed to in writing between the Customer and Spectralink (each individually as applicable, the "Terms").
- C. Unless otherwise specified herein, capitalized terms not defined herein shall have the meaning set forth in the Terms.
- D. Any conflict between the Terms and this Service Description shall be controlled by this Service Description, solely with respect to this Service Program.
- E. 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.
- F. The Service Program is non-cancellable except as set forth in the Terms.
- G. 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.

#### H. SERVICE PROGRAM SHORT DESCRIPTION AND FEATURE SUMMARY

1. **Short Description.** The Spectralink Remote Implementation Service Program provides for the configuration and provisioning of Spectralink handset Products for general use within Customer's facilities.
2. Feature Summary:
  - Minimize cost and risk with a predictable scope and time
  - Professional Project Management Services, including a single point of contact to handle scheduling and provide status updates
  - Configuration and provisioning support for up to 50 handsets
  - Remote Spectralink technical resource to collaborate with and the option for using Spectralink "Smart Hands" or Partner/Customer onsite technical resource
  - Basic administrator and end user orientation via online recorded training

#### I. 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.

The Service Program allows for the accelerated deployment of your 84/87/95/96-Series handsets. It includes an assigned Spectralink Professional Services project manager (the "Project Manager") who serves as the primary point-of-contact. The Project Manager will assist in providing the documentation needed for the project and direct appropriate stakeholders to complete the relevant sections of the Remote Installation Solutions Toolkit. **Once the Remote Installation Solution toolkit has been completed, a Spectralink field engineer will be assigned to support the customer remotely.**

Should have VIEW certified equipment and recently performed design to be "Voice Ready" (no partial installations, must include all handsets purchased).

This Service Program must be used within 90 days from the date of receipt of the Purchase Order.

The Scope of the Service Program includes up to 8 hours of professional services and only those tasks that appear in this Service Description. If you require additional Services outside this Scope, such as integration with 3rd party products or support onsite, Spectralink will discuss the requirement for such Services with you. Prior to any such Services being performed, any associated fees will be documented and mutually agreed.

## 2. **Project Management.**

- (a) The Spectralink project manager will be responsible for coordinating all scheduling requests associated with this Service Program. All aspects of the Service Program must be communicated to, and agreed upon by, the Spectralink project manager.
- (b) The Spectralink project manager will schedule a kick-off call with Customer to officially initiate the Service Program, review the scope of Services to be delivered, introduce team members, set expectations and develop a communication plan.
- (c) The Spectralink project manager responsibilities will include the following:
  - Hold a kickoff meeting and provide status updates to Customer stakeholders, including, without limitation, updates regarding the status of the Service Program, scheduling of events, exchanging of contact information, actions items and new initiatives
  - Coordinate schedules for resources for remote activity
  - Participate in the overall planning of the Service Program
  - Define scope of the Service Program, identify pre-work requirements, oversee the quality of Services performed
  - Provide technical guides, application notes, and documentation
  - Be the single point of contact (for Customer and third-party vendors) for any issues during the Service Program
  - Review the Bill of Materials to ensure proper equipment has been ordered
  - Verify completeness of Remote Installation Solution toolkit
    - Note. The accuracy of the information supplied in the Remote Installation Solution toolkit is the responsibility of the Spectralink Partner (if applicable) and the Customer. This information will be used by the Spectralink remote engineer to create the configuration files for the handsets. Missing or inaccurate information could cause a delay which may result in additional labor charges. Refer to Customer Not Ready Charge.**
  - Assign appropriate technical resources
  - Communicate process for post-deployment Technical Support and schedule a handoff call with Spectralink Technical Support, Spectralink Reseller and Customer, as applicable
  - Document/communicate all out of scope items (i.e., Change Orders)

- Work with the technical teams to understand risks
  - Complete close out tasks
3. **CMS/SAM Deployment.** The CMS/SAM Deployment is not in scope for this Spectralink Service Program. As part of this Service Program it is assumed the facility will have a CMS/SAM or Provisioning server already setup or will purchase separate services.
  4. **Handset Configuration.** The Spectralink engineer will work with Customer on the following tasks:
    - Create the configuration and provisioning files based on the information provided by the Remote Installation Solution toolkit for the wireless and network
    - Verify the network and SIP server information provided on the Remote Installation Solution toolkit is accurate (Note: Any changes may result in a scope change and delay to the installation.)
    - Create configuration files for up to 50 handsets
    - If noted on the Remote Installation Solution toolkit, configure native features on the handset
    - Collaborate with the  Partner/Customer technical staff to ensure network, technical elements are properly configured and integrated into the existing environment
    - Document any remaining items to the Spectralink Project Manager for communication
  5. **Wi-Fi Network Design.** The Wi-Fi Network Design is not in scope for this Spectralink Service Program. As part of this Service Program it is assumed the facility is “Voice Ready” and using VIEW certified equipment. The Customer will have performed a Wi-Fi design or purchased a Spectralink Design Service Program.

## **J. 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.

- The  Partner/Customer is responsible for accurately completing the Remote Installation Solution Project Toolkit.
 

**Note. The accuracy of the information supplied in the Remote Installation Solution toolkit is the responsibility of the selected party. Missing or inaccurate information could cause a delay which may result in additional labor charges and possibly additional T&E if an installer needs to be sent to site. A refund will not be provided for the Remote Installation. \*\*Refer to Customer Not Ready Charge**
- The  Partner/Customer is responsible for the inventory of the equipment and if applicable, ship the equipment to Spectralink with the provided shipping label,
- The  Partner/Customer is responsible for providing the SIP files to the customer to be uploaded in the FTP provisioning server, if needed
- The  Partner/Customer is responsible for updating the Spectralink PM of issues onsite
- During the onsite portion of the installation, the  Partner/Customer must have all the appropriate technical stakeholders (SIP engineer, network engineering, security engineer, wireless engineer, etc.) to ensure collaboration if issues arise
- The  Partner/Customer is responsible for testing the features specified in the Remote Installation Solution Project Toolkit with a representative set of handsets
- **The  Partner/Customer shall set up the network according to Spectralink’s Best Practices Guide**

- The  Partner/Customer will set up the wireless network according to Spectralink's VIEW Certification Guides and a network design certified to support VOIP
- The  Partner/Customer will provide a Provisioning server. (i.e., FTP, TFTP, HTTP or HTTPS) or CMS/SAM as appropriate. This server will be used for software updates and storage of user configuration files for when the handsets boot, if applicable
- The  Partner/Customer will configure and provide the DHCP scope with appropriate options, if applicable
- The  Partner/Customer will install and configure the SIP extensions
- The  Partner/Customer will make a test call with a SIP desk or soft phone to verify the SIP set up
- The  Partner/Customer will verify enough licenses are available for the Spectralink handsets
- The  Partner/Customer shall assign a point of contact (Customer POC) to interface directly with Spectralink's Engineer, and Project Manager
- The  Partner/Customer will ensure that the assigned stakeholders attend regularly scheduled meetings, as mutually agreed by Spectralink
- The  Partner/Customer will have all project team members on a Remote Installation Solution toolkit review call to confirm readiness and schedule the onsite date
- The  Partner/Customer will involve technical staff and provide material resources needed for the implementation project
- The  Partner/Customer will distribute all handsets to users
- The  Partner/Customer will provide a signature sign off on the Statement Of Work details and project implementation at the end of the project
- The Partner/Customer will verify enough licenses are available for the Products
- The Partner/Customer will charge all batteries
- Notify and update the Project Manager of any issues onsite
- Provide a signature sign-off on the Services upon completion

#### **K. CORE REQUIREMENTS/PRE-QUALIFICATIONS FOR PROGRAM**

- (a) Partner / Client must adhere to our Remote Installation process that provides a standardized approach through the use of such things as its Step-by-Step (SBS) guide, a tool which contains all the assets required during implementation, including accelerators and knowledge-transfer materials.
- (b) The SBS guide is created specifically for each Installation, according to Partner/Customer, and is arranged in a specific order that mirrors the Remote Configuration implementation roadmap:
  - An enterprise-grade voice-ready WLAN Infrastructure that meets the requirements of Spectralink's VIEW certification program
  - Wireless network must be tested for voice capabilities with a valid SSID and WMM enabled
  - For 84/87 series products, Partner/Customer must have Quick Network Connect (QNC) tool or Local FTP server with direct access via USB connection
  - Site must have a verified and tested wireless network that has been tested for voice and site survey
  - Call controls have been tested for SIP connect via softphone client of choice (Zoiper, 3CX, etc.)
  - Calls tested between internal extension and external DID (Spectralink PM will test calls between site and soft client)
  - Ping test to SIP endpoint on network
- (c) Partner on account must provide onsite support on day of install or work with Spectralink to provide "Smart Hands" onsite if applicable and approved

#### **L. ASSUMPTIONS**

- Number of days onsite, number of handsets, and additional assumptions are provided within the customized quote
- Spectralink Engineer to be granted access to areas necessary to complete this Service Program

- Spectralink will be granted access to a secure location to stage and store Products if needed
- All handsets have the same configuration
- Client will ensure all necessary resources are available and remain active for the duration of the Services
- Training facilities are appropriate for the task
- If handsets are already deployed and unless otherwise specified, client will collect and provide all handsets to Spectralink for configuration or physically update handset as requested by Spectralink project team.
- As required, Client will redeploy the handsets to the end users.
- Client will install and configure a VM platform so that it is ready for CMS/SAM.
- Client will install the CMS/SAM OVA file provided by Spectralink
- Handsets and CMS has proper Spectralink maintenance or software assurance to cover all products to accomplish the required tasks.
- For 84/87 series products, if the customer has not purchased or is not using the Spectralink CMS, additional charges may apply
  - If the customer is using a provisioning server for 84-series handsets, the customer will provide that Provisioning server. (i.e., FTP, TFTP, HTTP or HTTPS). This server will be used for software updates and storage of user configuration files for when the handsets boot
- Customer will coordinate and make available all 3rd party project resources necessary to deliver the Services
- 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)
- Customer has notified Spectralink if access to the Customer site requires any specialized training or actions and/or if union labor is required for any tasks associated with this Service Program (Any changes or additional site strictures requiring specialized training or actions or union labor will incur additional charges)
- Customer has provided accurate and complete information requested in the “Project Toolkit” and followed the Spectralink Network Best Practices and deployment guide as appropriate
- Spectralink Professional Services will be offered during the hours of M-F, 8-5 unless otherwise specified.
- Custom device staging, end user training, go-live/cutover support, Wi-Fi Design and Travel & Expenses are not included in this Spectralink Service Program.
- Any Services not specified in this service description are out-of-scope.

#### **M. FEES**

Fees are indicated in the associated quote.

#### **N. PAYMENT SCHEDULE**

Invoices for Services will be issued as specified below:

<b>Milestone</b>	<b>% of Total Cost</b>
Upon Receipt of Purchase Order	50%
Project Close	50%

#### **O. 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.

**P. RESCHEDULE POLICY**

Customer shall notify Spectralink of any intent to reschedule by contacting their 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 may be incurred as specified below:

Postponement Notice	Re-schedule Fee
1-6 business days prior to start of Services	\$600 per scheduled resource
0-1 business days prior to start of Services	\$2300 per scheduled resource

**Q. 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.