

SPECTRALINK CORPORATION

SERVICE DESCRIPTION

SPECTRALINK 84/87 SERIES CONFIGURATION

(SKU # 6867-10052-020)

A. GENERAL TERMS

1. This “Service Description” defines the Spectralink 84/87 Series 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.
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.

B. SERVICE PROGRAM SHORT DESCRIPTION AND FEATURE SUMMARY

1. **Short Description.** The Spectralink On-Site Implementation Service Program provides for the configuration and provisioning of Spectralink handset Products for general use within Customer’s facilities.
2. Feature Summary:
 - Project Management
 - Handset Configuration
 - Configuration Management Server (CMS) Configuration (if applicable)
 - Testing of the implementation
 - System Administrator Training

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. **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 and onsite 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
 - 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
 - Monitor and direct completion of all tasks, schedule follow up calls to address any issues that are not resolved during the onsite deployment and provide next steps
 - Document/communicate all out of scope items (i.e., Change Orders)
 - Work with the technical teams to understand risks
 - Establish procedures for 'worst case' scenario or 'rollback' plan
 - Ensure testing is completed
 - Complete close out tasks

3. **CMS Deployment.** The Spectralink field engineer will work with Customer on the following tasks:

- Verify that 3rd party Virtual Machine (VM) environment has been installed configured properly by Customer
- Configure Spectralink CMS on a Spectralink-supported 3rd party ("VM") environment
- Ensure that handset Products and CMS are running the correct Software Release
- (If possible, the handset Products should be upgraded to the latest Software Release prior to the Spectralink field engineer site visit. The handset Products will need to be rebooted)
- If applicable, migration steps will be performed
- Test handset Products' connectivity to Customer's wireless network, call server and Spectralink CMS
- Perform basic call functionality testing in test areas of Customer's location
- Document any issues to the Project Manager

4. **System Administrator Training.** Spectralink will provide a high-level system orientation training for up to 10 people for 1 hour. Including basic testing, procedures for replacing handset Products, updating software, and procedures for requesting technical support

5. **Handset Configuration.** The Spectralink field engineer will work with Customer on the following tasks:

- Configure Spectralink Product native features identified by the customer
 - Load initial APKs for the agreed applications in the quote (via QNC or Side loaded):
 - Update the Spectralink Software as needed
 - Test handset connectivity to Customer's wireless network, call server, and Spectralink CMS
 - Test and validate the ability to establish calls (between handsets and outside) and Product features are working as requested
6. **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.
7. **CMS 2.4 Server Requirements:** The following requirements may be updated from time to time. Verify the requirements with the latest release notes and administrator guide.
- Minimum server requirements for running the VMware image below.
- VMWare ESXi server 5.0 (or later) host machine capable of running 64-bit guest OS Virtual Machines (VM)
- (see this knowledge base article on VMWare's site:
http://kb.vmware.com/selfservice/microsites/microsite.do?cmd=displayKC&docType=kc&externalId=1003945&sliceId=1&docTypeID=DT_KB_1_1)
- ESXi VM is a OS and will take over the HW
 - Utility - Processor Check for 64-Bit Compatibility.
 - 100GB free on ESXi server datastore
 - CMS Virtual Machine requires the following resources from the ESXi host server:
 - 4 virtual CPU
 - 4GB RAM
 - 50GB Hard drive (Thick provisioned)
 - 1 NIC
 - CMS VM is Ubuntu 14.04 LTS server 64-bit
 - Administrator needs to be knowledgeable about using VMWare vSphere

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.

- Participate in the kick-off meeting, which includes a detailed review of the proposed project plan
- Provide contact information and access to End User resources at agreed upon times, including, network administrators, PBX technicians and construction/facility management personnel
- Attend all mutually agreed scheduled meetings and ensure that required End User personnel attend
- Complete any tasks agreed upon during project readiness and/or defined in the project plan and ensure that any tasks assigned to the End User are completed in a timely manner
- Install and configure the SIP extensions and make a test call with a SIP desk or soft phone to verify the SIP set up
- Verify enough licenses are available for the Products

- Customer will charge all batteries
- Identify a primary contact (the “Primary Contact”) who will (a) act as the primary interface with Spectralink, (b) be the End User’s decision-maker, and (c) assist with communication during the Services
- 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
- Identify all End User technical contact(s) who can provide any technical or network related information needed to complete the Services (the “Technical Contacts”), including Network/System Engineer, Wi-Fi System Administrator, PBX Programmer, PBX Technician, Server administrators (i.e., call server, virtual, application, etc.), T1/Cat5 Cabling Expert or qualified electrician and Facilities Manager (as required)
- Provide Spectralink with all needed network configuration information such as IP address of servers, call server, Wi-Fi access point and controllers
- Program the call server and provide Spectralink with an extension list for the Products
- Provide a staging area for the Spectralink Installation Engineer for Product configuration and provisioning
- Install and configure a VM platform so that it is ready for CMS
- Install the CMS ova file provide by Spectralink
- Notify and update the Project Manager of any issues onsite
- Ensure that the assigned End User stakeholders attend regularly scheduled meetings, as mutually agreed by Spectralink
- Provide a signature sign-off on the Services upon completion

E. 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.
- Client will install the CMS OVA file provided by Spectralink
- Handsets and CMS has proper Spectralink maintenance or software assurance to cover all products to accomplish the required tasks.
- 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.

F. FEES

Fees are indicated in the associated quote.

G. PAYMENT SCHEDULE

Invoices for Services will be issued as specified below:

Milestone	% of Total Cost
Upon Receipt of Purchase Order	50%
Project Close	50%

H. 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.

I. 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.

J. 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 will 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