

SPECTRALINK CORPORATION

SERVICE DESCRIPTION

DECT High Level budgetary infrastructure Bill of Material Design

(SKU # SDS17000, SDS27000, SDS37000, SDS47000, SDS57000)

A. GENERAL TERMS

1. This “Service Description” defines the Spectralink DECT High Level budgetary infrastructure Bill of Material Design Service Program (the “Service Program”).
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 DECT High Level budgetary infrastructure Bill of Material Design Service Program provides installation guidelines for Spectralink DECT base stations in Customer’s facilities.
2. **Feature Summary.**
 - Estimated Base Station Count
 - High Level Design with estimated base station placement (the “Report”)

C. SCOPE OF THE SERVICE PROGRAM

1. The Scope of the Service Program includes only those tasks that appear 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. **Summary.**

A Spectralink engineer (the “Engineer”) will be assigned to the customer project to perform a remote high-level design and estimated base station count.

3. **Specific Spectralink Tasks**

- The engineer will provide the estimate base station quantities.
- The Engineer will identify the estimated locations for the Spectralink base stations, based on coverage, signal strength and appropriate access to Customer's floorplans.

4. **DECT High Level Design Caveats**

- No Gold Seal Guarantee assumed or applied to this design.
- This design will only show the estimated area where to mount the DECT Base Stations for LAN Sync.
- For performance certification, Spectralink Onsite Design and Configuration Services should be purchased.
- Spectralink does not pull cable or mount the DECT Base Stations – this is the responsibility of the customer.
- Please leave a 20ft service loop on the end of each cable run so the bases can be moved around once installed to get the best possible coverage pattern.
- The base stations are designed to only be mounted on the wall at least 8ft off the ground but no higher than 20 feet. The connectors can be pointed either up or down. The base stations should not be flush mounted to the ceiling as it would affect signal propagation. If ceiling mounting is a requirement, the base stations could be drop mounted from the ceiling in the same orientation (i.e., vertical) and height (no higher than 20 feet from ground) as described for wall mounting. If Mounting base stations higher than 20ft off the ground, coverage directly underneath the base station will be impacted.
- Assumed no other 1920 - 1930MHz devices are installed.
- Minimum number of base stations required for coverage area.
- Assumes even distribution of users across coverage area.
- No high-traffic areas have been identified

D. CUSTOMER ROLES AND RESPONSIBILITIES

Customer is responsible for completing the tasks identified below. Customer's Spectralink distribution partner may perform or assist with any or all of these tasks. Any delay in completing one or more tasks may result in a delay in the schedule and may incur additional charges.

- Prior to the remote service, provide current blueprints to Spectralink of each site to be surveyed, including:
 - Identification of walled structures
 - Large obstacles

E. DELIVERABLES

The Report which will provide base station details for Customer's site(s), including, the following information per base station:

- Estimated Base Station Count
- High Level Design with estimated base station placement

F. EXCLUSIONS. The following Services are out of scope and not included in this Service Program:

1. Performance guarantee
2. Infrastructure installation including cabling & AP installation
3. Onsite DECT Design

4. Implementation, Configuration and/or deployment of base stations, handsets, or other Customer hardware
5. PBX Moves/Adds/Changes
6. Technical Trouble Shooting

G. 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.