

## SPECTRALINK CORPORATION

### SERVICE DESCRIPTION

#### CUSTOMER GO LIVE & TECHNOLOGY ADOPTION SERVICES

(SKU #SRS-C-000, SRS-BD-00, SRS-BA-00, SRS-WD-00, SRS-WA-00)

#### A. GENERAL TERMS

1. This “Service Description” defines the Spectralink Go Live and Technology Adoption Services 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 [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”).
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 Go Live and Technology Adoption Service Program provides a comprehensive methodology for supporting the customer and end users with their technology adoption and change management.
2. Feature Summary:
  - Onsite device pre-distribution checklist
  - Distribute devices to users
  - At the elbow training on device specific functionality
  - Command Center Availability
  - Unit Rounding to check-in on end users
  - Issue Log Tracking and Escalation Management

#### 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.**
  - Putting new technologies into practice can be challenging for a number of reasons. Spectralink provides rollout and nurturing services to support the customer and end users with their technology adoption and change management. This team of resources along with the customer are responsible for identifying ways to overcome potential barriers to the implementation and support the optimization of the system.
  - After all areas of change are tested together in the customer environment to generate confidence that everything is ready to “go live.” It is critical to provide the right level of support during the project roll-out phase. During this phase end users and support teams should receive appropriate training concerning the new devices, processes, and associated systems.
3. **Specific Spectralink Tasks**
  - (a) The Spectralink onsite team helps provide support in the following specific areas:
    - On-Site device pre-distribution checklist
    - Participate in the group huddles and make proper introductions
    - At the elbow training on device specific functionality
    - Device hand out procedures
    - Assist with handing the devices to staff
    - Confirm that the devices have fully charged batteries
    - Address device related questions like: Security PIN login, Volume Controls, Answer Call, Transfer Call, Merge Call, and other features
    - Unit Rounding to Check-in on Users
    - Participate in Application related issues
    - Issue log tracking and escalate any phone related issues immediately to Technical Lead from Spectralink

#### **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.

- Provide all requirements needed for Spectralink to provide the Services
- 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, education team, network administrators, PBX technicians and construction/facility management personnel
- Complete the site questionnaire
- 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
- Facility staff notification 48hrs in advance of Spectralink resources arriving onsite

- 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
- 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**

- The quantity of days and type of coverage will be set per the associated quote
- Spectralink Project Management will be purchased separately for this program
- Unless otherwise specified, the type of coverage options are:
  - A day shift is defined as a consecutive eight-hour period delivered between the hours of 7am to 7pm, Monday through Friday.
  - An after-hours shift is defined as 7pm to 7am, Monday through Friday
  - A Weekend day shift is defined as a consecutive eight-hour period delivered between the hours of 7am to 7pm, weekends and holidays.
  - A Weekend after-hours shift is defined as a consecutive eight-hour period delivered between the hours of 7pm to 7am, weekends and holidays.
- Unless otherwise specified, 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*)
- Spectralink will be granted access to a secure location to stage and store Products if needed
- Customer will coordinate and make available all 3<sup>rd</sup> party resources necessary to deliver the Services
- 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*)

#### **F. 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.

## G. 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

## 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.