

## SPECTRALINK CORPORATION

### SERVICE DESCRIPTION

#### SPECTRALINK 95/96 SERIES CONFIGURATION

(SKU # SCB-OC-00, SCB-OC-05)

#### A. GENERAL TERMS

1. This “Service Description” defines the Spectralink 95/96 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](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 Services
  - A single point of contact to handle scheduling and provide status updates
  - Onsite basic 95/96 Series Product configuration
  - Onsite 95/96 Series and SAM basic administration orientation training
  - Remote Spectralink SAM installation consulting (as applicable)

#### C. SCOPE OF THE SERVICE PROGRAM

1. The Scope of the Service Program includes only those tasks that appear in this Service Description. If you request or require 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. The Service Program includes an assigned Spectralink Professional Services Project Manager (the “Project Manager”) who serves as the primary point-of-contact.

3. The SAM components of this Program are applicable if SAM has been purchased. If SAM has not been purchased, a change order may be necessary to accommodate any additional steps that would otherwise be handled by SAM.
4. Specific Spectralink Tasks:
  - a. Project Manager:
    - i. Coordinate regular planning meetings with Customer and End User designated representatives
    - ii. Gather information needed for each phase working with Customer's designated Primary Contact (defined below)
    - iii. Provide periodic status reports and/or schedule status meetings as necessary with Customer and End User designated representatives
    - iv. Provide information gathered throughout the project electronically to the Primary Contact, as needed
    - v. If issues are discovered during the Service Program, notify Customer and advise what is needed to resolve the issues. Resolution may require Customer to take specific actions or may require additional products and/or services that are outside the scope of the Service Program. In such case, if Spectralink is able to provide any of the required products and/or services, Spectralink will provide a quote for such.
    - vi. Document / communicate all out of scope items
  - b. Configuration:
    - i. Remotely verify that 3rd party Virtual Machine ("VM") environment has been installed configured properly
    - ii. Remotely guide the load, install, and configuration of SAM on a Spectralink-supported 3rd party VM environment
    - iii. Update the Spectralink Software as needed
    - iv. Configure Spectralink Product native features identified by the customer
    - v. Basic configuration of up to three 3<sup>rd</sup> Party application not managed by customer EMM/MDM (with prior written approval from Spectralink)
    - vi. Validate end state of device to included (with prior written approval from Spectralink)
      1. 3<sup>rd</sup> party applications loaded properly
      2. Desktop appearance and applications visible to Customer's end users
    - vii. Perform configuration at a single location provided by the customer
  - c. Testing
    - i. Test Product connectivity to the End User's wireless network, call server and Spectralink SAM
    - ii. On sample number of devices, test and validate the ability to establish calls (between handsets and outside) and Product features are working as requested
    - iii. Perform testing at a single location at the configuration location unless otherwise specified
  - d. Training
    - i. Provide high level system administration 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
    - ii. Perform training at a single location at the configuration location unless otherwise specified
5. **SAM Server Requirements:** The following requirements may be updated from time to time. Verify the requirements with the latest release notes and administrator guide.  
The SAM server requires the following components:
  - (a) VMWare ESXi server 6.0 (or later) host machine capable of running 64-bit guest OS
  - (b) Virtual Machines (ESXi is a hypervisor OS that allows you to run multiple virtual
  - (c) machines)
  - (d) 8GB of free memory on your ESXi server

- (e) 100GB free disk space on ESXi server datastore
- (f) SAM account number (obtain this from your Spectralink representative)
- (g) 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](http://kb.vmware.com/selfservice/microsites/microsite.do?cmd=displayKC&docType=kc&externalId=1003945&sliceId=1&docTypeID=DT_KB_1_1)
- (h) ESXi VM is a OS and will take over the HW
- (i) SAM VM is Ubuntu 16.04 LTS server 64-bit
- (j) 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.

- Assumes Spectralink VIEW & CSI certified equipment and Voice Ready system is being used
- Assumes Spectralink Certified EMM is being used
- 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 configuration area for the Spectralink Installation Engineer for Product configuration and provisioning
- Install and configure a VM platform so that it is ready for SAM
- Install the SAM 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 SAM.
- Client will install the SAM OVA file provided by Spectralink
- Handsets and SAM 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 SAM and a Spectralink certified EMM, additional charges may apply
- 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:

<u>Milestone</u>	<u>% of Total Cost</u>
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