

SPECTRALINK CORPORATION

SERVICE DESCRIPTION

Wi-Fi Onsite Network Design

(SKU # INS912)

A. GENERAL TERMS

1. This “Service Description” defines the Spectralink Wi-Fi Onsite Network 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 Wi-Fi On-site Network Design Service Program provides a comprehensive Wi-Fi network design to meet end user requirements.
2. **Feature Summary.**
 - Project Management
 - Testing of Customer’s Wi-Fi network for voice readiness
 - Wi-Fi Network Design Report (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.**
 - The Spectralink project manager will serve as a single point-of-contact and will work closely with the designated Customer liaison. The Spectralink project manager directs the efforts of the Spectralink

project team focusing on planning, readiness, design and delivery. Every Spectralink team includes representatives from project management, engineering and technical services.

- A successful Wi-Fi telephony implementation requires correct network preparation before the installation of the Products takes place. Most wireless networks were not designed with voice in mind, and many do not provide the coverage, capacity or throughput needed to support voice. Network viability is challenged as soon as Voice over Wi-Fi or similar applications are deployed; often experienced as dropped calls or delays in information transmission. Wireless infrastructures must be design engineered to provide adequate bandwidth and coverage to support call volume, seamless roaming, and mixed wireless client usage.
- Signal strength is only one part of the network design and by itself, does not ensure wireless network efficiency or good voice quality. This Service Program examines factors that impact wireless network performance, including coverage, optimum channel plan, onsite non-Wi-Fi interference detection, external Wi-Fi network interference, client capacity needs and provides the optimal wireless network design for Customer's situation.
- If Customer fully implements the recommendations made in the Report within ninety (90) days of delivery of the Report and the results do not meet the agreed upon expectation and voice over Wi-Fi performance, Spectralink will return to the Customer site at no additional service resource cost and will provide an updated Report, subject to conditions specified in the applicable Spectralink quote for this Service Program. Customer will be responsible for related travel expenses.

3. Specific Spectralink Tasks

(a) The Spectralink project manager will:

- Be the single point of contact for the Service Program
- Perform overall planning of the onsite network design
- Define scope of the onsite network design, identify pre-work requirements, oversee the quality of Services performed and be responsible for delivery and review of the Report
- Coordinate the kickoff call, provide periodic status reports and setup meetings (either via audio or video conference) with Customer as necessary
- Coordinate the final Report review conference call
- Complete project close out tasks
- Document / communicate all out of scope items (i.e., Change Control)

(b) The Spectralink wireless design engineer will:

- Conduct a spectrum analysis interference detection at Customer site
- Collect sample onsite wireless readings at Customer site
- Design/evaluate the wireless network using an advanced 3 D wireless computer modeling tool
- Create the Report
- Document any issues to the Spectralink project manager

D. CUSTOMER ROLES AND RESPONSIBILITIES

Customer is responsible for completing the tasks identified below in the timeframe determined by the Spectralink project manager. Customer's Spectralink reseller may perform or assist with any of these tasks. Any delay in completing one or more tasks may result in a delay in the schedule and may incur additional charges.

- Provide a primary point of contact to interface directly with the Spectralink project manager
- Participate in the kickoff meeting, which includes a detailed review of the proposed project plan
- Provide contact information and access to these individuals at agreed upon times, including network administrators, PBX technicians and construction/facility management
- Attend all mutually agreed scheduled project meetings.
- Participate in additional calls as required with the Spectralink wireless design engineer and Customer's technical staff.
- Provide site map and spreadsheet of the customer's facility showing current AP locations with their MAC Addresses (if applicable) including channel and power plan (if applicable)
- Provide CAD drawings (in .dwg format, fully scaled jpeg or pdf) of Customer's facility, which shall include information about various wall types (drywall, concrete, firewall, lead lined walls, et cetera) *(Any delay in providing this requirement will delay the timeline and the delivery of the Wi-Fi Network Design Report)*
- Provide any areas of high capacity wireless voice usage
- Complete any tasks assigned during the kickoff meeting and/or defined in the project plan
- Notify and update the Spectralink project manager of any issues onsite
- Provide a signature sign-off on the Services upon completion of the Service Program

E. MILESTONES

1. Spectralink assigns a project manager
2. The Spectralink project manager initiates the onsite design project team, including members from the Spectralink Wi-Fi engineering team and technical services team as required
3. Project Manager engages with Customer to gather requirements for the Service Program
4. **Customer provides CAD drawings (in .dwg format, fully scaled .jpeg or .pdf) of the facility, which should indicate wall types (drywall, concrete, firewall, lead lined walls, et cetera) Any delay in providing this requirement will delay the timeline and the delivery of the Wi-Fi Network Design Report**
5. The Spectralink project manager hosts a kick-off meeting with Customer
6. Project scope, duration and Customer's expectations are discussed during the kickoff call
7. Additional calls established as required between the Spectralink wireless design engineer and Customer's technical staff to ensure all Customer-provided requirements are accurate and present
8. The Spectralink wireless design engineer arrives at Customer's site and performs the specified Services
9. The Spectralink wireless design engineer works on the design, analyzes onsite data and prepares the Report
10. The Report is electronically delivered to Customer for review
11. The final conference call to review the Report in detail
12. Customer implements all recommendations in the Report

F. DELIVERABLES

The Report itemizing aspects of Customer's wireless infrastructure that may impact the quality of the wireless voice/data service, including:

1. Number Access Points (APs), their specific mounting locations

2. AP configuration recommendations including power settings and channel assignments
3. Spectralink best practices and specific recommendations for Wi-Fi deployment
4. Specific antenna recommendations
5. Interference sources and remediation possibilities
6. Detailed heat maps of the facility showing RF coverage

G. ASSUMPTIONS

- The Spectralink wireless design engineer will be granted access to areas necessary to complete the Service Program
- Spectralink will be granted access to a secure location to stage and store Products if needed
- Customer will coordinate and make available all 3rd party 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)*

H. 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.

I. RESCHEDULE POLICY

Postponements of the Service Program may be made with no penalty if Spectralink is notified seven (7) or more business days before the start of the Services. If Spectralink is notified of a postponement less than seven (7) business days before the start of the Services, a res-schedule 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

J. 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.