

SPECTRALINK CORPORATION

SERVICE DESCRIPTION

WI-FI ON-SITE NETWORK DESIGN AND POST ON-SITE VERIFICATION

(SKU # INS-DV-00)

A. GENERAL TERMS

1. This “Service Description” defines the Spectralink Wi-Fi On-Site Network Design and Post On-Site Verification 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 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 and Post On-site Validation Service Program provides a comprehensive Wi-Fi network design and validation to meet end user requirements.
2. Feature Summary:
 - Project Management
 - Network Design and Validation
 - a) Testing of Customer’s Wi-Fi network for voice readiness
 - b) Wi-Fi Network Design Report
 - c) Post Validation 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 Predictive Design Report within ninety (90) days of delivery of the Predictive Design Report, Spectralink will perform a post implementation verification to validate and fine tune the WLAN environment. If the recommendations were implemented and results do not meet the agreed upon expectation and voice over Wi-Fi performance within (90) days of delivery of the Validation Report, 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) On-site Survey Procedure – Predictive:

- Collect sample onsite wireless readings at Customer site
- Engineer(s) will identify building construction materials
- Free space signal loss measurements and db loss measurements (walls, windows, doors, and structures)

- Engineer(s) will identify the optimal placement, power and channel settings for access points
- (c) Expected Deliverables - Predictive
- Access point locations, power and channel settings
 - Design/evaluate the wireless network using an advanced 3 D wireless computer modeling tool
 - Predictive signal strength heat maps of 2.4 GHz and 5 GHz networks by floor
 - Predictive signal to noise ratio heat maps of 2.4 GHz and 5 GHz by floor
 - Create the Report and review with Customer
 - Document any issues to the Spectralink project manager
- (d) On-site survey Procedures – Post Validation
- Engineer(s) will identify sources of interference.
 - RF spectrum analysis of entire coverage area.
 - Engineer(s) will validate accuracy of AP placements as compared to the design
- (e) Expected Deliverables – Post Validation
- Verification that recommendations were implemented
 - Signal strength heat maps of 2.4 GHz and 5 GHz networks by floor
 - Signal to noise ratio heat maps of 2.4 GHz and 5 GHz by floor
 - Create Post implementation report and review with Customer
 - Document any issues to the Spectralink project manager

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, network administrators, PBX technicians and construction/facility management personnel
- Customer to provide comprehensive list of devices to be benchmarked
- 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
- 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 or DXF format) for all surveyed facilities in advance, which shall include information about various wall types (drywall, concrete, firewall, lead lined walls, et cetera)
 - *Additional CAD conversion charges may apply if files provided are in unworkable format*
 - *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
- Provide current controller configurations
- Any specific channel requirements are identified in advance (i.e. channel reservations)
- Facility Staff will need to be notified of survey and provide an escort if needed
- Provide a list of client devices they wish to have benchmarked (if applicable)

- Access to Client SharePoint
- Facility staff notification 48hrs in advance of Spectralink engineer 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
- 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
- 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

- Coverage area in scope is estimated and indicated in the associated quote.
- 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)*

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%
Upon Post Implementation Report Delivery	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