

SPECTRALINK CORPORATION

SERVICE DESCRIPTION

VERSITY ADMINISTRATOR TECHNICAL TRAINING SERVICES

(SKU # TRU-AT-05)

A. GENERAL TERMS

1. This “Service Description” defines the Spectralink Versity Administrator Technical Training 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.** This Training will focus on the Versity Handset and SAM Server and their key features.
2. Feature Summary:
 - Administrator Instruction on Spectralink Device

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.**
 - This Training will focus on the Versity Handset and SAM Server and their key features. We will also discuss Best Practices for the NFC “Bump” during deployment. Additionally, take a brief look at the

SAM Client Configuration via AirWatch. We will not be Training on other AirWatch items like Profiles and Launcher/Kiosk Mode.

D. Class Agenda

1. Spectralink Versity- Product Overview
2. Spectralink 9553 & 9653 Barcode Scanning
3. Spectralink Versity Button Configuration
4. Spectralink Versity Camera Lens Grid
5. Spectralink 96 Series – LTE Overview and Configuration
6. Spectralink Versity - Home Screen & Menus Overview
7. Spectralink Versity – Factory Reset
8. Spectralink Versity - Provisioning Overview
 - a. Provisioning Workflow
 - b. One touch Provisioning via NFC / Android Master (Best Practice)
9. SAM – Introduction & Installation Overview
10. SAM – Importing the signed SAM Certificate
11. SAM – SAM Client Configuration
 - a. SAM Client Config settings via AirWatch
12. SAM – Applying SAM SW Updates/Patches
13. SAM – Phone Onboarding
14. SAM – Configuring SIP via Biz Phone
15. SAM – SIP Batch Configuration
16. SAM – Device Settings
17. SAM – Applying Versity SW updates with Sys Updater
18. SAM – Versity VQO
19. SAM – Configuring Web API & Web Applications
20. SAM – Configuring Push-to-Talk (PTT)
21. SAM – Configuring SAFE w/Panic Button & Emergency Dial
22. SAM – Configuring Emergency Contacts
23. SAM – Configuring Syslog with Logging app
24. SAM – Advanced Debugging via Logging app

E. 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 class agenda, training requirements, and logistics
- 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
- Customer students are required to have their own Versity handset to bring to the class
- A SAM Server and AirWatch access would need to be provided by Customer if Hands-On exercises are required by Customer
- Notify and update the Project Manager of any issues onsite
- Provide a signature sign-off on the Services upon completion

F. ASSUMPTIONS

- The service includes one and a half days of one training resource, unless otherwise specified per the associated quote
- Spectralink Project Management will be purchased separately for this program
- Unless otherwise specified, the service will be delivered during a consecutive eight-hour period delivered between 8am to 6pm, Monday through Friday.
- 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)*
- Training facility will be provided by Customer and will be appropriate for the requested task. If remote resources are to join, the Customer will provide those resources with appropriate access and materials
- If hard copy documents are requested, Customer will print and provide to the Students
- 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
- 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)*

G. 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.

H. 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

I. 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.