

SPECTRALINK CORPORATION

SERVICE DESCRIPTION

DECT On-Site Configuration Service

(For SKU #'s 4870-01041-007, 4870-01042-007, 4870-01043-007, SDC-7020, SDC-7050, SDC-7100, SDC-7200)

A. GENERAL TERMS

1. This Service Description defines the DECT On-Site configuration 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, assumed completed and fully invoiced.

B. SERVICE PROGRAM SHORT DESCRIPTION AND FEATURE SUMMARY

1. **Short Description.** The Spectralink DECT On-Site Configuration Service Program provides for the installation, configuration and provisioning of Spectralink DECT systems and handset Products for general use within Customer's facilities.
2. **Feature Summary.**
 - Project Management
 - Spectralink DECT configuration
 - Testing of the configuration
 - On-site training

C. SCOPE OF THE SERVICE PROGRAM

1. The Scope of this Service Program includes only those tasks described 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 Service Program includes an assigned Spectralink Professional Services Project Manager (the "Project Manager") who serves as the primary point-of-contact, responsible for completion of the Service Program. Working closely with the designated Customer liaison, the Spectralink Project Manager will manage planning, development and delivery.
 - A Spectralink engineer (the "Engineer") will visit Customer's site and install the server and appropriate Spectralink Software for Customer's Spectralink DECT system(s).

- The Engineer will conduct a full system test to validate the installation and configuration of Customer's Spectralink DECT system(s) and handset Products.
- Spectralink will provide a high-level system orientation training for up to ten (10) people for up to two (2) hours, as detailed below.

3. Specific Spectralink Tasks

- The Project Manager will:
 - a) Coordinate completion of the Service Program
 - b) Manage Service Program scope and document / communicate out of scope items
 - c) Develop and manage Service Program timeline
 - d) Coordinate regular planning meetings with Customer stakeholders
 - e) Provide periodic status reports to Customer stakeholders
 - f) Communicate issues discovered during the Service Program to the 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
 - g) Be the single point of contact for the Service Program
 - h) Review the Bill of Materials to ensure proper equipment has been ordered
 - i) Assign appropriate technical resources
 - j) Verify completeness of Installation and Design toolkit
 - k) (Note: The accuracy of the information supplied in the Installation and Design toolkit is the responsibility of the Spectralink Partner (if applicable) and the Customer. Missing or inaccurate information could cause a delay which may result in additional labor charges. Refer to Service Program Delay Policy.)
 - l) Communicate process for post-deployment Technical Support and schedule a handoff call with Spectralink Technical Support, Spectralink Reseller and Customer, as applicable
 - m) Monitor and direct completion of all tasks, schedule follow up calls to address any issues that are not resolved during the onsite deployment and provide next steps
 - n) Document/communicate all out of scope items (i.e., Change Orders)
- The Engineer will:
 - a) Install the DECT server(s)
 - b) Update the Spectralink Software as needed
 - c) Configure the Spectralink platform parameters
 - d) Provision and establish connectivity to Customer's Spectralink base station Products
 - e) Register Customer's Spectralink handset Products
 - f) Apply Software Licenses as applicable
 - g) Test and validate the ability to establish calls between handsets (intra- and inter-base stations), audio quality of calls and call handoff between base station Products
 - h) Provide high level system administration orientation training for up to 10 people for up to 2 hours. Including basic testing, procedures for replacing handset Products, updating software, and procedures for requesting technical support

D. CUSTOMER ROLES AND RESPONSIBILITIES

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

1. General:

- Verify enough licenses are available for the Products.
- Identify a primary contact (the "Primary Contact") who will (a) act as the primary interface with Spectralink, (b) be the Customer'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.
 - Participate in the kick-off meeting, which includes a detailed review of the proposed Service Program plan.
 - Facility staff notification 48 hours in advance of Spectralink resources arriving on site.
 - Notify and update the Project Manager of any issues onsite.
 - Attend all mutually agreed scheduled meetings and ensure that required Customer personnel attend.
 - Complete any tasks agreed upon during Service Program readiness and/or defined in the Service Program plan and ensure that any tasks assigned to the Customer are completed in a timely manner.
 - Provide contact information and access to Customer resources as needed to complete the Services including, network/WLAN engineers/administrators, PBX technicians/administrators, construction/facility management personnel, server administrators (virtual, application, etc.), T1/Cat5 Cabling Expert/qualified electrician.
 - Ensure that the assigned Customer stakeholders attend regularly scheduled meetings, as mutually agreed with Spectralink.
 - Communicate project details to end users as needed (e.g. Change Management).
 - Complete the site questionnaire.
 - Coordinate and make available all 3rd party project resources necessary to deliver the Services.
 - Notify 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.
 - Provide a signature sign-off on the Services upon completion of the Service Program
2. Configuration
- Accurately complete the information requested in the “Project Toolkit” (a spreadsheet provided by Spectralink)
 - Provide current blueprints to Spectralink of the Customer site, including, identification of walled structures and large obstacles
 - **Mount Spectralink base station Products and install the cabling required for standard operation of the Spectralink base station Products in accordance with Spectralink’s recommendations provided under the DECT Onsite Design Service Program (SKU # 4870-00638-001) and applicable Spectralink guidelines**
 - Ensure that the Customer site is accessible by the Engineer upon arrival (*Spectralink reserves the right to invoice Customer for any applicable re-visit fees, as described in the Reschedule Policy and Project Delay Policy, in the event that the Customer site is not available or properly prepared for Services when the Engineer is dispatched*)
 - Provide a location where staging can be performed and any supplies (e.g. labels) needed. Location should have plenty of electrical outlets.
3. Training
- Identify the person(s) receiving training prior to commencement of the Services

E. ASSUMPTIONS

1. General:
- Any Services not specified in this Service Description are out-of-scope.
 - Number of days onsite, network design coverage area, number of Spectralink Products, 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 Services unless specifically specified are provided in English
 - Spectralink Professional Services will be offered during the hours of M-F, 8-5 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).
- The expected duration of this Service Program has been budgeted for up to four months from the time of kick-off to completion. In the event that the Service Program exceeds the budgeted timeframe without a change order in place, the Service Program will be considered complete and invoiced.

2. Configuration

- All handsets have the same configuration
- Customer has purchased the Spectralink DECT Onsite Design Service Program (SKU # 4870-00638-001) and fully implemented the recommendations provided thereunder prior to delivery of the Services under this Service Program.
 - a) If Customer has not purchased the Spectralink DECT Onsite Design Service Program (SKU # 4870-00638-001), Spectralink will not guarantee results
- Sites with numerous metal surfaces can complicate a successful deployment and can, in certain cases, cause the deployment to fail. In such cases, Spectralink will waive the Service Program fee and charge only for travel expenses incurred.
- The Spectralink DECT Onsite Design Service Program (SKU # 4870-00638-001) and this Service Program are performed within ninety (90) days of one another.
- Customer has provided accurate and complete information requested in the “Project Toolkit” and followed the Spectralink site design, synchronization, and deployment guide as appropriate.
- A 2% call drop rate is normal with wireless technology due to interference from other technologies.
 - a) Less than 2% dropped calls within the beforehand agreed upon area.
 - b) For synchronization Over the Air (OTA) deployments: The DECT base stations shall be deployed so that a standard Spectralink DECT handset measures a minimum RSSI value of 75 at any given point in the area where DECT coverage is required.
 - c) For synchronization over Local Area Network (LAN) deployments: The customer LAN network must support the following specifications:
 - i. Maximum of 500 nanoseconds jitter of multicast Ethernet packets between all IP base stations being synchronized.
 - ii. Any single switch in the network cannot exceed 100nsec of jitter.
 - iii. PTPv2 event traffic must be given strict priority over all other network traffic.
 - iv. Multicast and the IGMP protocol (if used) must be configured per Spectralink requirements.
 - v. For details please refer to: Synchronization and Deployment Guide (available from Spectralink support site).

F. EXCLUSIONS. The following Services are out of scope and not included in this Service Program:

1. Infrastructure installation including cabling, base station, and AP installation
2. Configuration and deployment of other Customer hardware
3. PBX Moves/Add/Changes
4. Site survey

G. FEES

Fees are indicated in the associated quote.

H. PAYMENT SCHEDULE

Invoices for Services will be issued as specified below:

Milestone	% of Total Cost
Upon Receipt of Purchase Order	100%

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. 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.

1. **Reschedule Policy**

Customer shall notify Spectralink of any intent to reschedule by contacting the 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.

Postponement Notice	Re-schedule Fee	Product ID
1-6 business days prior to start of Services	\$600 per scheduled resource	SAO-RES-000
0-1 business days prior to start of Services	\$2300 per scheduled resource	SAO-RES-010

2. **Service Program Delay Policy**

Onsite delays or delays that extend the duration of the overall Service Program schedule, that are outside of Spectralink resource control, may result either in additional charges or the associated services being deemed complete.

Delay Type	Fee	Product ID
Onsite Resource	\$2,300 per scheduled resource per day	SAO-DEL-000
Retainer for Project Schedules Exceeding 120 days from date of PO	\$1,200 per month	SAO-DEL-010