

SPECTRALINK CORPORATION

SERVICE DESCRIPTION

DECT Onsite Design

(SKU # 4870-00638-001, SDD-7020, SDD-7050, SDD-7100)

A. GENERAL TERMS

1. This “Service Description” defines the Spectralink DECT Onsite 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, assumed completed and fully invoiced.

B. SERVICE PROGRAM SHORT DESCRIPTION AND FEATURE SUMMARY

1. **Short Description.** The DECT Onsite Design Service Program provides a comprehensive DECT design to meet end user requirements and installation guidelines for Spectralink DECT base stations in Customer’s facilities.
2. **Feature Summary.**
 - Project Management
 - Onsite Site Survey
 - DECT Site 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 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 Project Manager will manage planning and delivery.
 - A Spectralink engineer (the “Engineer”) will visit Customer’s site(s) to perform a site survey and provide the Report.
 - If this Service Program is combined with Spectralink DECT Onsite Implementation (SKU 4870-01041-007), and if Customer fully implements the recommendations of the Report within ninety (90) days of delivery of the Report, and if the results do not meet the agreed upon expectation and performance,

then 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 assumptions below and the applicable Spectralink quote for the Service Program. Customer will be responsible for related travel expenses.

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) Visit Customer's site(s) and identify the appropriate locations for the Spectralink base stations, based on coverage, signal strength and appropriate access to Customer's site(s)
 - b) Record the necessary documentation for generating the Report
 - c) Create the Report which will provide base station details for Customer's site(s), including:
 - i. Radio Unit Description
 - ii. Location Description
 - iii. Coverage
 - iv. Synchronization layout from Radio ID
 - d) Document any issues to the Project Manager

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 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.

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. Design

- Prior to the on-site visit, provide Spectralink with current blueprints of each site to be surveyed, including, identification of walled structures and any large obstacles (Any delay in providing this requirement will delay the timeline and the delivery of the Report)
- Provide any areas of high capacity wireless voice usage
- Facility Staff will need to be notified of survey and provide an escort if needed
- Set up the wireless network according to: Spectralink’s recommendations and Best Practices Guide
- Cabling and base station mounting to: Spectralink’s recommendations and Best Practices Guide

E. MILESTONES

1. Spectralink assigns Project Manager
2. The Project Manager initiates the onsite design project team
3. The Project Manager hosts a kick-off meeting with Customer
4. The Project scope, duration and Customer’s expectations are discussed during the kickoff call
5. The Project Manager proactively engages with the Customer to gather requirements for the project
6. **Customer provides current blueprints to Spectralink of each site to be surveyed, including, identification of walled structures and large obstacles**
7. The Engineer arrives at the Customer site and performs the specified Services
8. The Engineer completes the design and prepares the Report
9. The Report is electronically delivered to Customer for review
10. Conference call to review the Report in detail
11. Customer implements all recommendations in the Report

F. DELIVERABLES

The Report which will provide base station details for Customer's site(s), including, the following information per base station:

1. Radio Unit Description
2. Location Description
3. Coverage
4. Synchronization layout from Radio ID

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

1. Infrastructure installation including cabling & AP installation
2. Configuration and deployment of base stations or other Customer hardware
3. PBX Moves/Adds/Changes
4. Implementation, configuration, or deployment of Spectralink devices

H. 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. Design

- Sites with numerous metal surfaces can complicate a successful deployment and can, in certain cases, cause the deployment to fail.
- The Spectralink onsite survey and implementation were performed within ninety (90) days of one another. The request for Spectralink to troubleshoot and return onsite must be requested within ninety (90) days of the onsite implementation. Customer will have provided accurate and complete information requested in the "Project Toolkit" spreadsheet 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).

I. FEES

Fees are indicated in the associated quote.

J. PAYMENT SCHEDULE

Invoices for Services will be issued as specified below:

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

K. 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.

L. CHANGE ORDER PROCESS

If Customer or Spectralink encounter circumstances that will affect the schedule of the Service Program, the 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

Project Restart Fee (after break in project of more than 2 months)	\$2,000 per instance	SAO-DEL-020
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