

SPECTRALINK CORPORATION
SERVICE DESCRIPTION
DECT ON-SITE POST VALIDATION
(SKU # 4870-00642-001)

A. GENERAL TERMS

1. This “Service Description” defines the Spectralink DECT On-site Validation 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 DECT On-site Validation Services Program provides a comprehensive DECT validation to meet end user requirements. This service is intended for customers that have had Spectralink perform a Network Design in the previous 90 days.
2. Feature Summary:
 - Project Management
 - DECT Post Validation

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.

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 validation
- 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 Procedures – Post Validation

- Re-survey coverage areas originally define with the customer
- Conduct an active survey with Spectralink DECT radio system
- Engineers will validate the recommended placement for DECT base stations

(c) Expected Deliverables – Post Validation

- Create Post implementation report showing any recommended modifications to the original DECT survey 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
- Purchased a Spectralink Network Design and have implemented the recommendations
- Provide contact information and access to Customer resources at agreed upon times, including Customer's wireless IT personnel who must be available to assist the Engineer during the Service Program and provide the Engineer with access to all required areas of the Customer site
- 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)
- Complete any tasks assigned during the kickoff meeting and/or defined in the project plan
- Provide any areas of high capacity wireless voice usage
- Facility staff notification 48hrs in advance of Spectralink engineer arriving onsite

- 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, DECT 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)
- Notify and update the Project Manager of any issues onsite
- Provide a signature sign-off on the Services upon completion

E. **ASSUMPTIONS**

- Coverage area in scope is estimated and indicated in the associated quote.
- Spectralink Network Design recommendations have been implemented
- The Engineer will 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
- Customer will coordinate and make available all 3rd party project 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)*
- 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 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.
 - Less than 2% dropped calls within the beforehand agreed upon area.
 - 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.
 - For synchronization over Local Area Network (LAN) deployments: The customer LAN network must support the following specifications:
 - Maximum of 500 nanoseconds jitter of multicast Ethernet packets between all IP base stations being synchronized.
 - Any single switch in the network cannot exceed 100nsec of jitter.
 - PTPv2 event traffic must be given strict priority over all other network traffic.
 - Multicast and the IGMP protocol (if used) must be configured per Spectralink requirements.
- 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 & AP installation
2. Configuration and deployment of base stations or other Customer hardware

- 3. PBX Moves/Add/Changes
- 4. Implementation

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	50%
Upon Post Implementation Report Delivery	50%

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.

J. 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.

K. 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