

**SPECTRALINK CORPORATION**

**SERVICE DESCRIPTION**

**SPECTRALINK 95/96 SERIES VERSITY - PILOT JUMP START BUNDLE**

(SKU # SVB-PLT-00)

**A. GENERAL TERMS**

1. This “Service Description” defines the Spectralink 95/96 Series Versity - Pilot Jump Start 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](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 Versity - Pilot Jump Start Bundle Program provides services to enable the deployment of the Spectralink 95/96 series handset Products for customers with a smaller number of devices. It includes Enterprise Mobility Management (“EMM”) Consulting and SAM server configuration, functional testing, configuration of Spectralink handset products, super user training, handset product staging, and go live support.
2. Feature Summary:
  - Project Management Services
  - Versity Management Tool Consulting
    - a) EMM Consulting (Spectralink Certified EMM)
    - b) SAM Configuration
    - c) EMM basic Versity setup review and enrollment orientation
    - d) /SAM basic administration orientation
  - Onsite Configuration, Staging Support, and Functional Testing
  - High Level Admin Training for Spectralink Products and Configuration Management Tools (up to 1 hours remote)
  - Super User Training
  - Handset Product Staging and Distribution

- Go Live Support
  - a) At the elbow training on product specific functionality
  - b) Unit Rounding to check-in on end users
  - c) Issue Log Tracking and Escalation Management

### **C. SCOPE OF THE SERVICE PROGRAM**

1. The Scope of the Service Program includes only those tasks that appear in this Service Description. If you request or require 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. The Service Program includes an assigned Spectralink Professional Services Project Manager (the “Project Manager”) who serves as the primary point-of-contact.
3. Specific Spectralink Tasks:
  - Project Management Services:
    - i. Coordinate completion of the Service Program.
    - ii. Manage Service Program scope and document / communicate out of scope items.
    - iii. Develop and manage Service Program timeline.
    - iv. Coordinate planning meetings with Customer stakeholders.
    - v. Provide periodic status reports to Customer stakeholders.
    - vi. 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.
    - vii. Be the single point of contact for the Service Program.
    - viii. Review the Bill of Materials to ensure proper equipment has been ordered.
    - ix. Assign appropriate technical resources.
    - x. Verify completeness of Configuration and Design toolkit.
      1. (Note: The accuracy of the information supplied in the Configuration 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.)
    - xi. Communicate process for post-deployment Technical Support and schedule a handoff call with Spectralink Technical Support, Spectralink Reseller and Customer, as applicable.
    - xii. 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.
    - xiii. Document/communicate all out of scope items (i.e., Change Orders).
  - Versity Management Tools Consulting – help Customer install SAM and advise on optimal setup of Customer’s EMM to best manage Spectralink handsets. Up to 8 hours.
    - i. Product Management Tools Consulting
      1. Spectralink Product Setup Overview
      2. Enterprise Mobility Management (EMM) Review, Planning, Consulting, and Best Practice review
      3. Spectralink Application Management (SAM) Review, Planning, Consulting, and Best Practice review
      4. Deliverable: Document settings according to goals and best practices
    - ii. SAM Configuration:
      1. Remotely verify that Spectralink-supported 3rd party Virtual Machine (“VM”) environment has been installed properly
      2. Remotely guide the configuration of Spectralink Product native features on SAM
      3. Update the Software as needed
    - iii. Review Product home screen appearance and applications visible to Customer’s end users
  - a. Handset Configuration:

1. Perform configuration at a single location provided by the customer
  2. Not including LTE configuration, insert, or deployment
  3. Create the configuration files based on the information provided in the Configuration Toolkit
  4. Verify the network and SIP server information provided on the Configuration Toolkit is accurate (Note: Any changes may result in a scope change and delay to the Configuration.)
  5. If noted on the Configuration Toolkit, configure native features on the handset Products which may include; Call Hold, Call Forwarding, Call Transfer, Conference Calling, Voicemail/Message Waiting Indicator, SIP integration.
- ii. Update the Software as needed (If possible, the handset Products should be upgraded to the latest Release prior to the Spectralink field engineer site visit. The handset Products will need to be rebooted).
  - iii. Handset Functional Testing
    1. Test Product connectivity to the End User's wireless network, call server and Spectralink SAM
    2. On sample number of handset Products, test and validate the ability to establish calls (between handsets and outside) and Product features are working as requested
    3. Test at a single location (configuration location unless otherwise specified)
  - iv. Administrator Training
    1. Provide high level system administration orientation training for up to ten (10) people for one (1) hour. Including basic testing, procedures for replacing handset Products, updating software, and procedures for requesting technical support
    2. Train at a single location (configuration location unless otherwise specified)
- b. Staging – unbox, charge batteries, inventory the Product, asset tag the Products, add extension labels to the handset Products, assist with setting up and executing handset Product handout procedures.
- c. Super User Training
- i. Spectralink will train Customer's clinical super users in the care areas in scope for this Service Program.
  - ii. A training shift is defined as one, eight-hour period during normal business hours for one Spectralink associate. Super User training will be focused for these individuals to be able to answer end user questions. Including curriculum that covers Spectralink handset Product features and battery management. The training enhances end-user productivity and adoption of the handset Products.
- d. Go Live User Support – support end users during roll out in adopting the new technology. Includes:
- i. On-Site handset Product pre-distribution checklist
  - ii. Participate in the group huddles and make proper introductions
  - iii. At the elbow training on handset Product specific functionality
  - iv. Assist with developing Handset Product hand out procedures
  - v. Assist with handing the handset Products to staff
  - vi. Confirm that the handset Products have fully charged batteries
  - vii. Address handset Products related questions like: Security PIN login, Volume Controls, Answer Call, Transfer Call, Merge Call, and other features
  - viii. Unit Rounding to Check-in on Users
  - ix. Participate in Application related issues
  - x. Issue log tracking and escalate any phone related issues immediately to Technical Lead from Spectralink

**D. SAM Server Requirements:** The following requirements may be updated from time to time. Verify the requirements with the latest release notes and administrator guide.

The SAM server requires the following components:

- (a) VMWare ESXi server 6.0 (or later) host machine capable of running 64-bit guest OS
- (b) Virtual Machines (ESXi is a hypervisor OS that allows you to run multiple virtual
- (c) machines)
- (d) 8GB of free memory on your ESXi server
- (e) 100GB free disk space on ESXi server datastore
- (f) SAM account number (obtain this from your Spectralink representative)
- (g) ESXi VM is a OS and will take over the HW
- (h) SAM VM is Ubuntu 16.04 LTS server 64-bit
- (i) Administrator needs to be knowledgeable about using VMWare vSphere and Virtual Machines

## **E. CUSTOMER RESPONSIBILITIES**

Customer is responsible for completing the tasks identified below in the timeframe determined by the Project Manager. Any delay in completing one or more tasks may result in a delay in the schedule and may incur additional fees.

- General:
  - a) Verify enough licenses are available for the Products
  - b) 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
  - c) 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
  - d) Participate in the kick-off meeting, which includes a detailed review of the proposed Service Program plan
  - e) Facility staff notification 48 hours in advance of Spectralink resources arriving on site
  - f) Notify and update the Project Manager of any issues onsite
  - g) Attend all mutually agreed scheduled meetings and ensure that required Customer personnel attend
  - h) 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
  - i) 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.
  - j) Ensure that the assigned Customer stakeholders attend regularly scheduled meetings, as mutually agreed by Spectralink
  - k) Communicate project details to end users as needed (e.g. Change Management).
  - l) Complete the site questionnaire.
  - m) Coordinate and make available all 3rd party project resources necessary to deliver the Services.
  - n) 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.
  - o) Provide a signature sign-off on the Services upon completion of the Service Program
  - p) Have appropriate operational policies and procedures in place to support the phones in domains such as Change Control, End User Handset Support and Issue Reporting, Handset Moves/Add/Changes, Battery Replacement, Firmware Upgrades etc.
- Versity Management Tools Consulting:
  - a) Install and configure a VM platform so that it is ready for SAM

- b) Install the SAM ova file provided by Spectralink
- c) If SAM has not been purchased, provide a change order if necessary to accommodate any additional steps that would otherwise be handled by SAM
- d) Provide access to EMM Administrator and possible EMM vendor personnel as needed.
- e) Implement the EMM Configuration agreed upon with Spectralink.
- f) Install and configure VM platforms for any other desired servers such as: SysUpdater; SysLog and Debug servers.
- Handset Product Configuration/Functional Testing/Admin Training:
  - a) Implement VIEW Certification Recommendations.
  - b) Install and configure the SIP extensions and desired PBX features and make a test call with a SIP desk or soft phone to verify the SIP set up.
  - c) Complete the site questionnaire - provide Spectralink with all needed network configuration information such as IP address of servers, call server, Wi-Fi access point and controllers
  - d) Accurately complete the Configuration Toolkit.  
(Note: The accuracy of the information supplied in the Configuration toolkit is the responsibility of the Customer. Missing or inaccurate information could cause a delay which may result in additional labor charges and possibly additional T&M. \*\*Refer to Customer Not Ready Charge.)
  - e) Inventory the equipment and if applicable, ship the equipment to Spectralink with the provided shipping label.
  - f) Program the call server according to the Spectralink interoperability guide for that call server and provide Spectralink with an extension list for the Products
  - g) Configure and provide the DHCP scope with appropriate options, if applicable.
  - h) Identify the Admin users who will be trained.
  - i) Provide a configuration area for the Spectralink Configuration Engineer for Product configuration and provisioning
- UAT
  - a) Provide Spectralink with testing schedule, use cases, and/or test script
  - b) Customer to perform user acceptance testing and provide results to Spectralink
- Super User and End User Training
  - a) Identify and schedule the training participants
  - b) Provide location and facility appropriate for the intended training
  - c) Organize the schedule and trainee attendance
- Staging/Distribution
  - a) Provide a location where staging can be performed and any supplies (e.g. labels) needed. Location should have plenty of electrical outlets.
  - b) Provide deployment schedule ahead of time for appropriate device grouping to location, area, unit or other logical grouping for efficient deployment to Customer end users
- Go Live Support
  - a) Provide a location and equipment as needed
  - b) Designate a super user to provide first level of support for any user.

## **F. ASSUMPTIONS**

- General:
  - a) Any Services not specified in this service description are out-of-scope.
  - b) Number of days onsite, number of handsets, and additional assumptions are provided within the customized quote
  - c) Spectralink Engineer to be granted access to areas necessary to complete this Service Program
  - d) Spectralink will be granted access to a secure location to stage and store Products if needed
  - e) All Services unless specifically specified are provided in English
  - f) Spectralink Professional Services will be offered during the hours of M-F, 8-5 unless otherwise specified.

- g) 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)
- h) 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.
- Network Design
  - a) Network Design services are not included in this Service.
  - b) It assumes the customer has purchased a Network Design and Validation from Spectralink under a different service or assumes Spectralink VIEW & CSI certified equipment and Voice Ready system is being used
- Workflow or Clinical Advisement:
  - a) Workflow or Clinical Advisement services are not included in this Service
  - b) Provide Spectralink with Current State Workflow and/or Clinical Alerting and Nurse Call Capabilities Review
- Versity Management Tools Consulting
  - a) Handset Products and SAM are covered by a Spectralink Maintenance Service Program and/or Software Assurance.
  - b) If the customer has not purchased or is not using the Spectralink SAM and a Spectralink certified EMM, additional charges may apply
  - c) Customer is using a Spectralink Certified EMM
- Handset Configuration
  - a) All handsets have the same configuration (e.g. all handset Products will use the same security certificate otherwise additional handset Product configuration charges may apply).
  - b) Configuration of the following voice features is out of scope but can be purchased via a change order or delivered as part of the 8 hours of Specialized Consulting: Push to Talk, User Profiles, Duress/SAFE, Bridged/Paired lines, Advanced Security settings, Call Park/Pickup; Device specific wireless certificates.
  - c) Integration with more than one third party application, including middleware, is out of scope but can be purchased via a change order or delivered as part of the 8 hours of Specialized Consulting.
  - d) If handsets are already deployed and unless otherwise specified, Customer will collect and provide all handsets to Spectralink for configuration or physically update handset Products as requested by Spectralink project team.
  - e) As required, Customer will redeploy the handsets to the end users.
  - f) Customer has provided accurate and complete information requested in the "Project Toolkit" and followed the Spectralink Network Best Practices and deployment guide as appropriate
- Staging
  - a) Customer responsible for designating which equipment goes to which locations in advance of the configuration work and deployment
- UAT:
  - a) User Acceptance testing is not included in this Service
  - b) Assumes customer has performed user acceptance testing
- Super User and End User Training:
  - a) Training facilities are appropriate for the task
  - b) The quantity of days and type of coverage will be set per the associated quote
  - c) Unless otherwise specified, the service will be delivered during a consecutive eight-hour period delivered between 8am to 6pm, Monday through Friday.
- Go Live Support:
  - a) The number of days and type of coverage will be set per the associated quote
  - b) Unless otherwise specified, the type of coverage included are day shift(s)
    - i) A day shift is defined as a consecutive eight-hour period delivered between the hours of 7am to 7pm, Monday through Friday.
  - c) Alternative shift options for an additional fee include



- i) An after-hours shift is defined as 7pm to 7am, Monday through Friday
- ii) A Weekend day shift is defined as a consecutive eight-hour period delivered between the hours of 7am to 7pm, weekends and holidays.
- iii) A Weekend after-hours shift is defined as a consecutive eight-hour period delivered between the hours of 7pm to 7am, weekends and holidays.

**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%
Service Program Close or 120 Days after receipt of Purchase Order (whichever comes first)	50%

**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 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
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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