

**SPECTRALINK CORPORATION**

**SERVICE DESCRIPTION**

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

(SKU # SVB-PRE-000)

**A. GENERAL TERMS**

1. This “Service Description” defines the Spectralink 95/96 Series Versity - Premium 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- Premium Jump Start Bundle provides Services to enable the deployment of the Spectralink 95/96 series handset Products for healthcare customers. It includes Enterprise Mobility Management (“EMM”) Consulting and SAM server configuration, Network Gap Assessment, functional testing, configuration of Spectralink handset Products, super user training, handset Product staging, clinical alarm analysis, and go live support.
2. Feature Summary:
  - Project Management Services
  - Versity Product 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
  - Specialized Engineering Consulting & Review (up to 8 hours remote)
  - Initial Network Gap Assessment (Up to 150,000 Sq Ft)
  - Current State Analysis for Alarms and Alerts - Hospitals (single unit)
    - a) Current State Clinical Alerting and Nurse Call Capabilities Review
    - b) Future State Clinical Alerting Recommendations
    - c) Clinical Alerting End User Education Recommendations
  - Onsite Configuration, Staging Support, and Functional Testing
  - High Level Admin Training for Spectralink Products and Configuration Management Tools (up to 1 hours remote)
  - User Acceptance Testing Support (UAT - assuming single integration - up to 1 day)
  - Super User Training
  - End User Instruction on Spectralink Products
  - 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
- Post Go-Live Consulting (up to 4 hours remote)

### **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. 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
    - 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 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 Configuration and Design toolkit.  
(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.)
    - k) Communicate process for post-deployment Technical Support and schedule a handoff call with Spectralink Technical Support, Spectralink Reseller and Customer, as applicable.
    - l) 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.
    - m) Document/communicate all out of scope items (i.e., Change Orders).
  - Versity Product Management Tools Consulting – help Customer install SAM and advise on optimal setup of Customer’s EMM to best manage Spectralink handset Products. Up to 12 hours.
    - a) Product Management Tools Consulting
      - i) Spectralink Product Setup Overview
      - ii) Enterprise Mobility Management (EMM) Review, Planning, Consulting, and Best Practice review
      - iii) Spectralink Application Management (SAM) Review, Planning, Consulting, and Best Practice review
      - iv) Deliverable: Document settings according to goals and best practices
    - b) SAM Configuration:
      - i) Remotely verify that Spectralink-supported 3rd party Virtual Machine (“VM”) environment has been installed properly
      - ii) Remotely guide the configuration of Spectralink Product native features on SAM
      - iii) Update the Software as needed
    - c) Review Product home screen appearance and applications visible to Customer’s end users

- Specialized Engineering Consulting & Review (up to 8 hours remote) – consulting help to customer on items such as:
  - a) Wired Network/Infrastructure Review
  - b) SSID Strategy
  - c) PTT Consulting
  - d) SAFE/Duress Consulting
  - e) Enterprise Mobility Management (EMM) Review, Planning, Consulting, and Document
  - f) Spectralink Application Management (SAM) Review, Planning, Consulting, and Document
  - g) Versity Device Setup Review, Planning, Consulting, and Document
- Initial Network Gap Assessment (Up to 150,000 Sq Ft)
  - a) This Service is intended for Customers that are not sure if they need to perform a Network Design prior to deploying Spectralink Products and other enterprise class devices or need limited guidance regarding areas of improvement.
  - b) On-site survey – Gap Assessment
    - i) RF spectrum analysis of specified coverage area
    - ii) Engineers will identify sources of interference
    - iii) Selectively prune access points from the environment
    - iv) Configuration change recommendations
    - v) If configuration changes are made while onsite, re-survey the area to ensure RF coverage
    - vi) View Guide compliance summary
  - c) Expected Deliverables – Gap Assessment
    - i) Signal strength heat maps of 2.4 GHz and 5 GHz networks by floor.
    - ii) Signal to noise ratio heat maps of 2.4 GHz and 5 GHz by floor.
    - iii) Create Post implementation report and review with Customer.
    - iv) Document any issues to the Project Manager.
- Current State Analysis for Alarms and Alerts - Hospitals (single unit)
  - a) This Service is intended for hospitals that currently, or plan to, integrate mobile phones into their nurse call workflows. This Service includes current state analysis of one (1) unique unit set up for alarm and alert technologies.
  - b) Review current state programming of Nurse Call alerting for contracted unit.
    - i) Activities – 1 meeting with System Owner/Champion, IT, Biomed, other technology team members.
    - ii) Deliverables - PowerPoint overview of current state nurse call alerting workflow for contracted unit.
  - c) Review current state understanding of call light capabilities/functionality.
    - i) Activities – 1 meeting with Nursing unit manager/director.
    - ii) Deliverables - Process charts for current state of Nurse Call capabilities
  - d) Identify future state clinical outcomes and goals using hospital provided information and available information about current/future alarm or alert technology.
    - i) Activities – 1 meeting with CNO, Director of Nursing, and System Champion
    - ii) Deliverables:
      - Executive Summary of future state nurse call alarm workflow recommendations and proposed changes that best leverages mobility and nurse call system capabilities.
      - Outcomes Alignment document with metrics for assessing impact of new alarms (e.g. HCAHPS scores). (\*Hospital will provide their own measurement systems)
  - e) Collect education standards and processes.
    - i) Activities – 2 meetings with Clinical Education Team
    - ii) Deliverables - Executive Summary of Education Team’s Recommendations
  - f) The meetings will be scheduled during normal business hours.
- Handset Product Configuration:
  - i) Perform configuration at a single location provided by Customer.
  - ii) Not including LTE configuration, insert, or deployment
  - iii) Create the configuration files based on the information provided in the Configuration Toolkit

- iv) 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.)
    - v) 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.
  - b) 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).
  - c) Handset Functional Testing.
    - i) Test Product connectivity to the Customer's wireless network, call server and Spectralink SAM.
    - ii) On a sample number of handset Products, test and validate the ability to establish calls (between handset Products and outside) and validate the Product features are working as requested.
    - iii) Test at a single location (configuration location unless otherwise specified).
  - d) Administrator Training
    - i) 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.
    - ii) Train at a single location (configuration location unless otherwise specified).
- User Acceptance Testing Support ("UAT") (assuming single integration - up to one (1) day)
  - a) Spectralink will conduct testing with clinical and technical stakeholders to validate the Product functionality and the workflow applications in a controlled, pre- go-live or group evaluation setting.
  - b) Spectralink will present the UAT findings to the hospital team (PM, leadership, system admin) and discussions will focus on any issues/concerns, technical hurdles, validation of the system and next steps.
- Super User Training
  - a) Spectralink will train Customer's clinical super users in the care areas in scope for this Service Program.
  - b) 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.
- End User Instruction on Spectralink handset Products
  - a) This class provides eight sessions of 30-45 minutes covering instruction on any Spectralink Wireless handset Product native features, including telephone switch feature access, handset Product features and capabilities, and battery management. The training enhances end-user productivity and adoption of the handset Products. The course is scheduled during normal business hours and each session is limited to fifteen (15) people for best results.
- 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.
- Go Live User Support – support end users during roll out in adopting the new technology. Includes:
  - a) On-Site handset Product pre-distribution checklist.
  - b) Participate in the group huddles and make proper introductions.
  - c) At the elbow training on handset Product specific functionality.
  - d) Assist with developing Handset Product hand out procedures.
  - e) Assist with handing the handset Products to staff.
  - f) Confirm that the handset Products have fully charged batteries.
  - g) Address handset Products related questions like: Security PIN login, Volume Controls, Answer Call, Transfer Call, Merge Call, and other features.
  - h) Unit Rounding to Check-in on Users.
  - i) Participate in Application related issues.

- j) Issue log tracking and escalate any handset Product related issues immediately to Technical Lead from Spectralink.
- Post Go-Live Consulting (up to 4 hours remote) – dedicated consulting help with issues immediately following go-live.

**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 an 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 with 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/Adds/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.
- Specialized Engineering Consulting (up to 8 hours)
  - a) Customer will identify their needs for this consulting during the project kickoff
- Initial Network Gap Assessment (Up to 150,000 Sq Ft)
  - a) Provide site map and spreadsheet of the Customer's facility showing current AP locations with their MAC Addresses (if applicable) including channel and power plan (if applicable).
  - b) Provide CAD drawings (in DWG or DXF format) for all surveyed facilities in advance, which shall include information about various wall types (drywall, concrete, firewall, lead lined walls, et cetera).
    - i) Additional CAD conversion charges may apply if files provided are in unworkable format
    - ii) Any delay in providing this requirement will delay the timeline and the delivery of the Wi-Fi Network Design Report
  - c) Provide any areas of high capacity wireless voice usage.
  - d) Provide current controller configurations.
  - e) Any specific channel requirements are identified in advance (i.e. channel reservations).
  - f) Facility Staff will need to be notified of survey and provide an escort if needed.
  - g) Provide a list of Customer devices to be benchmarked (if applicable).
  - h) Set up the wireless network according to: Spectralink's WiFi Design recommendations and Best Practices Guide; Spectralink's VIEW Certification Guides.
  - i) Accurately complete the Network Design Toolkit.
- Current State Analysis for Alarms and Alerts - Hospitals (single unit)
  - a) Provide contact information and access to Customer resources at agreed upon times, including, Biomed, IT, CNO, Nursing Directors, and Clinical Education Team.
- 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) Provide a configuration area for the Spectralink Configuration Engineer for Product configuration and provisioning.
  - e) 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.)
  - f) Inventory the equipment and if applicable, ship the equipment to Spectralink with the provided shipping label.
  - g) Program the call server according to the Spectralink interoperability guide for that call server and provide Spectralink with an extension list for the Products.
  - h) Configure and provide the DHCP scope with appropriate options, if applicable.
  - i) Identify the Admin users who will be trained.
- UAT
  - a) Work with Spectralink to develop testing schedule, use cases, and/or test script.
  - b) Include appropriate stakeholders and 3<sup>rd</sup> party vendors to build use cases and/or test scripts.

- 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
- Super User Training and End User Training
  - a) Provide location and facility appropriate for the intended training
  - b) Organize the schedule and trainee attendance
  - c) Identify and schedule the training participants.
- 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 handset Products, 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) Limited Network Gap Analysis is included, but full Network Design and Validation services are not included in this Service Program.
  - b) Coverage area in scope is estimated and indicated in the associated quote up to 150,000 Sq Ft.
  - c) Assumes the Customer will follow the recommendations presented in the Network Gap Analysis.
  - d) Assumes Spectralink VIEW & CSI certified equipment is being used, otherwise Spectralink's Best Efforts policy will apply to the Service program.
- Current State Analysis for Alarms and Alerts - Hospitals (single unit)
  - a) Current State Analysis for Alarms and Alerts services are included in this Service Program for one unit.
- Versity Management Tools Consulting
  - a) Handset Products and SAM are covered by a Spectralink Maintenance Service Program and/or Software Assurance.
  - b) If 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 Products Configuration
  - a) All handset Products 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 handset Products are already deployed and unless otherwise specified, Customer will collect and provide all handset Products to Spectralink for configuration or physically update handset Products as requested by the Spectralink project team.
  - e) As required, Customer will redeploy the handset Products 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 is responsible for designating which equipment goes to which locations in advance of the configuration work and deployment.
  - UAT:
    - a) Spectralink will support the process and provide standard native Product functionality use cases.
    - b) Assumes Customer and third-party vendors will participate in the UAT as needed.
  - 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.
  - Post Go Live Consulting (up to 4 hours):
    - a) Up to 4 hours of remote consulting to be completed within 2 weeks of onsite handset configuration.

## **G. FEES**

Fees are indicated in the associated quote.

## **H. PAYMENT SCHEDULE**

Invoices for Services will be issued as specified below:

<b>Milestone</b>	<b>% of Total Cost</b>
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
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