

SPECTRALINK CORPORATION

SERVICE DESCRIPTION

WI-FI ON-SITE NETWORK DESIGN AND POST ON-SITE VERIFICATION

(SKU # INS-DV-00)

A. GENERAL TERMS

1. This “Service Description” defines the Spectralink Wi-Fi On-Site Network Design and Post On-Site Verification 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 Wi-Fi On-site Network Design and Post On-site Validation Service Program provides a comprehensive Wi-Fi network design and validation to provide the optimal Wi-Fi environment for the Versity handsets.
 - a. A successful Wi-Fi telephony implementation requires correct network preparation before the installation of the Products takes place. Most wireless networks were not designed with voice in mind, and many do not provide the coverage, capacity or throughput needed to support voice. Network viability is challenged as soon as Voice over Wi-Fi or similar applications are deployed; often experienced as dropped calls or delays in information transmission. Wireless infrastructures must be design engineered to provide adequate bandwidth and coverage to support call volume, seamless roaming, and mixed wireless client usage.
 - b. Signal strength is only one part of the network design and by itself, does not ensure wireless network efficiency or good voice quality. This Service Program examines factors that impact wireless network performance, including coverage, optimum channel plan, onsite non-Wi-Fi interference detection, external Wi-Fi network interference, client capacity needs and provides the optimal wireless network design for Customer’s situation.
2. Feature Summary:
 - Project Management Services
 - Network Design and Validation
 - a) Testing of Customer’s Wi-Fi network for voice readiness
 - b) Wi-Fi Network Design Report
 - c) Post Validation 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. 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
 - Be the single point of contact for the Service Program.
 - Coordinate completion of the Service Program, identify pre-work requirements and oversee the quality of Services performed.
 - Manage Service Program scope and document / communicate out of scope items (i.e. Change Orders).
 - Develop and manage Service Program timeline.
 - Coordinate planning meetings with Customer stakeholders.
 - Provide periodic status reports to Customer stakeholders.
 - 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.
 - Assign appropriate technical resources.
 - Verify completeness of Design toolkit. (Note: The accuracy of the information supplied in the 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.)
 - Coordinate the final Report review conference call
 - Complete project close out tasks
 - Wifi Design
 - 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.
 - On-site survey – Predictive Design
 - RF spectrum analysis of specified coverage area
 - Engineer will identify building construction materials
 - Free space signal loss measurements and db loss measurements (walls, windows, doors, and structures)
 - Engineer will identify the optimal placement, power and channel settings for access points
 - Engineer will identify sources of interference
 - Selectively prune access points from the environment
 - If configuration changes are made while onsite, re-survey the area to ensure RF coverage
 - Expected Deliverables – Predictive Design
 - Design/evaluate the wireless network using an advanced 3D wireless computer modeling tool
 - Recommended Access point locations, power and channel settings
 - View Guide compliance summary
 - Configuration change recommendations
 - Signal strength heat maps of 2.4 GHz and 5 GHz networks by floor.
 - Signal to noise ratio heat maps of 2.4 GHz and 5 GHz by floor.
 - Create Design report and review with Customer.
 - Document any issues to the Project Manager.
 - Wifi Validation

- If Customer fully implements the recommendations made in the Predictive Design Report within ninety (90) days of delivery of the Predictive Design Report, Spectralink will perform a post implementation verification to validate and fine tune the WLAN environment. If the recommendations were implemented and results do not meet the agreed upon expectation and voice over Wi-Fi performance within (90) days of delivery of the Validation Report, 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 applicable Spectralink quote for this Service Program. Customer will be responsible for related travel expenses.
- On-site survey – Validation
 - RF spectrum analysis of specified coverage area
 - Engineer will validate accuracy of AP placements compared to the design
 - Engineer will identify sources of interference
- Expected Deliverables – Validation
 - Verification that recommendations were implemented
 - Signal strength heat maps of 2.4 GHz and 5 GHz networks by floor.
 - Signal to noise ratio heat maps of 2.4 GHz and 5 GHz by floor.
 - Document any issues to the Project Manager.
 - Create Post implementation report and review with Customer

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.

- General:
 - a) Provide all requirements needed for Spectralink to provide the Services.
 - 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

- Network Design
 - 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.
 - j) Provide access to Client Sharepoint.

E. 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 Wireless Design Engineer will 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) Coverage area in scope is estimated and indicated in the associated quote.
 - b) Assumes the Customer will follow the recommendations presented in the Network Design.
 - c) Assumes Spectralink VIEW & CSI certified equipment is being used, otherwise Spectralink's Best Efforts policy will apply to the Service program.

F. FEES

Fees are indicated in the associated quote.

G. 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%

H. 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.

I. 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