

SPECTRALINK CORPORATION
SERVICE DESCRIPTION

Enhanced Solution Support Program

7000, 8000, and 9000 Portfolio Spectralink Products

SOFTWARE ASSURANCE

(SKUs: 4870-01051-190, SMSE8420, SMSE8421-N, SMSE8421-R, SMSE7010, SMS70000, SMS70010, SMS70020, SMS70030, SMS84000, SMS84010, SMS87000, and SMS87010, 14232800, 14232802, 14232804, 14232806, 14232808, 14232810, 14232812, 14232814, 14232816, 14232818, 14232820, 14232822, 14232824, 14232826, 14232828, 14232801, 14232803, 14232805, 14232807, 14232809, 14232811, 14232813, 14232815, 14232817, 14232819, 14232821, 14232823, 14232825, 14232827, 14232829, 14232840, 14232841, SMSE-95401YRSF, SMSE-95401YRSR, SMSE-95531YRSF, SMSE-95531YRSR, SMSE-96401YRSF, SMSE-96401YRSR, SMSE-96531YRSF, SMSE-96531YRSR, SMSE-95403YRSF, SMSE-95403YRSR, SMSE-95533YRSF, SMSE-95533YRSR, SMSE-96403YRSF, SMSE-96403YRSR, SMSE-96533YRSF, SMSE-96533YRSR)

A. GENERAL TERMS

1. This “Service Description” defines the Software Assurance Solution Program for Spectralink 7000, 8000, and 9000 Portfolio Products (the “Service Program”).
2. This Service Description 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 (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. If the Service Program lapses (expires or is terminated) or is not purchased at the time of the Product purchase, a reinstatement fee will be assessed. Customer may contact its sales representative to discuss available options.
6. All Services will be provided during Spectralink’s ordinary business hours Monday through Friday, exclusive of Spectralink holidays.
7. The Service Program is non-cancellable except as set forth in the Terms.

B. ELIGIBLE PRODUCTS

- 7000, 8000, 9000-series Products currently available on the Price List

C. FEATURE SUMMARY

1. **Technical Support**
2. **Releases**
3. **Service Levels Matrix**

Feature	Service Level
Software Technical Support	8/5
Releases	Included

D. SCOPE OF THE SERVICE PROGRAM

1. **Technical Support**

- The Service Program entitles Customer to unlimited Software related Technical Support for entitled Spectralink Products during Spectralink regional business hours (available at spectralink.com/support/contact-support).
- Outside North America, Customer should contact their local reseller for first tier Technical Support.
- For escalations, Customer is required to provide all information requested in the “Escalation Toolkit”, a spreadsheet that will be provided by Spectralink.

2. **Releases**

- The Service Program includes access to Releases.
- Releases provide access to new Software features, updates, and maintenance patches.

E. EXCLUSIONS

1. **On-site Technical Support Services**

- This Service Program does NOT include on-site Technical Support Services.
- Customer may purchase on-site Technical Support Services at Spectralink’s then current T&M rate.

2. **Discontinued Products are not eligible for this Service Program.**

- For maintenance options for discontinued Products, please contact your Spectralink Sales Account Manager or Spectralink reseller.
- Products that are covered when the Service Program is purchased and discontinued thereafter will continue to be covered until the then-current term of the Service Program expires or is terminated.
- If End of Service (EOS) Products are included at the Customer location and included in the Purchase Order for maintenance, Spectralink will support Customer with “best effort” for any such EOS Products. EOS Products will not be eligible for updated firmware. Issue resolution for EOS items may require the purchase of new Products.

3. **Repair Services**

- RMA Requests and services are NOT included in this Service Program.
- Customer may purchase Support Services for repair products at Spectralink’s then current T&M rate or additional maintenance offers.
- Customer is responsible for replacing, at its own expense, any and all consumable items used in connection with the covered Products, including without limitation, batteries (internal and external).

4. **General Exclusions.** This Service Program does not cover or include (as applicable) any of the following:

- Failure of the installation site to conform to Spectralink’s applicable specifications;
- Use of a Product for other than intended purposes;
- Viruses or conflicts involving software that is not installed or introduced by Spectralink;
- Use of a Product with third party items, products, components or software not provided or approved by Spectralink; or
- The performance of maintenance or the attempted Repair of a Product by persons other than Spectralink employees or persons authorized by Spectralink;
- Infrastructure Products or any other Products not specified in Section B above;
- Electrical work external to the Product;
- Supplies or accessories, or painting or refinishing the Product;

- Relocation of a Product;
- The addition or removal of equipment or parts, attachments, features, to or from other devices not furnished by Spectralink, including communications devices, video devices, audio devices, networks or links;
- The back up or restoration of data;
- Product staging, configuration, deployment, training, and other implementation activities;
- Network design, validation, and remediation;
- Installation, provisioning, configuration and support of any 3rd party applications or products.

F. CUSTOMER'S RESPONSIBILITIES. In addition to any responsibilities stated above or in the Terms, Customer's responsibilities are as set forth below.

1. *Product Registration / Service Program Activation*

- Customer is responsible to provide the serial numbers for all 8000 and 9000 series Products to be covered by the Service Program to enable Spectralink to register the Products.
- Customer is responsible to install provided DECT Software Assurance licenses for all 7000 series Products to be covered by the Technical Support and Releases portion of the Service Program.
- Only Registered Products are eligible and entitled for Services under the Service Program.
- The Service Program will be activated upon registration of all Products covered by the Service Program.

2. *Entitlement*

- Customer is responsible to provide the Product serial number or DECT license for verification of entitlement when requesting Services (whether by online, telephone, or email).
- The serial number or DECT license provided must be for the Product that requires Service.
- The Software Assurance license must be applied for the full system

3. *General*

- Customer must purchase the same Maintenance Service Program for all Spectralink Products in use at the same installation site.
- Customer must provide contact information for its designated technical representative(s) to assist Spectralink with the initial classification of a reported problem and subsequent troubleshooting steps.
- Customer is responsible for installation of all replacement Products provided as part of the Service Program.
- Customer is responsible to notify Spectralink of any changes made to the Products if such changes were made using hardware or software purchased from a vendor other than Spectralink.
- Customer is responsible for installing licenses and Releases.
- If applicable, it is strongly recommended that Customer proactively provide Spectralink Technical Support staff with remote access to all Products covered by the Service Program. Such remote access allows Spectralink to restore functionality of the Spectralink solution in the shortest time possible.
- Spectralink may require an open purchase order or credit card number to cover any out-of-scope Services that may be requested or required during the term of a Service Program.
- Customer is responsible for all Customer obligations and responsibilities set forth in the Terms.