

**SPECTRALINK CORPORATION**  
**SERVICE DESCRIPTION**  
**Enhanced Solution Support Program**  
**7000 Portfolio Handset Products**  
**SPECTRACARE+**

(SKU's SMS70105, SMS70115, SMS70125, SMS70205)

**A. GENERAL TERMS**

1. This "Service Description" defines the SpectraCare+ Enhanced Solution Support Program for Spectralink 7000 Portfolio handset Products (the "Service Program").
2. This Service Description is subject to and hereby incorporates by reference the "SPECTRALINK SERVICE TERMS AND CONDITIONS FOR SERVICES", available at <http://www.spectralink.com/spectralink-service-program-terms-and-conditions-end-user-customers> (the "Terms").
3. Unless otherwise specified herein, capitalized terms 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. Except as otherwise stated below, all Services will be provided during Spectralink's then-current published 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**

- All Spectralink 7000-series handset Products currently available on the Price List

**C. FEATURE SUMMARY**

1. **Technical Support – 24/7**
2. **Repairs**
  - Online RMA Requests
  - Email RMA Requests
  - Liquid Damage Coverage
  - Product Replacement – Advance Replacement
3. **Releases**
4. **Spectralink Online University**
5. **Service Levels Matrix**

Feature	Service Level
Technical Support	24/7
Online RMA Requests	Same Day Response if received by close of business

Email RMA Requests	1 Business Day Response
Liquid Damage Coverage	Water Damage Protection
Product Replacement	Advance Replacement
Releases	Included
Spectralink Online University	Unlimited Seats

## D. SCOPE OF THE SERVICE PROGRAM

### 1. *Technical Support - 24/7*

- The Service Program entitles Customer to unlimited 24/7 Technical Support.
- For Tier 3 cases, Customer is required to provide all information requested in the “Escalation Toolkit”, a spreadsheet that will be provided by Spectralink.

### 2. *Repair Services*

- Online RMA Requests
  - ✓ Online RMA requests can be submitted anytime day or night.
  - ✓ Spectralink will process online RMA requests submitted prior to close of business Monday-Friday the same day. Requests submitted after close of business Monday-Friday will be processed the following business day.
  - ✓ Refer to support.spectralink.com for information and training on how to use iSupport to submit an online RMA request.
  - ✓ Refer to the Product Warranty Guide available at support.spectralink.com for RMA business hours.
- RMA Email Service Request
  - ✓ Spectralink will respond to email requests for RMA services within one (1) business day of receipt.
  - ✓ Refer to support.spectralink.com for RMA email contact information by region.
- Liquid Damage Protection
  - ✓ Spectralink will Repair handsets damaged by water.
- Product Replacement - Advance Replacement
  - ✓ Within 1 business day of receipt of an RMA request, Spectralink will overnight ship a replacement Product to Customer at Spectralink’s risk and expense. If pre-configuration Services have been purchased, Spectralink will overnight ship a replacement Product to Customer at Spectralink’s risk and expense within 24 hours of completion of the pre-configuration Services.
  - ✓ If the Product being returned has been discontinued during the term of the Service Program, Spectralink may ship a replacement Product that is substantially similar to the Product being returned. Differences between the Product being returned and the replacement Product may include color of the Product or other differences that do not affect the functionality or performance of the Product. For clarity, this Service Program does not cover discontinued Products, however, 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.
  - ✓ Within 15 business days following the RMA request, Customer must ship the defective Product to Spectralink at Customer’s risk and expense and in accordance with Spectralink’s current RMA procedures available at support.spectralink.com.
  - ✓ Customer must return the defective Product with the serial number specified in the RMA request.

- ✓ Upon receipt of the returned Product, Spectralink will verify the serial number and determine if the Product defect or damage is covered (see Exclusions below).
- ✓ Customer will be responsible to pay Spectralink the then-current List Price (minus any applicable discount) for the replacement Product if:
  - a. Customer does not return the defective Product within 15 business days following RMA request, and/or
  - b. the serial number of the returned Product does not match the serial number on the RMA request, and/or
  - c. the damage to or defect in the returned Product is not covered by this Service Program (see Exclusions below).

### 3. **Releases**

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

### 4. **Spectralink Online University**

- The Service Program entitles Customer to access online training for unlimited users.
- Customer must provide Spectralink with user information within fifteen (15) days after activation of the Service Program.
- Spectralink will provide Customer with usernames and passwords to access Spectralink Online University within fifteen (15) business days of receiving the user information.
- Usernames and passwords will be unique to each user and cannot be shared by multiple individuals.
- Content:
  - ✓ Specific to Spectralink handsets and accessories
  - ✓ Basic end user training and basic system administration training (if applicable)

## 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 subject to additional terms and conditions 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.

### 3. **Batteries, other consumable items, and accessories are not covered under this Service Program.**

- 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.

### 4. **General Exclusions.** This Service Program does not cover or include any of the following:

- Damage to or defects in a Product resulting from causes external to the Product, including without limitation:
  - ✓ disaster, fire, accident, neglect, misuse, vandalism, power surges, lightning, liquids other than water;
  - ✓ excessive use of chemical cleaning agents or the use of unsupported chemical cleaning agents;
  - ✓ 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;
- 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;
- Visual defects such as minor scratches, paint wear or any other cosmetic issues that do no impact the operations or durability of a Product;
- The back up or restoration of data.

**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 Products to be covered by the Service Program to enable Spectralink to register the Products.
- 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 for verification of entitlement when requesting Services (whether by online, telephone, or email).
- The serial number provided must be for the Product that requires Service.

**3. *General***

- Customer must purchase the same Maintenance Service Program for all handset and infrastructure 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 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.

