

SPECTRALINK CORPORATION

SERVICE DESCRIPTION

Configuration Management Server (CMS)

Deployment Assistance Service Program

(SKU # CMS-A-000)

A. GENERAL TERMS

1. This “Service Description” defines the Deployment Assistance Service Program for Spectralink CMS (the “Service Program”).
2. The Service Program is subject to and hereby incorporates by reference the “SPECTRALINK TERMS AND CONDITIONS FOR SERVICES” (the “Terms”), available at https://support.spectralink.com/sites/default/files/resource_files/terms_conditions.pdf.
3. Unless otherwise specified, 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. Except as otherwise expressly stated below, all 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.

B. SERVICE PROGRAM SHORT DESCRIPTION AND FEATURE SUMMARY

1. The Deployment Assistance Service Program for Spectralink CMS provides support to Customer for the successful deployment, update, and rollout of Spectralink CMS.
2. **Feature Summary:**
 - Project Management
 - CMS deployment or update
 - Functionality Testing
 - High Level System Administrator Training

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. **Project Management.**

- (a) The Spectralink project manager will be responsible for coordinating all scheduling requests associated with this Service Program. All aspects of the Service Program must be communicated to, and agreed upon by, the Spectralink project manager.
 - (b) The Spectralink project manager will schedule a kick-off call with Customer to officially initiate the Service Program, review the scope of Services to be delivered, introduce team members, set expectations and develop a communication plan.
 - (c) The Spectralink project manager responsibilities will include the following:
 - Hold a kickoff meeting and provide status updates to Customer stakeholders, including, without limitation, updates regarding the status of the Service Program, scheduling of events, exchanging of contact information, actions items and new initiatives
 - Coordinate schedules for resources for remote and onsite activity
 - Provide technical guides, application notes, and documentation
 - Be the single point of contact (for Customer and third-party vendors) for any issues during the Service Program
 - Verify that proper equipment has been ordered
 - Assign appropriate technical resources
 - Communicate process for post-deployment Technical Support and schedule a handoff call with Spectralink Technical Support, Spectralink Reseller and Customer, as applicable
 - 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
 - Document/communicate all out of scope items (i.e., Change Orders)
 - Work with the technical teams to understand risks
 - Ensure testing is completed
 - Close project
3. **CMS Deployment.** The Spectralink engineer will work with Customer on the following tasks:
 - Verify that 3rd party Virtual Machine (VM) environment has been installed configured properly by Customer
 - Configure Spectralink CMS on a Spectralink-supported 3rd party VM environment
 - Ensure that handset Products and CMS are running the correct Software Release
(If possible, the handset Products should be upgraded to the latest Software Release prior to the Spectralink engineer being engaged. The handset Products will need to be rebooted)
 - If applicable, migration steps will be performed
 - Test handset Products' connectivity to Customer's wireless network, call server and Spectralink CMS
 - If only remote services were purchased, the engineer will guide the customer/reseller on appropriate steps
 - Perform basic call functionality testing in test areas of Customer's location
 - If only remote services were purchased, the engineer will guide the customer/reseller on appropriate steps
 - Document any issues to the Project Manager
 4. **System Administrator Training.** Spectralink will provide a high-level system admin orientation training for up to 10 people for 1 hour.

D. MILESTONES / SCHEDULE / RESPONSIBLE INDIVIDUALS

1. Spectralink assigns Project Manager
2. Project Manager initiates the project team

3. Project Manager proactively engages with Customer to gather additional requirements for the Service Program
4. Project Manager hosts a kick-off meeting with Customer
5. Project scope, duration and Customer's expectations are discussed during the kickoff call
6. Customer completes the project toolkit spreadsheet to correctly create the configuration file
7. Spectralink field engineer arrives at Customer site or is engaged remotely depending on quote specifications and executes his/her activities
8. Final conference call to review the Service Program and any questions

E. CMS 2.4 SERVER REQUIREMENTS. The following requirements may be updated from time to time. Verify the requirements with the latest release notes and administrator guide.

Minimum server requirements for running the VMware image below.

- VMWare ESXi server 5.0 (or later) host machine capable of running 64-bit guest OS Virtual Machines (VM)

(see this knowledge base article on VMWare's site:

http://kb.vmware.com/selfservice/microsites/microsite.do?cmd=displayKC&docType=kc&externalId=1003945&sliceId=1&docTypeID=DT_KB_1_1

- ESXi VM is a OS and will take over the HW
- Utility - Processor Check for 64-Bit Compatibility.
- 100GB free on ESXi server datastore
- CMS Virtual Machine requires the following resources from the ESXi host server:
 - 4 virtual CPU
 - 4GB RAM
 - 50GB Hard drive (Thick provisioned)
 - 1 NIC
- CMS VM is Ubuntu 14.04 LTS server 64-bit

F. ASSUMPTIONS

- Number of remote hours and/or number of days onsite and additional assumptions are as set forth in the applicable quote
 - Remote hours are consumed in hourly minimum increments
- Spectralink engineer will be granted access to the Spectralink CMS as necessary to complete the Service Program (remote and/or onsite as appropriate)
- All handset Products have the same configuration
- Spectralink will be granted access to a secure location to stage and store Products for any onsite activities required
- Customer has purchased a Spectralink Maintenance Service Program for the handset Products and CMS

G. CUSTOMER RESPONSIBILITIES

- Customer will ensure all necessary resources are available and remain active for the duration of the Service Program

- If remote only services are purchased, the customer and/or reseller must have appropriate access to the VM, CMS, and handsets. These customer and/or reseller resources will be available to and take direction from the Spectralink engineer
- Customer must provide Spectralink access to all locations required for system configuration and training
- Customer must provide adequate notice to Spectralink prior to commencement of the Services if access to the site requires any specialized training or actions and/or if union workers must be used for any tasks associated with this Service Program
- If handset Products are already deployed and unless otherwise specified, Customer will collect and provide all handset Products to Spectralink for configuration and, if necessary, physically update handset Products as requested by the Spectralink project team
- As required, Customer will redeploy the handset Products to the end users
- Customer will install and configure a VM platform to be ready for CMS
- Customer's system administrator must be knowledgeable about using VMWare vSphere

H. CHANGE ORDER PROCESS

If Customer or Spectralink encounter circumstances that will affect the schedule of the Service Program, the Spectralink 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 the additional charges and/or expenses.

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. RESCHEDULE POLICY

Postponements of the Service Program may be made with no penalty if Spectralink is notified seven (7) or more business days before the start of the Services. If Spectralink is notified of a postponement less than seven (7) business days before the start of the Services, a res-schedule fee will be incurred as specified below:

Postponement Notice	Re-schedule Fee
1-6 business days prior to start of Services	\$600 per scheduled resource
0-1 business days prior to start of Services	\$2300 per scheduled resource