

SPECTRALINK CORPORATION
SERVICE DESCRIPTION

Enhanced Solution Support Program

SPECTRALINK GOOGLE ZERO TOUCH MANAGED SERVICES FOR VERSITY

TECHNICAL SUPPORT

(SKU's SCB-GZT-1YR0, SCB-GZT-3YR0, SCB-GZT-1YRR)

A. GENERAL TERMS

1. This "Service Description" defines the Google Zero Touch Managed Service Program for Spectralink Versity (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

- Spectralink Versity, as currently available on the Price List

C. FEATURE SUMMARY

- **Technical Support**

D. SERVICE LEVELS MATRIX

Feature	Service Level
Technical Support	8/5

E. SCOPE OF THE SERVICE PROGRAM

1. **Technical Support**
 - The Service Program entitles Customer to unlimited Technical Support during Spectralink regional business hours (available at [spectralink.com/support/contact-support](https://support.spectralink.com/support/contact-support)).
 - Device adds and deletes from portal supporting RMAs and new additions
 - Consulting of up to 4 hours for Zero Touch Configuration with selected EMM/MDM per year per deployment

F. 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 or products not certified with Google Zero Touch are not eligible for this Service Program.***

- For 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) is announced for any Products that are covered by this Service Program during the term of the Service Program, Spectralink will make "best efforts" to provide the Services described herein for any such EOS Products. Issue resolution for EOS Products may require the purchase of new Products.

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

1. ***General***

- 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 providing device serial numbers.
- Customer is responsible for providing EMM/MDM information for Google Zero Touch maintenance and to notify Spectralink of changes made to the EMM/MDM enrollment profiles
- 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 Products 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.