

Spectralink Maintain

Because it's never "business as usual"



In today's on-demand economy, "business as usual" doesn't exist. New industries, market segments and customer needs emerge every day, requiring organizations to invest in "always-on" mobile workforces. However, arming workers with the latest mobile communication devices is just the beginning. Organizations also need the right resources to ensure their mobile environments run seamlessly, resulting in a lower total cost of ownership (TCO).

Spectralink's portfolio of mobile communication devices empower companies to deliver an unmatched customer experience while taking advantage of new business opportunities. And now our maintenance services help customers maximize their mobile investments.

Enhanced, extended coverage

All Spectralink handsets and Infrastructure come with a superior 12-month warranty, designed to cover many of our customers' needs. However, customers often have unique requirements like protecting against liquid damage, quicker turn around on replacement handsets/infrastructure or needing access to technical support either during business hours or 24X7. Customers now have the option to purchase a SpectraCare and SpectraCare+ program for their DECT handset and infrastructure investment that will activate the benefits of warranty and the added benefits of the SpectraCare program that best fits your needs.

STREAMLINED, EXPERT SUPPORT

Fast, efficient device replacement to prevent business disruption

Personalized support and guidance from the industry's most experienced mobile technology experts

Proactive software updates to ensure your mobile environment is always up-to-date

Seamless business continuity across all Spectralink mobile environments

SpectraCare for Handsets

| | Standard Warranty | SpectraCare | SpectraCare+ |
|------------------------|-------------------------------|-----------------------|----------------------|
| TIER 1-2 SUPPORT | NO | YES | YES |
| SOFTWARE UPDATES | YES | YES | YES |
| TECHNICAL SUPPORT | NO | 8 X 5 | 24 X 7 |
| RMA ACCESS | ONLINE ONLY | ONLINE OR EMAIL | ONLINE OR EMAIL |
| RMA TURNAROUND | 10 BUSINESS DAYS FROM RECEIPT | NEXT DAY FROM RECEIPT | ADVANCED REPLACEMENT |
| LIQUID DAMAGE COVERAGE | NO | YES | YES |

SpectraCare for Infrastructure

| | Standard Warranty | SpectraCare | SpectraCare+ |
|-------------------|-------------------------------|-----------------------|----------------------|
| TIER 1-2 SUPPORT | NO | YES | YES |
| SOFTWARE UPDATES | YES | YES | YES |
| TECHNICAL SUPPORT | NO | 8 X 5 | 24 X 7 |
| RMA ACCESS | ONLINE ONLY | ONLINE OR EMAIL | ONLINE OR EMAIL |
| RMA TURNAROUND | 10 BUSINESS DAYS FROM RECEIPT | NEXT DAY FROM RECEIPT | ADVANCED REPLACEMENT |

SPECTRACARE

SpectraCare expands the standard device warranty with the following services:

- **One business day replacement** for damaged devices upon receipt by Spectralink
- **Liquid damage coverage** for handsets only
- **Technical support** from seasoned Tier 1 and Tier 2 support specialists 8 x 5
- **Software updates** to ensure Spectralink mobile devices are operating with the latest features
- **Complimentary online training** via Spectralink Online University

Downtime is never an option. Which is why more than 2,500 customers rely on Spectralink's mobile communication devices to keep a pulse on their business – and a lifeline to their customers.

Have questions?

Spectralink stands ready to help. Contact your Spectralink support representative or visit us at spectralink.com/services/maintain for more information.

SPECTRACARE+

SpectraCare+ fits well with organizations operating in mission-critical environments that require priority response to technical service and support requests. SpectraCare+ offers the same expanded coverage as SpectraCare, with the following upgrades:

- **Technical support** from seasoned Tier 1 and Tier 2 support specialists 24 x 7 x 365
- **Next business day replacement** for damaged devices

About Spectralink

Spectralink delivers secure, cost-effective mobile communication solutions that empowers enterprises to streamline operations, increase their revenues and deliver a positive customer experience – each and every time. Since 1990, Spectralink has deployed millions of devices worldwide across the retail, healthcare, hospitality and manufacturing sectors – providing workers with the industry's most efficient, in-building communications.

For more information, visit spectralink.com or call 303.441.7500.



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