

SPECTRALINK CORPORATION
SERVICE DESCRIPTION

8000 Portfolio Enhanced Solution Support Program for Spectralink Handsets

SPECTRACARE (Delivered by Wavelink in Australia/New Zealand)

(SKU's SMS 84100, 84110, 84120, 84200, 87100, 87110, 87120, 87200)

A. GENERAL TERMS

1. This "Service Description" defines the SpectraCare 8000 Portfolio Enhanced Solution Support Program for Spectralink handset 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 <http://www.spectralink.com/spectralink-service-program-terms-and-conditions-end-user-customers> (the "Terms").
3. 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. All Services will be provided during Wavelink's ordinary business hours Monday through Friday, exclusive of Wavelink holidays.
6. The Service Program is non-cancellable except as set forth in the Terms.

B. ELIGIBLE PRODUCTS

- 80-, 84- and 87-series handset Products currently available on the Price List
- 80-, 84- and 87-series Battery Chargers and Power Adapters currently available on the Price List

C. FEATURE SUMMARY

1. **Technical Support**
2. **Repairs**
 - Online RMA Requests
 - Email RMA Requests
 - Liquid Damage Protection
 - Product Replacement
3. **Software Releases**
4. **Spectralink Online University**
5. **Service Levels Matrix**

| Feature | Service Level |
|--------------------------|--|
| Technical Support | 8/5 |
| Online RMA Requests | Same Day Response if received by close of business |
| Email RMA Requests | 1 Business Day Response |
| Liquid Damage Protection | Included |

| | |
|-------------------------------|--|
| Product Replacement | Next Day Shipping (upon receipt of returned Product) |
| Releases | Included |
| Spectralink Online University | Unlimited Seats |

D. SCOPE OF THE SERVICE PROGRAM

1. **Technical Support**

- The Service Program entitles Customer to unlimited Technical Support during Wavelink business hours (08:30-5:00pm AEST).
- If a problem cannot be resolved by the Tier 2 team it will be referred to the Tier 3 team. 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. **Repairs**

- Online RMA Requests
 - ✓ Online RMA requests can be submitted anytime day or night.
 - ✓ Wavelink 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.
- RMA Email Service Request
 - ✓ Wavelink will respond to email requests for RMA services within one (1) business day of receipt.
- Liquid Damage Protection
 - ✓ Spectralink will Repair or replace handsets damaged by liquid.
- Product Replacement
 - ✓ Customer is responsible to ship the defective handset to Wavelink at Customer’s risk and expense and in accordance with Wavelink’s current RMA procedures.
 - ✓ Customer must return the defective handset with the same serial number specified in the RMA request.
 - ✓ Upon receipt of the returned handset, Wavelink will (a) verify the serial number, (b) determine if the Product damage or defect is covered (see Exclusions below), and (c) within one (1) business day, overnight ship a replacement Product to Customer at Spectralink’s risk and expense.
 - ✓ Customer will be responsible to pay Spectralink the then-current List Price (minus any applicable discounts) for the replacement Product if:
 - a. the serial number of the returned Product does not match the serial number on the RMA request, and/or
 - b. 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)
- Spectralink Online University courses are only available for the Spectralink 84- and 87-series Product lines.

E. EXCLUSIONS

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

- This Service Program does NOT include on-site Technical Support Services.

2. **Discontinued Spectralink handsets are not eligible for this Service Program.** For maintenance options for discontinued handsets, please contact your Spectralink Sales Account Manager or Spectralink reseller.

3. **Batteries 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;
 - ✓ 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 not 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, Customer's responsibilities are as set forth below.

1. Product Registration / Service Program Activation

- Customer is responsible to provide the serial numbers for all handsets 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 handsets covered by the Service Program.
- Customer is responsible to provide the type and quantity of handset accessories related to the handsets covered by this Service Program. For more information on eligible handset accessories, please refer to section B.

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 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.
- Wavelink 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.