



Yealink

Services Descriptions & Statement of Work – 2019 Thru 2022

1. Work Scope

1.1 Services, Deliverables, and Requirements

Yealink Maintenance Service for IP Phones

This service is applicable for Customers who have completed the initial feature mapping and provisioning component of endpoint deployment and require support for their production environment. Yealink Advantage Service includes the following deliverables:

- Software upgrades and updates
- Advance parts replacement
- Telephone technical support during business hours (8x5)
- Access to the Yealink online support portal
- Optional uplift to onsite support during business hours
- Option to uplift telephone technical support to 8x5 for more mission-critical solutions
- Limited Lifetime Hardware Replacement (This Item provide by Yealink distributor, the service is purchased at the same time as the eligible phone/s and provides hardware replacement for the Limited Lifetime of the phone.)

- (i) Yealink to provide Voice End Point Support within all countries and languages listed below
- (ii) Yealink to confirm or validate Entitlement prior to performing Support Services for Customer;
- (iii) Yealink to phone support 8x5 regionally:
 - a. Troubleshoot Voice End Points and provide Firmware and Software Updates,
 - b. Troubleshoot hardware issues – direct to hardware replacement if needed
 - c. deploy Product within their environment,
 - d. troubleshoot their environment issues in order to support Product,
 - e. help users manage and maintain Product within their environment
- (iv) Yealink to provide Customer with a plan of action and remediation steps required to support Product in Customer's environment when deployment issues or problems arise;
- (v) Yealink to verify all Product functionality, including audio, video and content sharing capabilities, within Customer's environment to ensure all functions and features are working and performing properly;
- (vi) Yealink to create and keep on file a detailed guide and best practices document specific to Customer's environment to aid future support within that environment;

Video End Points – Yealink Maintenance Service for ROOM SYSTEM

Basic Room Service

This service is applicable for Customers who have completed the initial feature mapping and provisioning component of endpoint deployment and require support for their production environment. Yealink Advantage Service includes the following deliverables:

- Software upgrades and updates
- Advance parts replacement
- Telephone technical support during business hours (8x5)
- Access to the Yealink online support portal
- Optional uplift to onsite support during business hours
- Limited Lifetime Hardware Replacement (This Item provide by Yealink distributor, The service is purchased at the same time as the eligible phone/s and provides hardware replacement for the Limited Lifetime of the phone.) Yealink Virtual (2-hour block) Training Options include (but are not limited to):

- (vii) Yealink to provide Video End Point Support within all countries and languages listed below
- (viii) Yealink to confirm or validate Entitlement prior to performing Support Services for Customer;
- (ix) Yealink to phone support 8x5 regionally:
 - a. Troubleshoot Video End Points and provide Firmware and Software Updates,
 - b. Troubleshoot hardware issues – direct to hardware replacement if needed
 - c. deploy Product within their environment,
 - d. troubleshoot their environment issues in order to support Product,
 - e. help users manage and maintain Product within their environment
- (x) Yealink to provide Customer with a plan of action and remediation steps required to support Product in Customer's environment when deployment issues or problems arise;
- (xi) Yealink to verify all Product functionality, including audio, video and content sharing capabilities, within Customer's environment to ensure all functions and features are working and performing properly;
- (xii) Yealink to create and keep on file a detailed guide and best practices document specific to Customer's environment to aid future support within that environment;

Yealink Maintenance Service for ROOM SYSTEM
Advanced Room Service

2-hours, 8x5 no limited virtual technical troubleshooting and support, yearly maintenance agreement, per Room, 3 Tiers virtual Support. Does not replace device warranty or manufacturer maintenance.

- (xiii) Yealink to provide Video End Point Maintenance Services remotely only within all countries and languages listed below
- (xiv) Yealink to confirm or validate Entitlement prior to performing Support Services for Customer;
- (xv) Yealink to provide general documentation to Customer and prospective customers to help users to:
 - a. understand Product function and operation,
 - b. assess whether their IT environment is ready to support Product,
 - c. troubleshoot their environment issues in order to support Product,
 - d. help users manage and maintain Product within their environment
- (xvi) Yealink to configure Product within Customer's IT infrastructure;
- (xvii) Yealink to provide Customer with private OS installation or custom imaging support and configuration;
- (xviii) Yealink to configure all the necessary backend to support Product within Customer's environment;
- (xix) Yealink to integrate Product within Customer's environment and asset management capabilities;
- (xx) Yealink to optimize Product within Customer's infrastructure to support audio, video and content sharing capabilities;
- (xxi) Yealink to provide Customer with a plan of action and remediation steps required to support Product in Customer's environment when deployment issues or problems arise;
- (xxii) Yealink to verify all Product functionality, including audio, video and content sharing capabilities, within Customer's environment to ensure all functions and features are working and performing properly;
- (xxiii) Yealink to create and keep on file a detailed guide and best practices document specific to Customer's environment to aid future support within that environment;

B. Premier Advantage Maintenance Service

30 Minute SLA, 8x5 unlimited virtual technical troubleshooting and support, yearly maintenance agreement, per Room 3 Tiers virtual Support. Does not replace device warranty or manufacturer maintenance.

- (i) Yealink to provide Video End Point Maintenance Services remotely only within all countries and languages listed below
- (ii) Yealink to confirm or validate Entitlement prior to performing Support Services for Customer;
- (iii) Yealink to provide general documentation to Customer and prospective customers to help users to:
 - a. understand Product function and operation,
 - b. assess whether their IT environment is ready to support Product,
 - c. troubleshoot their environment issues in order to support Product,
 - d. help users manage and maintain Product within their environment
- (iv) Yealink to configure Product within Customer's IT infrastructure;
- (v) Yealink to provide Customer with private OS installation or custom imaging support and configuration;
- (vi) Yealink to configure all the necessary backend to support Product within Customer's environment;
- (vii) Yealink to integrate Product within Customer's environment and asset management capabilities;
- (viii) Yealink to optimize Product within Customer's infrastructure to support audio, video and content sharing capabilities;
- (ix) Yealink to provide Customer with a plan of action and remediation steps required to support Product in Customer's environment when deployment issues or problems arise;
- (x) Yealink to verify all Product functionality, including audio, video and content sharing capabilities, within Customer's environment to ensure all functions and features are working and performing properly;
- (xi) Yealink to create and keep on file a detailed guide and best practices document specific to Customer's environment to aid future support within that environment;

C. **Onsite Collaboration –**

Full day, flat rate, onsite SKU for ANY onsite MS Teams Rooms, Zoom Rooms, SfB Phone, and Teams Phone delivered by Yealink options include but are not limited to:

- Adoption
- Training
- Installation
- Integration
- Deployment
- Troubleshooting
- Technical Support & Maintenance.

Services may be mixed/matched within the day. MAX: 3 Deployments per SKU for Video End Points

- (i) Yealink to provide Onsite Services within all countries and languages listed below
- (ii) Yealink to confirm or validate Entitlement prior to performing Onsite Services for Customer;
- (iii) Yealink to provide general documentation to Customer and prospective customers to help users to:
 - a. understand Product function and operation,
 - b. assess whether their IT environment is ready to support Product,
 - c. deploy Product within their environment,
 - d. troubleshoot their environment issues in order to support Product,
 - e. help users manage and maintain Product within their environment
- (iv) Yealink to configure Product within Customer's IT infrastructure;
- (v) Yealink to provide Customer with private OS installation or custom imaging support and configuration;
- (vi) Yealink to configure all the necessary backend to support Product within Customer's environment;
- (vii) Yealink to integrate Product within Customer's environment and asset management capabilities;
- (viii) Yealink to optimize Product within Customer's infrastructure to support audio, video and content sharing capabilities;
- (ix) Yealink to provide Customer with a plan of action and remediation steps required to support Product in Customer's environment when deployment issues or problems arise;
- (x) Yealink to verify all Product functionality, including audio, video and content sharing capabilities, within Customer's environment to ensure all functions and features are working and performing properly;
- (xi) Yealink to create and keep on file a detailed guide and best practices document specific to Customer's environment to aid future deployments within that environment;

Coverage & Languages:

Yealink to provide Services coverage for the following geographies and countries at the noted languages:

1. AMERICAS

Geography	Sub-Geography	Country Supported Languages	Individual Country		
Americas	Brazil	Spanish / English	Brazil		
	LAS	Spanish / English	Argentina	Bolivia	Chile
			Colombia	Ecuador	Mexico
			Paraguay	Peru	Uruguay
			Venezuela		
	NA	English	Anguilla	Antigua	Aruba
			Bahamas	Barbados	Bermuda
			Bonaire	British Virgin Islands	Cayman Islands
			Curacao	Grenada	Guam
			Guyana	Jamaica	St. Kitts
			St. Lucia	St. Marten	St. Vincent
			Surinam	Trinidad	Turks & Caicos Islands
			United States of America	US Virgin Islands	
			Canada		
			Belize	Costa Rica	Dominica
			Dominican Republic	El Salvador	Guatemala
	Haiti	Honduras	Nicaragua		
	Panama	Puerto Rico			

2. ASIA PACIFIC (AP)

Geography	Sub-Geography	Country Supported Languages	Individual Country		
AP	SEA	English / Chinese (Mandarin)	Malaysia	Singapore	
		English	Bangladesh	Brunei	Cambodia
			Laos	Myanmar	Philippines
			Sri Lanka	Thailand	Vietnam
	INDO	English	Indonesia		
	INDIA	English	India	Nepal	
	ANZ	English	Australia	New Zealand	
	HTK	English	Hong Kong	South Korea	Macau
			Taiwan		
	JPN	English	Japan		

3. PEOPLE'S REPUBLIC OF CHINA (PRC)

Geography	Sub-Geography	Country Supported Languages	Individual Country		
PRC	PRC	Chinese (Mandarin)	People's Republic of China		

4. EUROPE, MIDDLE EAST AND AFRICA (EMEA)

Geography	Sub-Geography	Country Supported Languages	Individual Country		
EMEA	Central	German / English	Austria	Germany	Liechtenstein
		German / English / French	Switzerland		
	North	German / English / French	Belgium	Luxembourg	
		English	Denmark	Estonia	Finland
			Iceland	Latvia	Lithuania
			Netherlands	Sweden	Norway
	South	French / English	France	Monaco	
		Spanish / English	Andorra	Spain	
		English	Italy	Israel	Portugal
	UKI	English	San Marino		
	EET	English	Ireland	United Kingdom	
			Albania	Bosnia	Bulgaria
			Croatia	Cyprus	Czech Republic
			Greece	Hungary	Macedonia
			Montenegro	Poland	Romania
			Serbia	Slovakia	Slovenia
	RUCIS	English	Turkey		
			Armenia	Azerbaijan	Belarus
			Georgia	Kazakhstan	Kyrgyzstan
			Moldova	Russia	Tajikistan
	MEA	English	Turkmenistan	Ukraine	Uzbekistan
			Bahrain	Egypt	Jordan
			Kuwait	Lebanon	Oman
			Pakistan	Qatar	Saudi Arabia
		French / English	South Africa	United Arab Emirates	Yemen
			Algeria	Angola	Benin
			Botswana	Burkina Faso	Burundi
			Cameroon	Cape Verde	Central African Republic
			Chad	Comoros	Congo (Democratic Republic of)
			Congo (Republic of)	Djibouti	Equatorial Guinea
			Eritrea	Ethiopia	Gabon
			Gambia	Ghana	Guinea
			Guinea Bissau	Ivory Coast	Kenya
Liberia			Madagascar	Malawi	
Mali			Malta	Mauritania	
Mauritius			Mayotte	Morocco	
Mozambique			Niger	Nigeria	
Reunion	Rwanda	Sao Tome			
Senegal	Seychelles	Sierra Leone			
Somalia	Tanzania	Togo			
Tunisia	Uganda	Zambia			
Zimbabwe					