



Spok Service Level Expectations and Support Operations Handbook for Spok Care Connect Suite



Version 9.0.2

Published: March 17, 2023

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Purpose

The purpose of this document is to clearly outline the service level expectations and support operations, including pre-defined roles and responsibilities across the Spok Care Connect suite of products offered by Spok, Inc. ("Spok"). The term "Product", as used herein, means any of the hardware or software solutions purchased or licensed from Spok and/or any of its affiliates. Our objective is to properly manage expectations by clarifying system ownership, maintenance, and technical support services.

As outlined in this document, the support service level expectations and support operations handbook has been created to assist customers with issues, concerns, or questions that may arise while using the Spok solution. This document covers services covered in the Standard support program. Please refer to [Spok Support Services Programs](#) for additional services offered.

The contents of this document are incorporated by reference into Spok's Customer support program – Master Terms and Conditions ("MTC"). The MTC may be revised due to instructions from the GSA directly where applicable. In such an event, the Customer will be notified of such changes as soon as reasonably possible. These Technical Support Policies are subject to change at Spok's discretion; however, Spok policy changes will not result in a material reduction in the level of the services provided for supported programs during the support period for which fees for technical support have been paid.

In addition to Service Level Expectations and Support Operations Handbook, please refer to the following important documents that are referred to within this document:

- [Spok Service Catalog](#)
- [Spok Support Services Programs](#)
- [Spok Remote Access](#)
- [Spok Product Lifecycle Information](#)
- [Case Management Priority Matrix](#)

Scope of Support Services

The scope of Spok support is to partner with customers to troubleshoot issues and return a Spok Solution to the state it was performing as expected, working as designed, and as documented. This includes product defect mitigation and corrections.

Spok will provide support for Spok application software, hardware, and any third-party components purchased directly from Spok, and for which the customer is paying for support services from Spok.

More detailed information is provided in the [Spok Service Catalog](#) found on www.spok.com/myspok, which describes specific services provided under Spok's support programs and services offered by Spok Professional Services.

Customers must have an active support program to receive any services from Spok.

Services Included

The following support services are provided. Enhanced support programs provide additional services, please refer to the [Spok Support Services Programs](#) document.

Note: All Support is based on the customer having an active support program in place.

- Access to Spok support via the Spok Customer Portal at www.spok.com/myspok
 - Create and submit Priority 3 and Priority 4 cases
 - Review Spok Knowledge, product documentation, articles, and training videos
 - Manage open cases and review closed cases
- Access to Spok support via phone to report Priority 1 and Priority 2 cases
- Troubleshooting to identify problems and correction activities to restore the system to the previous working state.
- Return Materials Authorization (RMA) of any hardware Product covered by the customer's support program
- Manual installation of Spok Care Connect product application patches during normal business hours. Exception hours are available under enhanced Support Programs.
- Manual installation of patches for Oracle and the Linux Kernel performed during normal business hours (provided to Smart Suite customers upon request). Exception hours are available under enhanced Support Programs.
 - NOTE: Linux Operating System patches are set up to be automatically installed utilizing the Spok Yum repository.

Services Outside the Scope of Spok Support

The following services are outside the scope of Spok support programs. Please refer to Spok Service Catalog.

- Service considered by Spok as in-depth training on software use and functionality
- Service related to issues or changes needed as a result of the system environment, Licensed Products, or data structures that have been modified by the customer
- Service related to data integrity and/or data validation
- Service for enterprise products that were not properly installed or the implementation was not fully executed and/or certified by Spok resulting in a product that has never worked as designed or performed as expected in a production environment
- Service related to vendor or system audits or system security adjustments
- Service related to Business Continuity/Disaster Recovery (BC/DR) planning or restoration of a Spok system failure without a working backup
- Service that becomes necessary due to (a) the failure of computer hardware or equipment programs not covered by the service level expectation or (b) any cause or causes beyond the reasonable control of Spok (e.g., floods, fires, loss of electricity or other utilities), negligence of the customer or any third party, operator error, improper use of hardware or software, or attempted maintenance by unauthorized persons as well as failure to adequately maintain backup/recovery procedures

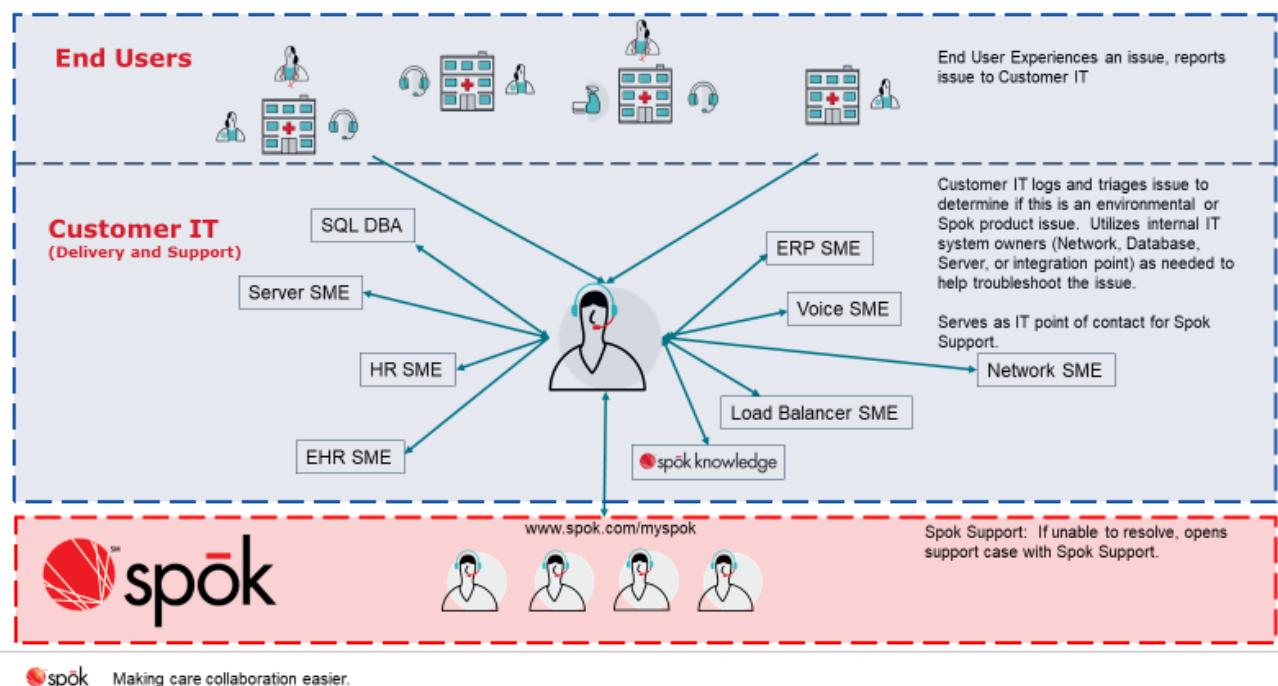
Spok Support Model

Spok provides a business-to-business model of support. Spok customers are responsible for training one or more Spok IT systems or organizational administrators on the management and use of Spok applications. Each organization must provide a level of support to End-Users at the necessary coverage hours to effectively support their Spok solutions. Customers are expected to provide technical investigation, diagnostic analysis, and issue resolution by trained personnel with requisite skills and knowledge relating to a Spok-supported solution.

Spok provides an extensive knowledge base found on the Spok Customer Portal (www.spok.com/myspok) containing product documentation, compatibility matrices, Lifecycle dates, and Knowledge articles created by Spok professionals to assist with the usage, administration, and troubleshooting of Spok solutions. Spok knowledge is available to supported customers, 24 hours a day by 7 days a week. The first step to resolving an issue or obtaining an answer to a question is to search Spok Knowledge.

If the Spok-trained customer employee is unable to resolve the issue and is identified as a Primary Technical or Authorized Contact (please refer to [Case Management](#)) in the Spok Customer Portal (www.spok.com/myspok), they will be able to open a case with Spok Support to continue troubleshooting.

Following is a visual representation of the Spok Support Model:



Spok provides all support remotely from our Technical Support Centers. Spok has proven that remote support is the most expedient way to resolve issues. If on-site technical assistance is requested to resolve an issue, a discussion will ensue between Spok and the customer to determine feasibility and other logistics. If the

determination is made that on-site technical assistance will be provided, Spok will determine the resource based on availability. If the cause of the problem is not found to be within the Spok Product or covered under the support service level expectation, the customer may be charged for the associated effort.

Remote Access for System Support

To quickly and accurately resolve issues, it is Spok's policy for a customer to provide Spok remote access to all equipment on which Spok is installed. Spok's preferred connectivity method is through [SecureLink](#), which is provided to each customer at no cost.

For details on Spok's remote access policy and tools, please refer to the [Spok Remote Access](#) document found in Spok knowledge. Spok is not responsible for delays in service caused by failure to provide timely system access.

Case Management Roles

Overview

	Primary Technical Contact	Authorized Contact	Knowledge Only	Spok Mobile Admin
Responsible for administering Spok customer portal users (approving additions and removals)	✓			
Point of contact for Spok communications related to products including Product lifecycle notifications, important alerts related to products, etc.	✓			
Responsible for approving other Site Technical Contacts as needed	✓			
Access to www.spok.com/myspok	✓	✓		
Ability to open Spok support cases through the portal or by phone	✓	✓		
Access to Spok Knowledge, Spok Academy, Ideas	✓	✓	✓	
Spok Mobile Administrator. Will be notified of application releases and Spok Mobile Hosted notifications regarding planned and unplanned outages (Please refer to Spok Outage Notification System)				✓
Spok Mobile CERT (Customer Emergency Response Team) Notification designee (Please refer to Spok Outage Notification System)	Optional	Optional		✓

NOTE: Contacts can be associated with more than one account. Relating a single contact to multiple accounts allows the ability to easily track the relationships between people and accounts, without creating duplicate contact records.

Primary Technical Contact

Each Spok customer must define one or more Primary Technical Contacts for their organization. The Primary Technical Contact is an Authorized Contact with the added responsibility of managing all Authorized Contacts for the organization and is the point of contact for important notifications related to Spok products.

Spok will only provide sensitive system information (e.g., system passwords) to Primary Technical Contacts or Authorized Contacts.

It is the Primary Technical Contacts' responsibility to ensure all users who support Spok products and may need to open cases with Spok support are defined as Authorized Contacts. To review or update the list of authorized contacts, log into the Spok Customer Portal (www.spok.com/myspok) or send an email to accountupdates@spok.com.

Authorized Contacts

Spok Authorized Contacts are individuals who are trained on the Spok solution and provide support to Spok end users. These individuals are authorized by Primary Technical Contacts to report issues to Spok Support and will work with Spok Support until resolution.

The Authorized Contacts associated with a reported case (case contact) will receive case updates via email. If alternate contact information should be associated with a reported case (e.g., a different phone number or e-mail address), this information should be provided to the support engineer at the time the case is opened. While the alternate contact information will be maintained in the record, status updates will only be sent to the case contact as assigned in the Spok Customer Portal (www.spok.com/myspok). If the contact information changes during the duration of the case, it is the customer's responsibility to inform the support engineer handling the case of such a change. It is the responsibility of the case contact to share necessary information or updates with others within their organization.

If an organization has multiple sites using Spok solutions, it will be necessary for them to establish an internal process to determine who will contact Spok when a problem arises (Please refer to [Spok Support Model](#)). This will help to expedite issue resolutions.

If the case contact is not receiving case updates through email, they should work with their Email administrator to ensure that their organization is not blocking email from Spok Support.

Knowledge Only

Individuals identified as a "Knowledge Only User" will only have access to Spok Knowledge, including all documentation, knowledge articles, and training videos.

Spok Mobile Admin Contact

Each Spok Mobile customer must define one or more Spok Mobile Admin contacts. This role is the customer point of contact for all Spok Mobile communications. This contact will receive all notifications related to Spok

Mobile, including unplanned outages, planned maintenance, and other important notifications.

A Spok Mobile Admin cannot open a support case unless they are designated as a Primary Technical or Authorized Contact as well.

Case Management

Case Management Priority Codes

Spok uses a four-priority model as defined below:

- Priority 1: Critical Business Impact
- Priority 2: Severe Business Impact
- Priority 3: Normal/Minor Business Impact
- Priority 4: No/Minimal Business Impact

Case priority will be reassessed and revised based on the nature of the issue at each stage of the case. For example, if a valid workaround is found for a Priority 1 issue, the priority of the case may be reset to a lower Priority level.

Case Management Priority Matrix

Issue Priority	Spok Response	Solution Update	What Happens
Priority 1: Critical Business Impact A customer encounters a system problem that has caused the customer's work to stop or to be so severely impacted that all enterprise users are affected.	The customer will be connected to a support engineer with urgency during business hours. After standard business hours, Spok will respond as quickly as possible (on average within 10 minutes).	The customer can elect to stay on the phone with the support engineer* or the customer can elect to receive hourly updates until a resolution or acceptable workaround is identified. <i>* Please refer to Spok Outage Notification System for Spok Mobile hosted global outage.</i>	Spok Technical Support will work urgently until an agreed-upon resolution or workaround is achieved. If an agreed-upon workaround is identified the issue will continue to be worked on until a permanent resolution is identified.
Priority 2: Severe Business Impact A customer can continue to work but has a problem that has caused a significant portion of enterprise users to be severely impacted.	The customer will receive a response within 30 minutes of Spok receiving their request.	The customer will receive an update twice daily but may elect to receive an update every two hours until a resolution or acceptable workaround is identified.	Spok Technical Support will work diligently until a resolution or acceptable workaround is identified. If an agreed-upon workaround is found the issue will be worked on until a permanent resolution is identified.

Issue Priority	Spok Response	Solution Update	What Happens
Priority 3: Normal/Minor Business Impact The customer's work is continuing (not stopped); however, the problem is causing an impact on the user's productivity and/or service levels.	The customer will receive a response within 1 business day of Spok receiving their request.	The customer will receive an update each week until a resolution is identified.	Spok Technical Support will work normal business hours until a resolution is identified. For unresponsive customers, the support engineer will make at least two contact attempts, with at least one attempt by phone. If no response within five business days after the second request, the case will be closed.
Priority 4: No/Minimal Business Impact The customer is in full working mode. The problem is not affecting or is minimally impeding the customer's work.	The customer will receive a response within 1 business day of Spok receiving their request.	The customer will receive an update each week until a resolution is identified.	Priority 4 issues are resolved as time allows. For unresponsive customers, the support engineer will make at least two contact attempts, with at least one attempt by phone. If no response within five business days after the second request, the case will be closed.

Overview

To report a Priority 1 (Critical) or Priority 2 (Severe Business Impact) issue with a Spok solution, call Spok Support directly to ensure the issue is addressed promptly (Please refer to [Submitting Support Case via Phone](#)).

For Priority 3 (Minor/Normal) or Priority 4 (Minimal Business Impact) cases, submit cases using the Spok Customer Portal (www.spok.com/myspok).

Submitting a Support Case

Primary Technical and Authorized Contacts can report issues to Spok in two ways:

- For Priority 1 (Critical) and Priority 2 (Severe) Business Impact issues: Call Spok Support directly. See below for phone numbers
- For Priority 3 (Normal/Minor) or Priority 4 (No/Minimal) Business Impact issues - Open a case via the Spok Customer Portal (www.spok.com/myspok)

When submitting a Support Case, please be prepared to provide the following information:

- The specific product that is experiencing the issue
- A clear description of the issue and business impact
- When did the issue start?
 - When was the last time it worked?
 - Has this issue occurred before?
 - What steps have been taken to troubleshoot, and what were the results?

- Provide detailed steps to reproduce the issue
- List any recent changes within the environment
 - New hardware, reboots, volume increases, new hires, new or modified workflows, security updates, network changes, virus scanning, PBX Upgrades, etc.
- Provide log files, attachments, or screenshots of the issue

Telephone Support Access (7x24x365)

To Submit a priority 1 or priority 2 issue with Spok, customers should call Spok's Technical Support Center at:

- Americas, Europe, Middle East, and Asia (EMEA):
1 (800) 420- 9705 (toll free)
- Asia Pacific (APAC):
1 800 016 719 (toll-free within Australia)
+61 8 6240 0094 (if calling from outside Australia)
- If calling to open a new case, a support representative will open a case and gather the information related to the issue
- Calls will be processed based on the priority of the issue
- If calling on an existing case, provide the case number to the support representative to be routed to the Support Engineer assigned to the case
- If the case number is not known, the support representative can look it up
- If a customer has equipment at multiple sites connecting to the database, the caller must identify which site they are calling from to the Support Engineer. Failure to do so will not only delay problem resolution but may impact the services running at another site.
- Authorized Contacts should provide the necessary information regarding the issue to Spok when calling in a case (Please refer to [Submitting a Support Case](#)).
- If a support engineer does not respond within the appropriate timeframe, the customer should contact Spok's main office at 1-800-420-9705 or +01 800 420 9705 and request to speak to a manager.

Please submit Priority 3 and Priority 4 cases via the Spok Customer Portal (www.spok.com/myspok).

Tracking Support Cases

For cases that are not resolved during the initial contact with a support engineer, the Spok Customer Portal (www.spok.com/myspok) provides the easiest way for customers to see the status of support cases. If the Primary Technical Contact or Authorized Contact needs to provide information to the support engineer that is working on the case, they can:

- Add a comment to the case through the Spok Customer Portal (www.spok.com/myspok)
- Reply to the case update e-mail (Note: Do not change the subject of this email to ensure the case updates correctly)
- Call the support engineer on the phone

Customers can also view a full history of all their reported cases using the Spok Customer Portal

(www.spok.com/myspok).

Resolving & Closing Support Cases

Once an issue has been resolved, the assigned Spok support engineer will inform the case contact that the case has been resolved. Spok uses the following guidelines when determining if a support case is ready to be closed:

1. The customer agrees that the issue has been resolved.
2. The issue is a work request that falls outside the scope of the customer's support program (Please refer to [Spok Service Catalog](#)).
3. The issue is determined to be caused by an environmental factor; outside the Spok solution (e.g. the problem is not Spok related; a different system or solution that interfaces into Spok is experiencing an issue and/or it is determined to be an environmental issue).
4. A customer has become unresponsive to the support engineer's request for resolution confirmation or request for additional information. The support engineer will make several attempts to contact the customer. If we do not get a customer response after several attempts the case will be closed. Please note, that if there is any reason to re-open a support case, Spok can do so upon request.
 - a. The customer must be contacted at least 2 times in total with a frequency in line with the priority of the case.
 - b. The case owner will make at least one of the two contact attempts by phone to ensure that the customer has received the response and request.
 - c. If Spok does not get an answer within five business days after the second request for information, then the case will be closed.

For customers requiring a formal root-cause analysis document, one may be requested for Priority 1 issues (Please refer to [Case Management Priority Matrix](#)). Root-cause analysis may take up to five business days to complete after the issue is resolved.

Engaging Support Management

Managers are available to handle customer concerns and heightened awareness related to a specific support case. Examples of circumstances that may be escalated to the manager include:

- New information becomes available, making a case priority more serious, and all attempts to contact the case owner have been unsuccessful.
- There is concern that Spok does not fully understand the nature or impact of the issue.
- Spok support has not met the service level expectations as defined in this document.

To engage a support manager, there are two options:

- Notify the support engineer working on the case of the desire to speak to a manager, *"I would like to speak to a manager about this case. I can be reached at (contact telephone number)."*
- Contact Spok via telephone to request to speak to a manager by calling the technical support phone number. This is the recommended approach for immediate response. Please refer to the [Telephone Support Access](#) section of this document.

Change Management Process

Spok Care Connect Changes

Spok Care Connect changes, such as applying application patches, are manual and completed by a Spok employee during regular business hours under the Standard support program. Spok will provide a formal Change Control document with the details of the change. Once the customer has reviewed and approved the Change Control document, Spok will work with them to schedule the change window. To ensure resource availability, Spok will schedule all planned change windows at the beginning of each week, Monday, Tuesday, or Wednesday.

Product Change Testing

Spok requires that all customers have a test system to be used for change control testing before applying any changes to production. Failure to have a test system puts the production system at risk.

Spok will apply the change to a customer's test system to ensure the change resolves the issue and doesn't introduce any other issues. In addition to testing the individual issue addressed by the change, customers should have a standard regression test plan to ensure all critical system functions continue to work as expected.

Once the change has been verified on the test system, Spok will work with the customer to apply the change to production.

Customers are responsible for any issues experienced that are caused by changes implemented directly into production due to the lack of a test system.

Customer Environment Changes

Spok product compatibility considers many different system and environmental factors, including but not limited to:

- Spok product versions
- PBX vendor and contact center versions
- Windows server and desktop OS versions
- Spok CTI version
- Third-party product versions (SQL, Java, TAPI, etc.)

If a customer plans to change any Spok components or integrated products (such as PBX manufacturer, model, version, or patch package; server OS; desktop OS; SQL version; etc.), open a case with Spok Support to discuss the plans at least four weeks before the planned change. Including Spok in the planning is the best way to avoid unexpected downtime and/or emergency Spok Professional Services engagement requests.

Depending on the scope, complexity, and requirements of the project, Spok Professional Services may be needed to support the project, ensure a successful change, and minimize any downtime.

It is the responsibility of the customer to review all integrations to Spok solutions for compatibility. Spok Compatibility matrices are found in Spok Knowledge.

Spok maintains certification with partners noted in the compatibility matrix to ensure system compatibility between major releases. While minor vendor updates (service packs, hotfixes, dot releases) may not have an impact on the Spok solution, they cannot be guaranteed, and therefore should always be tested by the customer on a test system. Spok Support should be engaged to help correct issues discovered on the test system before migrating these updates to a production system.

All changes must include a back-out plan that will enable the system to be restored to the state in which it was working as designed and performing as expected before the change. Failure to have a back-out plan could result in significant downtime and the potential for an emergency professional services engagement request.

Changes Where Spok is not Informed, Engaged, or Professional Services Declined

It is the customer's responsibility to inform, engage, and where applicable, contract with Spok Professional Services for assistance regarding planned changes affecting Spok Solutions. In situations where Spok was not informed, engaged, or recommended professional services were declined, and where the change negatively impacts the Spok solution, the customer will be advised to back out the change to restore Spok functionality. If the customer is unable to back out of the change, Spok will engage Professional Services during normal business hours and dependent on availability, for an emergency engagement request to assist with any design or configuration changes required within Spok to resolve the issue.

Customers will need to use their System Outage workaround plans or backup alerting systems until Spok functionality is restored.

System Ownership

Spok solutions are highly dependent on many components owned and maintained by a customer's corporate IT department.

Spok Customers are responsible for the general maintenance and monitoring of all Spok components and hardware installed within their Data Center. This would include internet connectivity, a backup/restoration strategy, and a Disaster Recovery/Business Continuity (DR/BC) plan for all on-premise Spok components including servers, workstations, applications, application data, and databases.

To ensure minimal downtime in the event of a hardware failure or major disaster, the backup/recovery strategy and DR/BC plan should be tested regularly.

For customers that have redundant system architecture, it is important to routinely test the redundancy. Under Standard support, customers will be entitled to assistance with one failover test per year. Additional assistance can be obtained via Spok's Professional Services group.

Database and Application Data

Spok customers are responsible for all aspects of maintenance, monitoring, and DR/BC planning for Microsoft SQL.

The Smart Suite product includes an embedded software licensed (ESL) version of Oracle. As part of the embedded license, Spok will support the Oracle instance, install quarterly Oracle patches upon request and extend the storage capacity of the Oracle database as needed by Spok applications. Oracle patching only applies to versions currently supported by Oracle corporation.

Spok customers are responsible for the following related to their application data:

- Accuracy of the data that is loaded during implementation or upgrade
- On-going maintenance and accuracy of the data as updated through Spok Applications
- Maintaining proper archival records and storage methods of the archived data from the Spok system
- Data archive retrieval
- Database SSL Certificate Management

Each of Spok's console solutions comes with a local PC Database Backup application (Acronis imaging, Fail Safe or Smart Refresh). These local databases are used by call center operators in the event of a network or database outage. Customers should test these offline solutions on each console regularly.

If the Oracle or SQL Server databases are altered from the standard Spok installation configuration, customers will be solely responsible for the maintenance and support of the database.

Network and Voice

Spok customers are responsible for all aspects of maintenance, monitoring, and BC/DR planning for all Network and Voice infrastructure. This includes, but is not limited to: Internet connectivity, Load Balancers, Local Area Networks, Wide Area Networks, Wireless Networks and coverage, Firewalls, LDAP, DNS, Security Exclusion, SSL Certifications (Spok can assist upon request), Cellular Networks, PBX/Telephony Switch and associated physical hardware, SMS Delivery subscriptions, Mobile Devices, etc.

Spok solutions are heavily dependent on network and voice components and may require the customer's network and voice expertise to troubleshoot issues.

Compute: Servers and Desktops

Spok customers are responsible for all aspects of the routine maintenance, monitoring, SSL certificate management, and BC/DR planning for all Microsoft Windows Servers & Desktops, software & guest OS snapshots, and the physical maintenance of all Linux Servers.

Spok recommends that all Microsoft Windows and Linux servers undergo maintenance reboots on a regular cadence to improve performance and prevent errors. The recommended cadence for reboots is as follows:

- Smart Suite Linux Servers – Quarterly (Contact Support for assistance with the Linux servers)
- Smart Suite Windows Servers – Monthly (Customer is responsible for the Windows servers)
- Spok Console/Medical Windows Servers – Quarterly (Customer is responsible for the Windows servers)
- Spok Mobile Windows Servers - Quarterly (Customer is responsible for the Windows servers)
- Care Connect Platform Windows Servers - Quarterly (Customer is responsible for the Windows servers)

- Spok Messenger Windows Servers - Quarterly (Customer is responsible for the Windows servers)

Both Microsoft Windows and Red Hat Linux release frequent operating system updates for security and other issues. These updates occur as frequently as weekly and can be configured to be pushed through automatic update capabilities to the various machines. Spok receives these automatic updates on our internal machines used to develop, test, and support customers to act as early adopters of these software updates. Spok does not proactively test these operating system updates on Generally Available (GA) versions across their suite of solutions.

If a customer has purchased Dell servers through Spok, as part of the system purchase, Spok will establish a standard Dell service plan for the servers which includes a 3-year or 5-year warranty and next business day onsite service after problem diagnosis is provided by Dell. The Dell service plan is transferred to the customer, upon ship date from Dell, who is responsible for any future changes to the plan and renewal of the plan going forward. If a customer has purchased their servers or if they purchased non-Dell servers from Spok, they will be responsible for setting up a support contract with their preferred, local hardware vendor.

Smart Suite

The Smart Suite product is installed on a Spok-released version of Red Hat Linux. Spok will set up automated Linux patching through the Spok YUM repository during implementation and will manually update any Linux Kernel changes upon request.

To support the Red Hat Linux operating system, Spok requires “root” access. If the root password is changed, please notify Spok immediately. Any alterations to the Linux OS may break the Spok Warranty and Spok’s ability to support it.

Server Specifications

Minimum server specifications are established through internal performance testing and working directly with Spok customers to optimize application performance. The minimum server specifications are provided at the time of implementation and can also be found in Spok knowledge. As software requirements change, the minimum requirements will be updated accordingly.

Issues reported to Spok Support where it is determined that the server does not meet the minimum documented hardware specifications will limit Spok’s ability to troubleshoot the issue until the minimum specifications have been met, resulting in a potential delay in resolution.

VMware

V-motion is known to cause issues with Spok applications that require a persistent connection. Customers should not use virtual applications that quiesce the file system.

Spok applications require dedicated resources for RAM and CPU. Customers should work with the implementation team to ensure VM Environments are setup for Spok application requirements

Hyper-V

Spok applications are **not** supported when running in a Hyper-V environment.

Microsoft Clustering

Spok Customers are responsible for the management of a clustered environment. Most Spok solutions are not

cluster-aware. Customer responsibilities include but are not limited to, database, storage, and system resource capacity and performance management to optimize the Spok applications.

Operator PC workstations

Spok customers are responsible for the installation and ongoing maintenance of operator PC workstations post-implementation.

The following is a list of responsibilities related to Operator workstations:

- Implementation of all Antivirus skip/exclusion lists provided by Spok
- Routine scheduled updates of the workstation image via the designated Spok “Master” PC
- If desktop management software, such as ZENworks, is used, the application must have the most current Spok configuration and registry key settings
- Spok will provide remote assistance and training on how to re-install PC applications one time after implementation to a Spok administrator
 - If Spok’s resources are required to reload one or more PCs after the one-time installation is complete, Spok Professional services may be engaged to perform the work (Please refer to the [Spok Service Catalog](#))
- Spok will assist a trained Spok administrator to troubleshoot issues experienced when installing a like-for-like workstation

Spok Applications

Spok customers are responsible for being trained on the proper use, administration, and routine system maintenance of Spok applications.

Spok customers are responsible for SSL certificate management.

Spok Messenger Solution

Spok customers are responsible for all device management.

The intended use of the Messenger is to provide an interface with clinical systems to forward information associated with the particular event to the designated display device(s).

For medical, near real-time alarms, Messenger is intended to serve as a parallel, redundant, forwarding mechanism to inform healthcare professionals of particular medical-related events, Messenger does not alter the behavior' of the primary medical devices and associated alarm annunciations. The display device provides a visual, and/or audio, and/or vibrating mechanism upon receipt of the alert.

Messenger is intended for use as a secondary alarm. It does not replace the primary alarm function on the monitor.

Computer Telephony Integration (CTI)

Any changes, patches, or upgrades to the customer phone system may affect Spok Operator Console applications. Customers are required to contact Spok before upgrading their PBX system to ensure that their Spok Operator Console application is compatible with the new system (Please refer to [Customer Environment Changes](#)).

Non-Spok Applications or Configurations

Custom 3rd party applications or configurations, such as Mobile Device Management (MDM), backup utilities, and network or server monitoring software, are the responsibility of the customer. Spok does not support the setup or maintenance of non-Spok applications or configurations.

If Spok is unable to determine the root cause of a problem, and the issue potentially points to a 3rd party application, Spok may ask the customer to remove any non-Spok-required applications or configurations to help isolate the issue. If the issue is caused by the customer-specific application or configuration, Spok will require that the application or configuration be removed or disabled to restore Spok functionality.

The following table provides a high-level representation of Spok system component ownership and responsibilities. Items in black are owned by and are the responsibility of the customer's IT organization. Items in red are either shared ownership with the customer's IT and Spok or are Spok's responsibility.

Infrastructure: Component Ownership & Responsibilities

Category	Component or Description	Examples	Owner and responsible party
Network	Load Balancer, LAN, WAN, WLAN, routers, switches, firewalls, LDAP, DNS, security exclusions, SSL Certification, Internet Connectivity, etc.	F5, NetScaler, Cisco routers and switches, Microsoft Active Directory, Anti-Virus, Security scanning, etc.	Customer
	Cellular Network (SMS and SMTP)	Verizon, AT&T, Verizon eMag, SAP Aggregator, etc.	Customer
Voice	PBX/Telephony Switch and associated physical hardware	Cisco, Cisco TSP, Finesse, Avaya, Unify, Physical phone hardware, etc.	Customer
	SMS Delivery subscription aggregator	Verizon EMAG, SAP aggregator, etc.	Customer
	Mobile Devices and device management	iOS, Android, Spectralink, Zebra, Mobile Device Management, etc.	Customer
Compute	MS Windows OS: Application server, web server, database server, and operator desktops	Microsoft patching, security patching, security exclusions, disk and memory usage monitoring, normal system maintenance, clustering, etc.	Customer
	Linux OS: Application server, web server, database server, and voice server	Linux Kernel (on request) and automated OS patching through the Spok YUM repository	Spok (Smart Suite only)
	Physical hardware, Dell, Cisco,	Dell, Cisco, HP, etc.	Customer
	MS Windows & Linux Servers: System Reboots	Quarterly rebooting, etc.	Customer and Spok [1]
Virtualization	Virtual Machine Software	VM Ware	Customer
Database	MS SQL & Oracle: Accuracy and ongoing maintenance of application data	Directory, phone number, pagers, etc.	Customer
	MS SQL: maintenance	MS SQL Patching, database administration tasks, access management, etc.	Customer
	Oracle Database: Patching	Quarterly Patch installation upon request	Spok (Smart Suite only)

	Oracle: RMAN backup	Spok Configured Oracle Data Backup utility	Spok (Smart Suite only) and Customer [2]
Applications	Proper use of Spok products as documented	Normal day-to-day usage	Customer
	Patch Installation	Console, Messenger, Spok Mobile, etc.	Spok and Customer [3]
	Support of Spok required or embedded 3 rd party products	Java, AudioCodes, Faxman, Weblogic, etc.	Spok
Hosted/SaaS	Spok Mobile Hosted Environment: Uptime, availability, and access management	Registration, Message Delivery, etc.	Spok

[1] If the Spok customer is unsure of the impact that may be caused by a server reboot, please work with Spok support. Some Spok servers may require additional review and potential actions before a reboot (Database Failover, resync of data, etc.). Please inform Spok support of scheduled reboots and we will partner with you to ensure ongoing success.

[2] For Oracle RMAN backup – Spok will configure oracle to do an RMAN backup during implementation. Each customer is responsible for ensuring a copy of the backup file is stored on a redundant Server regularly.

[3] Patches for some Spok products may be available for download and installation by Spok Customers. Spok support will advise the customer of the appropriate installation methodology and instructions for each patch.

System Backups

It is the sole responsibility of the customer to include Spok servers and applications in their corporate backup strategy and utility. It is equally important that customers routinely test the restoration process on a test server.

It is the sole responsibility of the customer to install any backup client software on servers. Support for these utilities must be provided by the 3rd party vendor (Please refer to [Non-Spok Applications or Configurations](#)). It is the customer's responsibility to always know the status of their backups.

Spok Console and MediCall

For Spok Console (formerly IntelliSuite) and MediCall (formerly Xtend Suite) platform customers, it is important that the skip list provided by Spok is implemented to prevent the backup of open files.

Smart Suite

The Spok Smart Suite platform solution includes the installation and support of two backup routines:

- Spok application files are backed up by a nightly cron routine which creates a tar file of all Spok application files, which is saved on each server.
- The Oracle database is backed up using the Oracle RMAN (online/hot) backup tool after the creation of the Oracle archive log files, and the RMAN backup is saved on the database server.
- NOTE: These backup routines do not replace a full corporate backup and restore strategy.

These backup routines do not back up the Linux operating system. It is the responsibility of the customer to identify a remote location to store the backed-up files.

Every night, after the backup, a report is generated. This report is sent to the contacts provided to the Spok Project Manager at the time of implementation. It is the customer's responsibility that a qualified person within their organization read this report each day and notify Spok of any errors generated in this report. If the backup report is being e-mailed or printed to a specific person(s), it is the customer's responsibility to notify Spok if that e-mail destination changes.

The Smart Suite platform prints various reports each day that must be reviewed by a qualified person within their organization. If any errors are found in these reports, Spok must be contacted at the earliest convenience and report these errors by opening a support case.

Business Continuity / Disaster Recovery

The Spok solution should be incorporated into a customer's BC/DR plans. Spok Professional Services can work with the customer on remote agent options and recovery plans. Customers should discuss with their Spok Project Manager during implementation or contact their sales representative to engage Spok Professional Services.

System and Application Monitoring

Some Spok applications include application monitoring components as part of the solution (such as Smart Alert for Smart Suite or HSM for Spok Console).

Each Spok implementation is unique and depends on the specific requirements of each customer. Spok encourages each customer to establish a system monitoring strategy, which may include both application and infrastructure, to ensure that all critical components are monitored to the customer's preferred level. Spok Professional Services offers product-specific systems administration training courses that may help Spok administrators understand what and how to monitor within their Spok solutions.

Smart Suite customers who have purchased the premium support program are provided additional monitoring that includes DB failover, DB Health-check, pages in the queue, and disk size monitoring.

Spok Product Lifecycle Management

All Spok applications are governed by the Spok Product Lifecycle Policy. This policy and associated product lifecycle dates are defined and documented in Spok Knowledge on the [Spok Product Lifecycle Information](#) page.

Third-Party Integrations

Spok partners with 3rd party vendors to certify and support the installation of and integration to third-party products that are currently on maintenance and fully supported by the vendor or manufacturer (PBX, Phone Hardware, Operating Systems, etc.). These integrations are documented in compatibility matrices found in Spok Knowledge.

Once a vendor or manufacturer has publicly decommissioned or put the product into an End of Life (EOL), End of Manufacturer Support, or End of Software Maintenance status, Spok is limited to provide the same or similar level of commercially reasonable support provided by the manufacturer or vendor.

Commitments or agreements made by customers with other business partners, service partners, or organizations not owned or represented by Spok are the responsibility of the customer and their business partner.

Spok recommends that customers upgrade their 3rd party systems to ensure ongoing support for integrations and to minimize the risk that may be caused by ongoing maintenance or security updates. Please refer to [Customer Environment Changes](#).

Spok will not provide such notifications of EOL for any third-party vendor nor does Spok warrant that we are certified on all current versions of any third-party applications.

Paging

Spok customers are responsible for the setup, maintenance, and testing of each paging device. This includes determining the paging method, inventory of pager IDs, and understanding all access points and accessibility.

Transmitters

Transmitters purchased from Spok that are experiencing issues will need to be returned to the designated Spok office for diagnostics and repair. Tuning and resolving transmitter issues requires that transmitters be connected to specialized equipment at a repair facility. Spok strongly recommends that customers purchase a spare transmitter which can be used if the primary transmitter is being repaired.

Spok transmitters can be set up in a redundant configuration to automatically failover by use of TNPP or a script. It is important to note that these configurations would only be 100% reliable if the primary transmitter completely fails. Spok recommends that customers switch between transmitters quarterly to ensure that both are being utilized and are properly functioning.

Transmitters that are sent in for repair or replacement with a specialized or unique frequency may be subject to delay, based on availability. Please refer to the [Return Materials Authorization \(RMA\)](#) section of this document for repair information.

Antennas

Antennas purchased from Spok that are experiencing issues should either (a) be referred to the company that performed the installation to troubleshoot the issue or (b) be sent to Spok for diagnosis and correction.

Antennas that are sent in for repair or replacement with a specialized or unique frequency may be subject to delay, based on availability. Please refer to the [Return Materials Authorization \(RMA\)](#) section of this document for repair information.

Speech

Each customer is responsible to be trained on the use and maintenance of their Speech Product. Spok's Speech Products use specific database fields when listening to a caller's speech request. If the name that is entered in this field is not the name that a caller will request, it is the customer's responsibility to enter an associated alias that specifically matches how callers will request the person or department. If a person or department name is not recognized in the way a caller speaks, it is the customer's responsibility to 'tune' the database so that the Speech application can most effectively operate. Spok can provide additional training (for a fee) on how to listen to utterances and call logs, analyze call data, and tune names that are not successfully being handled by the

Speech application. Spok recommends that customers review their Missing Names report weekly when first going live on the Speech product to make appropriate adjustments. After an initial period, their reviews can move to monthly.

Customers that have purchased the Speech Services package will receive the following services from the Spok Speech Services Team:

- Access to a designated Speech Support Team Member
- Professional name/prompt recording
- Customized prompt design (adjustable at any time)
- Weekly transaction and transfer reporting
- Identify the root cause of failed calls and recommend the correct action
- Continual monitoring and correction for failed calls

Spok Mobile Hosted Scheduled and Unscheduled Maintenance

Spok maintains scheduled maintenance windows during the following periods.

- Sunday/Monday 11:00pm to 3:00am Central Time

Spok will make every effort to notify the customers assigned technical contact 2 weeks before a planned schedule maintenance window that is expected to result in a service disruption. During these maintenance windows, a business impact may occur. Spok will not schedule more than 8 scheduled maintenance windows per year that result in any service disruption or delay.

Spok works to prevent any unscheduled maintenance through the development of high-quality software and redundant deployments. In the event of an unscheduled maintenance window of the Spok Mobile hosted server lasting more than 15 minutes, Spok will contact the customer's assigned technical contact within 1 hour with information regarding the unscheduled maintenance and expected time of completion.

Spok Change Management System (CMS)

The Spok Change Management System (CMS) is used to communicate scheduled and unscheduled (corrective, special, and emergency) maintenance of Spok Mobile hosted that may result in service disruption of Spok Mobile.

Spok Mobile Scheduled Maintenance

Spok maintains scheduled maintenance windows during the following periods.

- Sunday/Monday 11:00pm to 3:00am Central Time
 - The central time zone will be used if affecting multiple areas
 - Used to implement, remove or change a system or application that changes the existing features or architecture

Spok will make every effort to notify the customer's designated Spok Mobile Admins and Site Technical Contacts (please refer to [Case Management Roles](#)) two weeks before a scheduled maintenance window that is expected to result in a service disruption. During these Spok Mobile maintenance windows, registration and message delivery may be interrupted or delayed. Spok will not schedule more than 8 scheduled maintenance windows

per year that result in any service disruption or delay.

Spok Mobile Unscheduled (Corrective) Maintenance

Spok maintains scheduled corrective maintenance windows during the following periods.

- 7 days a week between 11:00 pm to 3:00 am Central Time
 - The central time zone will be used if affecting multiple areas
 - Used to correct a failing system or application that may cause an impact on the end users if not corrected, but is not yet impacting services, and does not change the documented features or architecture.

Spok Outage Notification System (ONS)

The Spok Outage Notification System (ONS) is used to communicate unplanned global outages of Spok Mobile.

In the event of a Spok Mobile global outage lasting more than 15 minutes, the ONS system will be used to send an email notification to all Spok Portal users with the “Spok Mobile Admin” role and all Primary Technical Contacts and Authorized Contacts that have been designated as “Spok Mobile CERT (Customer Emergency Response Team) Notification” users. The ONS notifications will be sent when the issue started, provide regular and ongoing updates on the progress of the issue, and a final notification when the issue is resolved. Please refer to [Case Management Roles](#).

To be designated as a “Spok Mobile CERT Notification” user, please email the request to Accountupdates@spok.com.

Contact Center System Alerts

Spok sends important system information on a near real-time basis to the operators and administrators. Spok recommends that customers always monitor the System Alert messages.

Appliance Hardware – Supplied and Supported by Spok

Spok will support and provide Return Materials Authorization (RMA) service for hardware components purchased directly from Spok and are currently supported. If a hardware component is determined to have gone bad, Spok will send a replacement via overnight delivery service. The customer will be expected to replace the old (defective) hardware component with the new hardware.

Hardware should be replaced with a like-for-like model, compatible with their existing software. It is the responsibility of the customer to review all hardware replacements to Spok solutions for compatibility. The Spok Compatibility matrices can be found in Spok Knowledge.

Spok will test each hardware Product before sending a replacement. Spok will not replace those found to be damaged by misuse on a free-of-charge basis. Additionally, when returned hardware Products are found not to have an issue, a bench fee will be assessed by Spok and the hardware will be returned “as is” to the customer. Spok recommends that customers consider keeping spare hardware at their facility. Spok will only ship a replacement once the original has been received and tested under the Standard Support program.

Only the hardware Products covered under the customer support program are fully covered and, if returned to the Spok Service Center, will be repaired or replaced at no charge to the customer. It is the customer's responsibility to return all items covered under their support program to the Spok Service Center. All Products covered under the Spok support program shall be itemized and tracked by serial number in the Spok database.

Return Materials Authorization (RMA) for Spok-Supported Hardware

Spok will support and provide Return Materials Authorization (RMA) services for hardware components purchased directly from Spok for customers currently on an active support program plan. If a hardware component is determined to no longer function properly, Spok will provide a replacement. The customer will be expected to physically replace the old (bad) hardware component with the new hardware.

Replacement hardware components will be a like-for-like model, and compatible with the existing Product.

Spok recommends that customers keep spare hardware on hand.

RMA Guidelines

- A Return Materials Authorization (RMA) Number is required for all repairs and/or replacements (in-warranty and out-of-warranty)
 - RMA Number is issued by Spok
 - Customers in the Americas, Europe, Middle East, and Asia (EMEA) request the RMA Number by submitting an email to RMA@spok.com
 - Customers in Asia Pacific (APAC) request the RMA Number by submitting an email to spok_rma@intechology.com.au
 - The RMA number must accompany the hardware shipped to Spok's Service Center
 - Hardware received without an RMA Number may delay the RMA process
- Spok uses commercially reasonable effort to ship back repaired hardware within five (5) business days
 - Spok takes great measures to ensure spare inventory hardware components are available
 - Spok makes no guarantee of hardware quantities and labor available for repair or replacement
 - Spok is not responsible for non-performance or delay in the repair or replacement of hardware
 - When any needed part(s) are not in stock, the RMA status will remain in back order until all parts are received. Once all needed parts are received, the order will be processed and shipped
- Hardware purchased through a dealer must first be tested and verified by the dealer to confirm the reported problem before shipping the hardware to Spok
 - Spok will only process repairs sent from authorized dealers unless prior arrangements are made
- All non-performing (in-warranty and out-of-warranty) hardware must be shipped to Spok within ten (10) days from the date the RMA process was initiated to be eligible for repair or replacement
- Defective pager(s) in-warranty are eligible for replacement
- Defective pager(s) out-of-warranty will require a new purchase
- Spok hardware warranty only covers manufacturer defects
 - Physical damage is not covered under the warranty
 - Modifications to Spok hardware performed by anyone other than someone employed by, authorized by, or a certified Spok representative are not eligible for repair or replacement. This will void any warranty. Any systems not installed under Spok guidelines will not be covered

- If Spok determines that any returned hardware is damaged in any manner that would void the manufacturer's warranty, Spok will cancel the repair and notify the customer
- Spok will provide repair charges upon request
 - Repair charges are subject to change without notice
 - No discounts will be applied to repair or replacement charges
- Shipping
 - Spok is not liable for any damage(s) to hardware incurred during transit
 - Damaged packages will be refused at the Spok Service Center dock and returned to the customer
 - Spok recommends the customer insure all shipments
 - It is the responsibility of the customer to file claims and arrange for insurance compensation for damaged or lost shipments
 - Hardware received by Spok Service Center with missing pieces or parts:
 - Spok may suspend the repair until the missing parts are returned
 - Spok may charge for the repair at Spok's current repair price
 - Spok may cancel the repair and return the product to the customer
 - The customer is responsible for all shipping costs for hardware sent to the Spok Service Center
 - Any COD or Bill Receiver shipments will not be accepted
 - Spok is responsible for all shipping costs for hardware sent back to the customer
 - Special shipping requests or processes from Spok Service Center to the customer location will be billed to the customer
- Fees
 - No charges are incurred for repair or replacement service if:
 - The hardware is not damaged
 - The hardware is in-warranty
 - The customer is under a support program plan
 - A bench fee will be charged if:
 - The customer is without a support program plan
 - The hardware is out-of-warranty
 - If the hardware is found to have no issues
 - *Customers should provide as much detail as possible about the specific problem(s) with hardware sent for repair*

Advanced RMA

Advanced Return Materials Authorization (RMA) provides an immediate advance replacement for defective hardware.

The Advanced RMA follows the RMA Guidelines, with additional procedures defined below:

- Available to customers on an active Support Services Program Plan
- The defective hardware is less than fifty percent (50%) functional causing a significant business impact
- Based on availability, advanced replacement hardware will be prepped and Spok will attempt to ship the product the same day that the problem is reported.

- All advanced replacements are shipped as Next Day Delivery
- The defective hardware must be returned within 30 days of issuance or the customer will be invoiced for the hardware

Return Material Authorization (RMA) Summary

	Standard RMA	Advanced RMA
RMA Number required for returned hardware	✓	✓
The customer is advanced equipment before returning the defective equipment to Spok for evaluation and repair	✓	✓
The customer ships the defective hardware to Spok for evaluation and repair	✓	✓
No-Charge Repair/Replacement for defective hardware is covered under Support Program Plan (For all products)	✓	✓
The customer is responsible for all shipping costs to Spok	✓	✓
Immediate Next Day Delivery shipment on defective hardware where the product is less than 50% functional causing significant business impact		✓

Spok Service Center Locations

Americas and EMEA

Spok, Inc.
3000 Technology Drive, Suite 400
Plano, Texas 75074
RMA@spok.com

APAC

inTechnology
Office 10, Airport Central,
1 Eastern Avenue
Bilinga Queensland 4225 Australia
spok_rma@intechology.com.au

Maximizing Your Investment

Customer Support Portal

Within Spok's online Customer Support Portal (www.spok.com/myspok), customers will find many helpful resources including:

- Ability to create and manage support cases
- Ability to review Spok contacts and request updates
- Submit product enhancement Ideas
- Access to Spok Knowledge
 - FAQ's
 - Documentation, User Guides, Quick Reference Guides, Knowledge Articles
 - Training materials, training videos, and product information
 - Product Release Notes
 - Product Life Cycle information

Connect Conference

Spok hosts a national conference each year that is open to all customers. Information about the event is communicated via the monthly newsletter (Connections) and via e-mail. This information is distributed to all e-mail addresses listed in Spok's Marketing database. If a customer would like to be added to a distribution list, please send an email to newsletter@spok.com. For specific questions about the Connect conference, please send an email to connect@spok.com.

Webinars

Spok conducts webinars about topics that are relevant to Spok solution(s). Topics are wide-ranging and receive high marks from attendees. Information about upcoming webinars is communicated via the monthly newsletter and via e-mail. This information is distributed to all e-mail addresses listed in Spok's Marketing database. All webinars are free to support program-paying customers. To be added to our webinar invitation list, please send an email to webinars@spok.com.

Training

Spok has a professional training team available for both on-site and remote training on any Spok solution. To request training, submit a [Professional Services Request](#) form. If you have any questions about the training services we offer, please send them to training@spok.com.

Idea Management

Customers can also submit product improvement ideas for consideration by Spok's product strategy team. Ensure you have access to the Spok Customer Portal (www.spok.com/myspok) to review and submit product ideas.

Revision History

The following revision chart describes the changes made for version 9.x of this document.

Revision	Date	State / Description
9.0	6-21-2021	Rewrite
9.0.1	2-15-2023	Section Compute: Servers and Desktops. Clarification on Spok recommendations Spok Service Center Locations: added email addresses Removed LinkedIn section
9.0.2	3-17-2023	Hardware language update Compute: Servers and Desktops Dell Servers warranty update RMA Number process updated for Asia Pacific (APAC) customers