SERVICE DESCRIPTION

Solution Design for Voice Endpoints

This offering will jump-start the Customer's understanding of VVX and Trio ("Voice Endpoint") deployment options for supported Call Servers such as SfB online or on-premises by providing consulting, best practices, and guidance to help the Customer understand Voice Endpoint use cases, including calling features and options, and helping the Customer map legacy PBX use cases and calling features into Voice Endpoint capabilities (the "Service"). Polycom will work with the Customer to select and customize a provisioning server (if applicable), provide guidance on network pre-requisites, and apply the configurations to applicable Voice Endpoints to support one (1) example of each use case for this Service. The provisioning will be applied manually or using a supported provisioning server including RealPresence Resource Manager ("RPRM") V10.1 or above, Polycom Device Management Service for Enterprise ("PDMS-E"), FTP/HTTP/HTTPS, or Event Zero.

The seven (7) versions of this Service are:

Part Number	Description	Deploys RPRM	Deploys Cloud Relay for PDMS	Use Cases (up to)	Consulting Days (up to)
6867-08602-110	Solution Design for Voice Endpoints – 1 Day for VVX or Trio use cases PDMS-E with no Cloud Relay or no provisioning server	No	No	2	1
6867-08602-120	Solution Design for Voice Endpoints – 2 Day for VVX and Trio use cases and existing provisioning server or PDMS-E	No	Yes	3	2
6867-08602-121	Solution Design for Voice Endpoints – 2 Day for VVX and Trio use cases and Implements RPRM provisioning server	Yes	No	3	2
6867-08602-130	Solution Design for Voice Endpoints - 3 Day for VVX and Trio use cases and existing provisioning server or PDMS-E	No	Yes	10	3
6867-08602-131	Solution Design for Voice Endpoints - 3 Day for VVX and Trio use cases and implements RPRM provisioning server	Yes	No	10	3
6867-08602-150	Solution Design for Voice Endpoints - 5 Day for VVX and Trio use cases and existing provisioning server or PDMS-E	No	Yes	20	5
6867-08602-151	Solution Design for Voice Endpoints - 5 Day for VVX and Trio use cases and implements RPRM provisioning server	Yes	No	20	5

Migration to a new UC&C platform can be a large and complex solution that supports a wide range of features, architectural complexity, and scale. Polycom provides guidance to the Customer to help the Customer define the appropriate set of services that can help them with a successful migration to a new Call Server platform that will meet their specific objectives and requirements as stated hereunder.

This Service can be combined with other Polycom offerings to create a comprehensive UC&C solution. The Customer understands and agrees that this Service is independent and separate from other UC&C-related offerings and that the Service provided under this Service Description and payment for this Service is not contingent upon or related to services or payment for any other Polycom services.

Polycom Commitments

Polycom will:

1. Provide a Field Engineer, Project Manager, and Solution Consultant (the "Polycom Project Team").

2. Coordinate an initial, remote Project kick-off meeting between the Polycom Project Team and the Customer Project Team defined below to review the delivery process including the Project timeframe and pre-requisites.

3. Develop a Project Plan for the delivery of the Service.

4. Coordinate regular Project planning meetings with the Customer Project Team to complete necessary planning activities as per the Project Plan.

5. Gather all required information necessary for producing all deliverables for the Project working with the Customer Primary Contact.

6. Provide periodic status reports and schedule status meetings as necessary with the Customer Project Team.

7. Fulfill all stated deliverables for the Project, as applicable.

8. Obtain the Customer's confirmation of completion of the Project.

9. Assess Customer readiness prior to the start of the Project. Should the Customer's environment not be ready for the start of Project work by Polycom, additional charges for re-start initiatives may apply. Polycom reserves the right to modify the Project start date due to Customer-not-ready conditions.

Customer Commitments

The Customer will:

1. Provide a Customer Primary Contact, Customer Secondary Contact, and Customer Technical Contact (the "Customer Project Team") and access to these individuals at agreed upon times.

2. Provide trained, technical personnel for the duration of the Project for the purposes of making all necessary preparations or changes to third-party infrastructure hardware, software, applications or operating systems upon which these Services are dependent.

3. Participate at every stage of the Project and perform any Customer-based tasks required for Project completion signoff within the mutually agreed timeframe.

4. Fulfill all information requests including, without limitation, requirements gathering documents at least two (2) weeks in advance of any applicable Polycom deliverable deadline

5. Provide any access necessary for Project completion to Customer facilities and systems including, without limitation, video, voice, data, messaging systems, and other integrated systems at agreed upon times.

6. Procure all provisioning server licenses to be used as part of this Service separately and prior to the start of provisioning activities, as applicable.

7. Provide the physical server hardware or virtual environments that will be "install ready" or access to the provisioning portal for the provisioning tool, as applicable:

    a. For the RPRM when implementation is included: A physical or virtual server that meets the RPRM product specifications.
    b. For the RPRM when implementation is not included: A server where the RPRM server components have been installed and license activation completed.

      c. For the PDMS-E when Cloud Relay is included: A physical or virtual server to host the cloud relay component that meets the PDMS-E product specifications and PDMS-E license key, if applicable.

      d. For the PDMS-E when Cloud Relay is not included: Access to the PDMS portal with the license key activated or activation email available for the Field Engineer.

      e. For FTP/HTTP/HTTPS server: A Windows server with FTP/HTTP/HTTPS installed.

      f. For Event Zero Cloud: A Windows server where the Event Zero Connector can be installed.

      g. For Event Zero On-Premises Server: A Windows server where the server components have been installed and a Windows server where the Event Zero Connector can be installed.

8. Provide the TCP/IP services such as DHCP, DNS and other network services.

9. Provide all Voice Endpoints required for this Project.

10. Procure the newest version of Polycom Voice Endpoint firmware.

11. Install the latest corresponding updates to all desktop clients, as required.

12. Provide a connection to the internet while Polycom resources are at the Customer site to download any software required for Project completion.

13. Approve or deny all Change Order requests in a timely manner.

Project Activities and Deliverables

Polycom will work with the Customer throughout the following planning and implementation activities of this Project. Polycom will have one (1) remote pre-engagement meeting to kick off the Project and one (1) remote post-engagement meeting to address any open items from the engagement.

Planning Activities

These activities focus on defining pre-requisites and evaluating use cases and voice features that are supported by Voice Endpoints:

1. Review provisioning server pre-requisites and capabilities, if applicable, and define how configurations related to groups, sites, and features will be applied to each Voice Endpoint.

2. Review pre-requisites for network including DNS and DHCP.

3. Review each of the Voice Endpoint features and use cases and agree on the specific use cases specified in the two (2), three (3), ten (10) or twenty (20) use case versions of this Service that will be implemented in the environment.

4. Review other legacy PBX calling features. If there is no equivalent functionality within a Voice Endpoint natively for the desired use case, outline the potential options for new or improved workflow or solution(s) that will solve the problem.

   If the Customer is using a voice feature or use case in their legacy PBX that is not supported by a Voice Endpoint feature or use case, Polycom make recommendations on how the feature or use case can be implemented if it is supported by the Call Server. If the feature or use case is not supported by the Call Server, Polycom will make recommendations or suggest alternative methods to accomplish the task. It is not Polycom's responsibility to identify all possible solutions to these types of problems. The Solution Consultant will use his or her accumulated knowledge and experience to reasonably share potential solutions.

Planning Deliverables:

1. Project kick-off meeting.
2. Discovery workshops session(s).
3. Detailed use cases that will be implemented.

Implementation Activities

For part numbers where PDMS-E onboarding is applicable (6867-08602-110, 6867-08602-120, 6867-08602-130, 6867-08602-150), Polycom will onboard the Customer to PDMS-E by:

1. Provisioning the PDMS-E tenant and creating an administrator account.

2. Accessing the PDMS-E tenant portal and activating the license key. The Customer's designated resource must have the authority to accept the Polycom End User License Agreement.

3. Deploy Polycom Cloud Relay and perform basic configuration and registration to cloud service.

For part numbers that include Cloud Relay deployment (6867-08602-120, 6867-08602-130, 6867-08602-150), Polycom will deploy the Cloud Relay and perform basic configuration and registration activities to the cloud service.

For part numbers that include RPRM implementation (6867-08602-121, 6867-08602-131, 6867-08602-151) Polycom will:

1. Install the RPRM virtual edition software and complete the initialization on the Customer's network.

2. Verify the software version and install any applicable and entitled updates.

3. Perform on-line product registration and product license activation. Customer's designated resource must have the authority to accept the Polycom End User License Agreement.

For all part numbers associated with this Service Description, Polycom will implement the use cases as specified during the planning phase as follows:

1. Perform the initial set up and configuration of the provisioning server, if applicable.

2. Create the groups, sites, and features for the provisioning server, if applicable.

3. Validate network prerequisites have been completed.

4. Provision applicable Voice Endpoints to demonstrate one (1) example of each defined use case.

5. Document the results so those solutions can be implemented quickly during the pilot and production migrations.

6. Provide knowledge transfer with the Customer administrator targeted at best practices for managing Voice Endpoints.

7. Provide an end user "train the trainer" session on each defined use case.

Implementation Deliverables

Provide the Customer with the completed use case documentation.

Scope of Project

The scope of the Project includes only those tasks that appear in this Service Description (the "Scope"). If the Customer requires additional services outside this Scope, Polycom will discuss the requirement for such services with the Customer prior to any such task being performed. Any changes and associated fees will be documented and mutually agreed using Polycom's Change Order Process. Any deliverable that is not identified as in Scope in the body of this Service Description is Out-of-Scope.

Project Completion

At the conclusion of the Project, Polycom and the Customer will verify that the deliverables have been completed as defined in this Service Description and the Customer will sign off on the Completion Form.

The Service Project will be deemed completed upon the earlier of:

● Signature by Customer of the Completion Form; or
● Seven (7) days from the submission of the Completion Form to the Customer provided Polycom has received no written objections from the Customer to the submission of the Completion Form.

In the event that the Customer does not sign off on the Completion Form due to a material non-conformance, the Customer and Polycom shall agree on the objections and document such objections in the "Notes" portion of the Completion Form ("Objections"). For clarity, Objections shall only include issues specifically related to this service. Once Polycom has remedied the Objections, Polycom will resubmit the Completion Form for signature by the Customer. In the event that Polycom is required to address any issues covered by the Completion Form after sign-off by the Customer, and such issues are not caused by Polycom, additional fees may apply at Polycom's then-current time and materials rates.

Travel Expenses for On-Site Work

This Service Description provides for remote services only. Any travel by Polycom will be mutually agreed before the travel occurs. Invoices for travel-related expenses will be billed separately.

Change Order Process

In the event that either the Customer or Polycom encounters circumstances that will affect the Project, Polycom will document the impact and proposed change to the schedule in a Change Order Form. Both parties must sign the Change Order Form indicating acceptance of the change.

Security Management

Polycom's Information Security Management System ("ISMS") is ISO 27001 certified; the certificate is available at **http://www.coalfireiso.com/Certificates/Polycom-ISO-27001-Certificate Award_3-24-2017.pdf.** In order to prevent security incidents and detect vulnerabilities, Polycom uses Security by Design (products are hardened and network ports are only allowed as necessary) and Privacy by Design (access is only allowed via least privileged and need-to-know methodologies and data is encrypted in transport and at rest as needed) principles. When anomalies are identified, they are promptly investigated to determine if a security or privacy incident has occurred. In the event that an incident is identified that affects the delivery of the Services or the confidentiality, integrity, or availability of Customer data, the Customer will be notified in a timely fashion. Self-service information may exist on the Polycom support portal at **https://support.polycom.com/content/support/security-center.html**. Privacy and GDPR information are available at **http://www.polycom.com/company/privacy/gdpr.html**.

Terms and Conditions

This Service Description is subject to the Polycom Service Terms and Conditions for End User Customers at: **http://www.polycom.com/products-services/services/services-terms-and-conditions.html**
In the event of a conflict between the terms of this Service Description and the Polycom Service Terms and Conditions for End User Customers, the Polycom Service Terms and Conditions for End User Customers will apply.

All capitalized terms used and not otherwise defined herein, excluding proper nouns and other grammatically required capitalization, shall have the meaning set forth in the Polycom Glossary located at: **http://www.polycom.com/content/dam/polycom/common/documents/guides/polycom-glossary-of-terminology-and-abbreviations-guide-enus.pdf**

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