



## SERVICE DESCRIPTION

### Technical Support for Endpoints (Serialized Entitlement)

Polycom's Technical Support for Endpoints – Serialized Entitlement, provides customers ("Customer") with remote technical support, Software upgrades and updates, and access to Polycom's enhanced support portal ("Service").

This Service is applicable for Customers who have completed the initial feature mapping and provisioning component of Polycom endpoint deployment and require support for their production environment. This Service is not intended to replace a feature mapping, provisioning and installation service that should be completed during the pre-production phase of an endpoint deployment project. This offer is sold per Polycom endpoint device.

#### Customer Responsibilities

It is the Customer's responsibility to operate and manage its systems and to perform first tier activities ("Tier 1" Activities). Tier 1 Activities include monitoring, maintaining, administering and troubleshooting defects that occur with the Polycom Products. Polycom-trained, Customer personnel should be onsite to provide Tier 1 diagnostics, maintenance and administration. Onsite visits for operational support (e.g., configuration changes, physical installation) by Polycom technical personnel are considered professional services that are not in the scope of the Services and may be provided by Polycom at additional fees

The following is a list of Tier 1 Activities that the Customer is responsible for:

1. Perform system diagnostics and take corrective action as necessary.
2. Isolate system defects (Hardware and Software).
3. Customer is responsible for installing any Software upgrades or updates that are made available to Polycom Products covered by the Service.
4. Customer is responsible for all maintenance and repair on third party/non-Polycom products,
5. Customer is responsible to provide serial numbers for the Polycom Products when calling into Polycom.
6. Polycom strongly recommends that the Customer proactively provide Polycom technical support staff with remote access to all Products covered by the Service. Such remote access allows Polycom to more quickly resolve issues with Customer's Polycom Products.
7. Designate by name a specific number of Customer IT resources skilled in voice/video technologies and responsible for supporting the Customer's voice/video infrastructure. These resources will contact Polycom's technical telephone support during the hours covered by their service agreement. Up to four (4) IT resources may be identified to contact Polycom.
8. Provide serial numbers for all Polycom endpoints to be covered under this Service.
9. Provide Polycom with the information Polycom requests related to the Customer environment supported by the Service. This information includes, without limitation, call control server version, network diagrams, system configurations, and operation procedures.
10. Continuously keep all call control server, infrastructure Products and integrated cloud services under their respective vendor or partner maintenance program.
11. On a 7x24 basis, operate the phone/infrastructure system and be available for Customer end user support calls or onsite assistance.
12. Perform appropriate system diagnostics in response to issues identified and then take corrective action as necessary.
13. Provide sufficient personnel fully capable of using network monitoring test equipment and providing call logs to Polycom Technical Support Representatives ("TSRs") as requested by Polycom.
14. Maintain appropriate applicable maintenance logs for the systems associated with this Service.
15. Escalate errors to Polycom's TSR, as appropriate.

**Remote Technical Support**

Availability and Operation - Polycom will make available remote technical support during business hours (9 am to 5 pm local time based on the location of the endpoint, 5 days a week excluding recognized Polycom holidays) for Polycom Products covered by the Service for Endpoints offer. Polycom support engineers will remotely provide assistance in diagnosing, configuring, and troubleshooting Polycom Products covered by the Service program. This support will be made available through regional phone numbers, and in select local languages. Polycom will make such phone number and local language information available on the Polycom Support Portal site: <http://support.polycom.com>.

Priority Management - Polycom will classify a reported Customer - problem based on the following methodology:

	<b>Customer Impact Summary</b>
<b>Priority Level 1</b>	A condition exists that cannot be circumvented or avoided by a workaround or “fix” that results in a critical impact to the business operations due to the system being severely degraded or non-functioning.
<b>Priority Level 2</b>	A condition exists where the Product is partially inoperative where some major functions are not working and although there is a significant impact on the Customer business, the Product is usable to perform basic functions.
<b>Priority Level 3</b>	A condition exists where the system is usable by the Customer either by means of circumvention or with limited functions. The condition is not critical to overall Customer operations and does not severely restrict such operations.

Escalation Management - Polycom has established formal escalation procedures to resolve complex Partner problems. Polycom’s support management team coordinates the escalation of problems through tiers of technical expertise, rapidly engaging the right solution specialists throughout Polycom. In addition, Polycom will execute internal notifications to alert Polycom’s service management when Partner support cases age past established thresholds.

Response Objective - Polycom technical telephone support response objectives are managed by the Priority Level (see Priority Level chart below) of the reported problem. Polycom’s response objective is defined as the duration of time between when a Partner contacts Polycom to report a problem, and when a Polycom support engineer is in contact with the Partner and begins the troubleshooting process.

	<b>Polycom’s Technical Telephone Support Response Objective*</b>
<b>Priority Level 1</b>	30 minutes
<b>Priority Level 2</b>	1 hour
<b>Priority Level 3</b>	2 hours

\*Response Objective timeframes are calculated within business hours (e.g. A P2 problem reported at 5pm will be responded to by a Polycom support engineer by 10am the following morning (excluding recognized Polycom holidays). Response Objectives are Polycom targets for service responsiveness but are not commitments or service level agreements (SLA’s).

## Software Releases

“Major Release” means significant new content and features. 5.1.2.3

“Upgrade” means new content and features. 5.1.2.3

“Update” means a feature extension, collection of Patches, bug fixes. 5.1.2.3

“Patch” means a collection of Hotfixes, bug fixes.5.1.2.3

“Hotfix” means a quick release to address a pressing Customer issue.5.1.2.3

Polycom’s Licensed Software components are available to Customers as part of the following support packages.

### Basic Warranty Service – Licensed Software Coverage

Polycom’s standard 90-day warranty for the Licensed Software is set forth in the License provided in the End User License Agreement (EULA). The EULA is distributed and agreed to by the Customer as part of the Software distribution.

### Technical Support for Endpoints, Current Release

The Service enhances the Basic Warranty Service to include the following additional services and provides the Customer 1 year of support service.

- 8x5 telephone support
- Major releases\*
- Upgrade\*
- Update\*
- Patch/hotfixes

\*Service for Endpoints is available for the current release and the immediately previously issued Major Release.

### Polycom Support Portal

Polycom will provide 24x7 Customer access to <http://support.polycom.com>. This enhanced support portal will include the following functionality for Customer accounts:

- User friendly Product registration
- Product licensing lookup
- Knowledge Base searches
- Downloading latest Product documents and Software
- Creating on-line requests and checking status

### Hardware Support

This Service does not include hardware support or hardware replacement for Polycom endpoints. If desired, the Customer may purchase Polycom Limited Lifetime Hardware Replacement Service for an additional fee or upgrade to higher levels of support.

If the Customer does not purchase the Limited Lifetime Hardware Replacement Service, Polycom assumes that the Customer will maintain an inventory of spare replacement units at each of their physical locations. If during the troubleshooting process, Polycom identifies the root cause of an issue to be hardware related, Polycom will ask the Customer to physically replace the unit from their inventory of new, out-of-the-box spares and provision the unit to the same state as the inoperative unit.

Polycom is not responsible for the Customer’s inventory of spare replacement units. Customer will dispose of any units that are deemed inoperative and shall not put inoperative units back into their inventory of spares.

## Terms and Conditions

This Service Description is subject to the terms and conditions of Polycom's Worldwide Service Program for Customers. In the event of a conflict between the terms of this Service Description and Polycom's Worldwide Service Program Terms and Conditions for Customers, The Worldwide Service Program Terms and Conditions for Customers will apply. To view these Terms and Conditions, please access the following web link: <http://www.polycom.com/products-services/services/services-terms-and-conditions.html>

Except as provided herein, all capitalized terms, 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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