



Polycom Community User Guidelines

September 2017



Welcome to the Polycom Community!

Polycom, Inc provides this user-to-user community as a service to its customers to help them exchange ideas, tips, information, and techniques related to Polycom products and services.

All users are welcome, as long as they agree to the Polycom Community Terms of Use, Website Terms and Conditions, Privacy Policy and the User Guidelines. We may periodically modify and supplement these Guidelines, Terms of Use, Terms and Conditions and Privacy Policy. All amended terms become effective upon our posting.

1. **Be respectful.** Respect people's time and attention by asking well-thought-out questions and sharing what you've learned so far in your experimentation or prior research. Respect people as individuals by keeping your tone positive and your comments constructive. Do your part to ensure everyone has a positive experience when participating on the Community. Always be mindful of your posts and activity when participating. Specifically, please refrain from posting anything unlawful, libelous, defamatory, obscene, pornographic, indecent, lewd, harassing, threatening, harmful, invasive of privacy or publicity rights, abusive, inflammatory or otherwise objectionable or injurious to third parties. Your opinions are always welcome. However, neither personal attacks nor harassment are acceptable and will not be tolerated. This includes "flaming" others via posts, replies or through private messages. Any use of the Community that in Polycom's sole opinion does not conform with these Guidelines or the Terms of Use is unacceptable and subject to removal. In addition, Polycom reserves the right to terminate your member account under such circumstances.

2. **Be relevant.** Make sure your contributions are relevant to the mission of the community and to the specific forum or blog where you post. If you have a new question, start a new discussion rather than interrupting a conversation. Solicitations of any kind are not permitted. For everyone's benefit please stay on topic. The Community encourages knowledge-sharing of Polycom products and services with others. Please refrain from discussing personal matters or, in general, from posting content in a manner unrelated to the resolution of issues regarding Polycom products and services. Other inappropriate or unacceptable behavior includes: a) discussing how to violate any policy or agreement entered into with Polycom for any product or service, b) posting content which is created solely to "bump" an existing topic or to evade the word filter or site logic; c) double-posting or cross-posting; and d) discussing participant bans or other Moderator actions. The Community is not a venue for discussion of legal matters. Therefore, no such discussions are permitted. We reserve the right to delete inappropriate material.

3. **Protect privacy - yours and others'.** Don't share anything about yourself or others that you would not want to see on a road-side billboard. For privacy protection, don't post personal information--your own or anyone else's--including contact information or any content that you receive in one-to-one communications without the author's consent.

4. **Remember, this is user-generated content.** You'll find plenty of good advice here, but remember that your situation may vary from that of the individual sharing a solution. Some advice you find here may even be wrong. Apply the same good judgment here that you would apply to information anywhere on the Internet. Most people are happy to assist others on the Community Site. Please remember that their advice is theirs only and that you are responsible for deciding whether or not to follow it. If the advice given by a user sounds wrong to you, do not follow it. Use common sense when providing or receiving assistance from other Community participants. Never post personally identifiable information on the Community. This includes your personal information as well as anyone else's personal information. Personally

identifiable information includes but is not limited to - name, physical and/or email address, age, phone number or credit card information. Furthermore, if any user asks you for personal information e.g. an account number, address, password or credit card number, do not provide it.

5. Keep it Legal. You may not post any material (i) that would infringe on any patent, trademark, trade secret, copyright, or other proprietary rights of any person, (ii) that contains software viruses or any other computer code or files that are designed to disrupt, damage, or limit the functioning of any software or hardware, (iii) that is deemed to be illegal by any local, state, federal, or international law, rule or regulation, or (iv) that is not in strict compliance with these Guidelines or the Terms of Use.

6. No Spamming. The Community Site is provided as a convenience to Polycom customers and users and is not to be used for the promotion of third party services, products, websites, or organizations. Please refrain from posting content that would constitute advertising, junk mail, spam, chain letters, or any other form of unauthorized solicitation.

7. Account Registration. To contribute to the Community you will be required to register and create a member account ("Account"). To become a member, you must be 18 years of age or older. Individuals between the ages of 13 and 18 should only use the Community with the consent of a parent or legal guardian. Information gathered through the registration process and information related to your account will be subject to these Guidelines as well as Polycom's Privacy Policy. You represent and warrant that you will not create an Account for anyone other than yourself without permission, that all information provided by you when creating an Account is true, accurate and complete, and that you will maintain, at all times, true, accurate and complete information related to your Account. Information related to your Account should be maintained by you in a confidential manner. It is your responsibility to advise us if you are aware of any unauthorized access to your Account or if your Account information has been made available by you to third-parties in a manner that may result in unauthorized usage of the Account.

8. Community Leaders/SuperUsers/VIPs. From time-to-time Polycom may designate certain members as a community leader, superuser, or other valued participant in the Community. The "Community Leader" designation does not create an employee, agency or independent contractor relationship between Polycom and this member, nor does it make this member a Polycom spokesperson. The designation simply allows other Community participants to know which members have been helpful, have provided constructive advice and have set a positive example and tone for the Community. Opinions and advice provided by members are their own. Polycom is not responsible for the content of Community Leader's posts.

9. Employee Participation. Employees or contractors of Polycom or companies that do business with Polycom may only participate in the Community in a personal capacity and not as representatives of Polycom, Inc or their respective employers.

10. Removal of content and limitation of user access. Polycom does not generally monitor content posted by participants in the Community. However, Polycom retains the right, at its sole discretion, to limit users' access to the Community and to move, edit, delete material that, in Polycom sole judgment, does not comply with the current Guidelines, the Terms of Use, or that is otherwise inappropriate, considered harmful, objectionable, or inaccurate. Polycom is not responsible for any failure or delay in removing such material. Moderators may take any action they deem necessary to support the Guidelines, or the Terms of Use.