



SERVICE DESCRIPTION

Technical Support for Voice Endpoints (Site Based)

This offering provides Customers with technical telephone support, Software support, escalation within Polycom, and access to Polycom's enhanced support portal for their Polycom voice endpoints (the "Service"). This is a site-based service and no serial numbers are required for call in support. There are two options available: 8x5 in-region or 24x7 including global coverage.

To qualify for this Service, the Customer must have completed the initial feature mapping, installation, and provisioning component of a voice deployment and all of the Customer's eligible Polycom voice endpoints must be included under this Service. Polycom will create and provide to the Customer a Master Account ID and telephone contact number(s) for contacting Polycom technical support.

The part numbers for this Service are:

SKU	Description
4870-00302-190	Technical Support 8x5, One Year, Voice Endpoints. Provides Customers with 8x5 in-region technical telephone support. No Hardware or Software commitments. Custom price based on number of Polycom voice endpoints. All voice endpoints must be covered by a support agreement.
4870-00302-192	Technical Support 24x7, One Year, Voice Endpoints. Provides Customers with 24x7 global technical telephone support. No Hardware or Software commitments. Custom price based on number of Polycom voice endpoints. All voice endpoints must be covered by a support agreement.

This Service is quoted based upon the total number of voice endpoints in production and to be deployed over the next twelve (12) months, or for the length of the term of the Service if longer in duration. Three year pricing is not available and the total number of voice endpoints must be reconciled upon renewal of the Service.

Customer Responsibilities

The Customer will:

1. Designate by name and contact information a specific number of Customer IT resources (non-users) skilled in voice technologies and responsible for supporting the Customer's voice 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 for 8x5 in-region service and up to twelve (12) IT resources for the 24x7 global service.
2. Confirm the models and quantities of all Polycom voice endpoints in production and to be deployed over the next twelve (12) month period.
3. Fulfill all information requests necessary for the delivery of this Service including, without limitation, call control server version, network diagrams, system configurations, and operation procedures.
4. Provide remote access to all Polycom voice endpoints in the Customer's production environment to rapidly respond and resolve issues.
5. Install any software upgrades or updates that Polycom makes available to the Customer.
6. Ensure all call control server and integrated services are continuously covered under an appropriate vendor or partner maintenance program.

7. Apply commercially reasonable efforts to triage and resolve all issues prior to escalation to Polycom support.
8. On a 24x7 basis, operate the phone system and be available for end user calls or onsite assistance.
9. Perform appropriate system diagnostics in response to issues identified and then take corrective action as necessary.
10. Provide sufficient personnel fully capable of using network monitoring test equipment and providing traces of events to Polycom Technical Support Representatives (“TSR”s) as requested by Polycom.
11. Maintain appropriate applicable maintenance logs for the systems associated with this Service.
12. Isolate system errors (equipment and licensed software).
13. Escalate errors to Polycom’s TSR, as appropriate.
14. Maintain and repair Customer-provided equipment.

Availability and Operations

For part number 4870-00302-190, Polycom will provide 8x5 technical telephone support for Polycom voice endpoints in the region where the primary call control server is located. In-region means the area of coverage contained within a geographical location such as North America, Central Europe, etc., where Polycom maintains technical support resources for voice endpoints.

For part number 4870-00302-192, the TSRs will provide 24x7 technical telephone support to assist with diagnosing, configuring, and troubleshooting the Customer’s Polycom voice endpoints. This support will be made available through regional phone numbers, and in select local languages. Polycom will identify the available phone numbers and local languages on the Polycom support portal site at <http://support.polycom.com>.

Escalation Management

Polycom has formal escalation procedures to resolve complex Customer problems. Polycom’s support management team coordinates the escalation of problems through tiers of technical expertise and rapidly engages the right solution specialists throughout Polycom. Polycom will execute internal notifications to alert Polycom’s service management when the Customer support cases age past established thresholds.

Call Control Server

In order to operate effectively and provide an appropriate set of integrated features to end users, Polycom voice endpoints rely on and work closely with a third party branded call control server (e.g. Broadsoft, SfB) and other integrated services (e.g. DNS, DHCP, provisioning server) within the Customer’s corporate infrastructure. Components of these integrated services are tightly coupled and need to be analyzed in the context of their interoperability when troubleshooting voice endpoint related issues. It is not the purpose or responsibility of Polycom to provide support for or to correct issues of these related call control servers or integrated services. Polycom will make a commercially reasonable effort to identify the source of an issue and recommend a remediation plan for further analysis of those integrated services.

The Customer shall maintain a separate support service or agreement with each of these call control servers and integrated services.

Polycom supports call control servers and software versions listed on the Polycom support portal that have been tested and validated by the Polycom VIP Services. For the tested and validated integrated services, Polycom will analyze the issue with the Customer’s integrated services manager and provide guidance in identifying and correcting the issue associated with the integrated services.

Incident Management

As set forth immediately below, Polycom will use commercially reasonable efforts to provide a fix or a workaround if Polycom determines that such workaround would be an appropriate response under the circumstances. In the case of a workaround for a Critical or Major Error, Polycom will use commercially reasonable efforts to provide a fix within the next release.

Response Objective timeframes are calculated within business hours (e.g. a TSR will respond by 8:30am the following morning to Major Error issues reported at 5pm the previous Day, excluding holidays). Response Objectives are Polycom targets for service responsiveness but are not commitments or service level agreements.

Incident Priority Level	Description	Response Time Objectives
Top/Priority 1	<p>A major incident impacting the majority of voice endpoints that includes severe system issues or feature impacts, system crashes, or a severe degradation of the Customer's voice endpoint environment that is observable by the Customer on a constant basis and requires immediate correction where no workaround is available.</p> <p>Resources will remain allocated until an emergency fix or workaround is developed and available to the Customer. The objective will be to provide a workaround solution as soon as reasonably possible with a final solution or fix as soon as reasonably possible after that. The Customer will receive, at a minimum, a daily report on the status of the resolution until the Customer has resumed normal business activities. More frequent status reviews may be scheduled if requested by the Customer or required by the situation.</p>	30 minutes
High/Priority 2	<p>An incident where multiple voice endpoints are not operating according to specifications resulting in a loss of service and no workaround is immediately available; the use of a feature is restricted but the system is not completely inoperable.</p> <p>If escalation is required, an engineer will be assigned to the error within six (6) hours of the reported error. The objective will be to provide a workaround solution as soon as reasonably possible with a final solution or fix as soon as reasonably possible after that.</p> <p>The Customer will receive a report on the status of the resolution every one (1) to two (2) days or as deemed appropriate by Polycom. If a workaround exists and Polycom decides that the final solution is to be deferred to the next release of licensed Software, this decision will be reported to the Customer and no further status reporting on this item will occur unless there are changes to the release schedule.</p>	1 hour
Medium/Priority 3	<p>An incident affecting a small number of voice endpoints that has minimal impact to the end users where functional restrictions exist but there is no critical or severe impact on operations. The incident will be reviewed by Polycom within ten (10) Business Days.</p> <p>If a licensed Software or equipment fix is required to resolve the error, the issue will be assessed for inclusion in the next GA Software release.</p>	2 hours
Low/Priority 4	<p>An incident affecting a voice endpoint that has no functionality impact to the end users. This category may include technical questions or enhancement requests that may require future development at Polycom's sole discretion. Polycom shall have no obligation to develop enhancements.</p>	8 Hours

If during the troubleshooting process, the TSR identifies the root cause of an issue to be software related in the most recent version of software, the TSR will either open a new software bug, identify a known software bug, or create a new Feature Request, as appropriate. All software bugs and feature requests are handled by Polycom Engineering via their standard bug fix and software release process.

Polycom Support Portal

Polycom will provide 24x7 access to the Polycom Support Portal at: <http://support.polycom.com> that allows the Customer to:

- Review Polycom’s supported Call Control Servers and voice endpoint Software versions
- Perform Knowledgebase searches
- Download the latest Product documentation
- Download the latest Polycom voice endpoint Software that is available for the current release and the latest version minus one

Technical Support for Voice Endpoints Summary

	Alloted Number of Callers	8x5 Telephone Support	24x7 Telephone Support	Call Control Server Interop.	Hardware Support	Software Support	Polycom Support Portal
8x5 Technical Support for Endpoints	4	✓	Not Included	✓	Not Included	Access to bug & patch releases	✓
24x7 Technical Support for Endpoints	4	N/A	✓	✓	Not Included	Access to bug & patch releases	✓
24x7 Technical Support for Endpoints	12	N/A	✓	✓	Not Included	Access to bug & patch releases	✓

Optional Hardware Support

This Service does not include hardware support or hardware replacement for Polycom voice endpoints. Polycom’s **Limited Lifetime Hardware Replacement Service** is available for this coverage. Without this coverage, Polycom assumes the Customer maintains an inventory of replacement units at each of their physical locations. If during the troubleshooting process, the Polycom TSR identifies the root cause of an issue to be hardware related, the TSR 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.

Scope of Project

The scope of the Service 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.

Travel Expenses for On-Site Work

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

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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