



Service Description

SUMMARY

Poly’s Premier Service provides Customers with technical telephone support, next business day advance parts replacement, Software Upgrades and Updates, and access to Poly’s support portal (the “Service”). The Premier Service is available through two service offerings: Premier and Premier Onsite.

CUSTOMER COMMITMENTS

The Customer will:

1. Within a reasonable time, register all Poly Products covered by this Service.
2. Provide the contact information for Customer’s designated technical representative(s) who will assist Poly with the initial classification of a reported problem and subsequent troubleshooting steps.
3. Be responsible for the installation of all replacement parts provided by Poly as a part of this Service.
4. Be responsible for installing any Software Upgrades or Updates that are made available to the Customer for Poly Products covered by this Service.
5. Notify Poly of any changes made to the Poly Products if such changes were made using hardware or software purchased from a vendor other than Poly.
6. Be responsible for replacing, at its own expense, any and all consumable items used in connection with the covered Poly Products including, without limitation, bulbs and batteries.
7. Have the continuing obligation to keep all Poly Products covered by this Service at either the then-current Software version or previous major Software version release.

It is strongly recommended that the Customer proactively provide Poly technical support staff with remote access to all covered Poly Products. Such remote access allows Poly to more quickly resolve issues.

PREMIER SERVICE ELEMENTS

Technical Telephone Support

Poly will provide technical telephone support Monday through Friday from 9am to 5pm excluding recognized Poly holidays for Poly Products covered by this Service. Poly support engineers will provide remote assistance in diagnosing, configuring, and troubleshooting covered products. This support will be made available through regional phone numbers, and in select local languages. Poly provides phone number and local language information at <http://support.polycom.com>.

Priority Management

Poly will classify a reported Customer problem based on the following methodology:

	Customer Impact Summary
Priority Level 1	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.
Priority Level 2	A condition exists where the Poly Product is partially inoperative where some major functions are not working and although there is a significant impact on the Customer business, the Poly Product is usable to perform basic functions.
Priority Level 3	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.

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Escalation Management

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

Response Objective

Poly technical telephone support response objectives are managed by the Priority Level of the reported problem. Poly’s response objective is defined as the duration of time between when a Customer contacts Poly to report a problem, and when a Poly support engineer is in contact with the Customer and begins the troubleshooting process.

	Poly’s Technical Telephone Support Response Objective
Priority Level 1	1 hour
Priority Level 2	2 hours
Priority Level 3	4 hours
Priority Level 4	24 hours

Response Objective timeframes are calculated within business hours (e.g. A P2 problem reported at 5pm will be responded to by a Poly support engineer by 10am the following morning (excluding holidays). Response Objectives are Poly 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 Endpoints that includes severe system issues or feature impacts, system crashes, or a severe degradation of the Customer’s 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.</p>	1 hour
High/Priority 2	<p>An incident where multiple 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 two (2) hours of the following standard business day 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>	2 hours
Medium/Priority 3	<p>An incident affecting a small number of 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 Poly within ten (10) Business Days.</p>	4 hours

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	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.	
Low/Priority 4	An incident affecting an 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 Poly's sole discretion. Poly shall have no obligation to develop enhancements.	24 Hours

Advance Parts Replacement – Next Business Day (“NBD”)

Availability and Operation: Poly will provide advance replacement for any failed hardware component covered under this agreement. If Poly's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, a replacement part will be shipped by Poly for next business day delivery (Monday through Friday) for advance replacement using an expedited carrier service. Poly will endeavor to process replacement part orders same-day in order to meet local carrier pick-up schedules. The deadline for same-day processing is generally 3pm local time, Monday through Friday, to Poly's regional parts depot. For products covered by this Service, Poly pays for all freight charges for advance parts replacement transactions. In certain countries, customs delays may affect actual delivery time of replacement parts to the Customer facility, and the Customer may be required to act as the Importer of Record. Poly will publish a list of location-specific advance parts replacement timeframes and shipping terms at: <http://support.polycom.com>.

Replacement Parts: Replacement parts supplied by Poly will be either new parts or parts equivalent in performance to new parts when used with the Poly Product and are warranted for ninety (90) days from shipment. Parts removed from Poly Products for replacement will become the property of Poly and must be received back to the local Poly service facility (to the location listed on the pre-addressed return package provided by Poly, if applicable) within ten (10) business days of receipt of the replacement part, or Customer will be invoiced at Poly's then-current list price for the Poly Product or component, as published in Poly's price book.

Software Upgrades and Updates

Poly will make available system Software Upgrades and Updates at no additional charge. Poly will post all GA Software at <http://support.polycom.com>.

Poly Support Portal

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

- Register Products and look up Product licensing
- Create service requests and review service request status
- Check the status of parts replacement including delivery tracking information
- Perform Knowledgebase searches
- Download the latest Product documentation.
- Download the latest Poly voice Endpoint Software that is available for the current release and the latest version, minus one

Multi-Vendor Support (“MVS”)

When the Poly support team receives a support call or electronic incident request on a device used in a Poly approved Strategic Cloud Partner (Cloud Partner) environment, a Service Request will be created in Poly's ticketing system for tracking purposes. Service requests are escalated and managed with appropriate internal Poly teams, including engineering if deemed necessary, to determine cause and plan to reach resolution. If a Customer incident is isolated to a Poly Cloud Partner's solution, the Customer will be provided with troubleshooting information and referred to the appropriate Cloud Partner for resolution.

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Poly and its Cloud Partners provide flexible video and voice collaboration through verified and approved multi-vendor integrated solutions. The current list of Poly approved alliance partners is available on the Poly public web site: <https://www.polycom.com/partners/find-a-partner/cloud-video-partner.html>. It is the Customer's responsibility to maintain current service or subscriber agreement with alliance partners, and to operate and maintain applicable software as specified by the Cloud Partner.

OPTIONAL FEE-BASED SERVICES

The following options are available to be purchased separately to enhance the Premier support offering.

Business Critical Support ("BCS")

Poly's Business Critical Support program is available to Customers with an active Poly Service agreement, providing live transfer access to a specialized team of Poly technical, managerial, and administrative experts (the "Service"). The BCS team serves as the primary technical interface to the Customer and an escalation manager ensures the highest priority of response is undertaken for critical issues.

The BCS team maintains information about the Customer's environment which allows faster trouble isolation, analysis, and resolution of complex issues should they occur. This information will be stored and available for access by all BCS technical support team members. BCS includes Software Update and Upgrade recommendations, as well as notification of any published security issues that might impact the Customer's Poly solution. It also provides documented procedural methods prior to any major Software changes in the Polycom solution.

Business Relationship Management ("BRM")

Poly's Business Relationship Management program is a support module developed for Customers seeking post-implementation support and Poly assistance to grow, manage, and optimize their Poly investment.

Customer Benefits:

- Virtual access to an assigned service management advocate
- Industry leading expertise to augment the Customer's internal resources
- Maximizes return on investment with support analysis and recommendations for improvement
- Aids in the improvement of the Poly solution adoption and experience

The BRM role does not replace Poly program managers, project managers, or any other roles that may be assigned to the Customer for the implementation, installation, maintenance, or management of the Poly solution.

Onsite Support

Onsite Support is available for an additional fee and availability is subject to Customer location and Poly Product type. The Onsite Support option enhances the Premier Service by providing the following:

Upon remote diagnosis of a Poly Product failure by a Poly technical support engineer, Poly will dispatch an authorized technician to the Customer site to install the replacement part(s). The onsite dispatch will be scheduled with the Customer based on the expected delivery time of the replacement part(s). The previous statement notwithstanding, Poly will maintain the capability to execute onsite dispatches for next business day response for Poly Products covered under Premier Service. Poly's technician will coordinate troubleshooting and testing activities with Poly technical support and the Customer's designated contact to resolve the problem. Poly onsite support does not include the installation of Software Upgrades, installation of any Poly Product enhancements, or Poly Product configuration support. At its sole discretion, Poly may install Software Updates which are required to restore the covered product to operational condition.

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Next Business Day Onsite cut off time: 4pm local time in the country where the site visit is to take place. After this time the onsite visit will be NBD plus one.

Premier Service Program Summary

The table below summarizes the services provided to the Customer.

Premier Service Choice	Telephone Support	Advanced Parts Replacement NBD	SW Upgrades and Updates	Access to Online Support Tools	MVS Support	Onsite Support*
Premier	✓	✓*	✓	✓	✓	
Premier Onsite	✓	✓*	✓	✓	✓	✓

* Refer to Advance Parts Replacement

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, Poly 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 <https://www.polycom.com/company/privacy.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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