Service Description

SUMMARY

The Poly+ Support offering provides prosumer and enterprise Customers support for their home and office Poly solutions. This service includes 24x7 technical phone support, one (1) additional year of advanced hardware replacement with next business day parts replacement, device and room based insights using Poly Lens, access to major releases, patches, and hotfixes for current Software Updates and Upgrades at: https://www.poly.com/support or via Poly Lens and additional discounts on selected products and services (the "Service").

CUSTOMER COMMITMENTS

The Customer will:

1. Register all devices with the Poly Lens Cloud and Desktop application.
2. Install any Software Updates or Upgrades made available to the Customer for products covered by this Service.
3. Provide designated Customer technicians to be authorized to contact Poly's support team by the designated contact method assigned by Poly for enterprise Customers.
4. As requested and applicable for support services, provide Poly with information related to their Poly Products supported by the Service including, without limitation, network diagrams, system configurations, Customer detail records ("CDR"s), and operation procedures.

POLY+ SERVICE ELEMENTS

24x7 Priority Support

Poly will provide a region-specific telephone number, where available, that allows the Customer to receive 24x7 support for the Customer's supported solution. Support is also available via email, chat, and video. Poly+ support can be reached at the following link: https://www.poly.com/support.

Third Year Hardware Replacement

In the event support is purchased for three (3) consecutive years a third year of hardware replacement will be provided.

Advance Parts Replacement – Next Business Day ("NBD")

Availability and Operation: Poly will provide advance replacement for any failed hardware component covered under this Service Description. 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: https://www.poly.com/support.

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 as part of the repair 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.

Escalation Management

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

Incident Management

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

Poly's response objective is defined as the duration of time between when the 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 and the Customer will commit full-time resources during standard business hours, excluding holidays, to resolve the incident. Response Objective timeframes are calculated within business hours (e.g. a Poly Technical Support Representative ("TSR") will respond by 8:30am the following morning to Severity level 2 issues reported at 5pm the previous Day, excluding holidays). Response Objectives are Poly targets for service responsiveness but are not commitments or service level agreements.

Incident Severity Level	Description	Response Time Objectives
Severity Level 1 (Critical)	This Severity Level shall indicate a sizable, wide-spread failure of a Product or Service that causes the Product, Service or related production network to be inoperative and that this inability to use the Product or Service has a critical effect on the Customer's commercial operations. This severity level is generally characterized as a complete Product failure requiring immediate correction and for which no Workaround is immediately available.	30 minutes
Severity Level 2 (Major)	This Severity Level shall indicate that the Product or Service is partially inoperable but is still usable by the Customer. The inoperative portion of the Product or Service severely restricts the Customer's commercial operations but has a less critical effect than a Severity Level 1 condition.	1 hour
Severity Level 3 (Minor)	The Severity Level shall indicate that the Product or Service is usable with little or limited impact to the Customer and affects but does not severely restrict commercial operations. Any problem that does not impact the Customer's production network shall be categorized at a maximum of this level. Errors in user interfaces, documentation, spelling, and other textual exclusions which do not cause or restrict usability of the products.	2 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 identify a known software issue, open a new issue tracker, or create a new feature request, as appropriate. All issues and feature requests are handled by Poly Engineering via a standardized feature release process.

[Poly Lens / Poly Lens with Poly+ Features follows this page]

POLY+ SUPPORT

POLY LENS / POLY LENS WITH POLY+ FEATURES

Poly Lens Desktop
- Configure device settings and controls to customize the device
- Device-level call control with call answer/end, mute, and volume adjust (headsets and personal speakerphones only)
- Update device software to get the latest features and capabilities

Poly Lens Desktop with Poly+
- Test network performance to determine if network conditions are impacting conferencing experience

Poly Lens
- Manage device inventory using an interactive map to geolocate poly devices
- Configure device settings from a central location to ensure a consistence device user experience
- Deploy and manage device software updates from the cloud to enable device users to receive the latest features and capabilities
- View device insights including usage trends and device health

Poly Lens with Poly+
- Run network performance test to determine if network conditions are impacting a device users conferencing experience
- Receive e-mail notifications related to important device alerts

	Poly Lens with Poly+	Poly Lens
POLY LENS DESKTOP		
Call Control with Softphones	✔	✔
Configure Device Settings	✔	✔
Device Software Upgrades	✔	✔
Network Diagnostics Testing	✔	
POLY LENS		
Inventory Management	✔	✔
Cloud Based Device Configuration	✔	✔
Cloud Based Device Software Deployments	✔	✔
Basic Device Insights	✔	✔
Network Diagnostics Testing	✔	
Notification center	✔	

Software Upgrades and Updates

Poly will make available system Software Upgrades and Updates at no additional charge. Poly will post all Generally Available ("GA") Software at: https://www.poly.com/support or via Poly Lens. Poly Lens and Poly Lens desktop can be used to deploy the latest device software updates.

Poly Online Support Center

Poly will provide 24x7 access to the Poly Support Portal at: https://www.poly.com/support. 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 Knowledge Base searches
- Download the latest Product documentation
- Download the latest Poly Endpoint Software that is available for the current release and the latest version minus one

Ecosystem Cloud Partner Support ("ECPS")

ECPS improves response times in Poly-enabled ecosystem cloud solutions by acting as a primary point of contact to the Customer. The Poly global support team has the skills, training, experience, and processes needed to resolve technical issues in these complex environments. When the Poly support team receives an incident request for a Poly Product used in an 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 Poly determines that the problem is caused by or related to the Cloud Partner environment, at the Customer's request, Poly will attempt to open an incident request with the Cloud Partner, document findings, and provide the Cloud Partner's incident tracking number to Customer. Poly will be responsible for working directly with the Cloud Partner (when permitted by the Cloud Partner) on resolution or future status updates to the Customer. If not possible to open an incident request, Poly will provide Customer with findings and refer Customer to Cloud Partner for resolution. If requested, the Poly support team will participate in joint calls with the Cloud Partner to isolate and resolve problems on behalf of their mutual Customer using defined escalation processes in place with Cloud Partners.

When permitted by the Cloud Partner and Customer, Poly will:

- Communicate directly with Cloud Partner
- Open or close Incident Requests with Cloud Partner
- Provide Cloud Partner status updates to Customer
- Verify Customer's entitlement and term with Cloud Partner

When a solution can be restored by implementing a temporary workaround, such a fix will be facilitated and communicated back to the Customer. All software bugs and feature requests will be handled by Poly or Cloud Partner engineering via standard bug fix and software release processes.

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 Strategic Cloud Partners is available on the Poly public web site: https://www.poly.com/us/en/solutions/platform. Customer must maintain current service or subscriber agreement with Cloud Partners, operate and maintain applicable software as specified by the Cloud Partner, and if requested, give Poly signed written approval to act on their behalf regarding ECPS services.

Selected Discounts

Discounts are available for Poly+ Customers when purchasing Poly+. See www.poly.com or your local reseller for discounts.

Poly+ Service Program Summary

The table below summarizes the Services provided to the Customer.

[Poly+ Service Program Summary table follows this page]

	Poly Lens (Warranty cover only)	Poly+
Telephone Support	First 90 days only	✔
24x7 Poly Technical Support		✔
Advanced Parts Replacement NBD	2-year Return to factory 30-day replacement for Poly P Series camera and headsets	✔
Third year Hardware Replacement		✔
Software Upgrades and Updates	For products available for download on https://www.poly.com/support only	✔
Access to Online Support Tools	✔	✔
Lens Features	Lens	Lens Premium (Includes all features of Lens)
Ecosystem Cloud Partner Support		✔
Discounts off selected products		✔

SECURITY MANAGEMENT

Poly's Information Security Management System ("ISMS") is based on best practices and is aligned to the ISO27001 framework. 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 end customer data, the Customer will be notified in a timely fashion. Privacy information is available at https://www.poly.com/privacy.html. Self-service information may exist on the Poly Online Support Center at https://support.polycom.com/content/support.html.

TERMS AND CONDITIONS

This Service Description is subject to the Poly Service Terms and Conditions for End User Customers at: https://www.poly.com/us/en/legal/terms/services-terms-and-conditions. In the event of a conflict between the terms of this Service Description and the Poly Service Terms and Conditions for End User Customers, the Poly 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 Poly Glossary located at: https://www.poly.com/content/dam/www/products/services/doc/polycom-glossary-of-terminology-and-abbreviations-guide-en.pdf

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