Service Description

SUMMARY

This offering describes the Polycom RealConnect ("RC") for Microsoft Teams ("MSFT") Customer enablement service and deliverables. RC for MSFT Teams is an interoperability service that enables H.323 and SIP compliant devices that do not support Microsoft Teams, to connect to Microsoft Teams scheduled meetings and share audio, video, and content ("Service"). This is facilitated by an enhanced set of join details that are automatically populated within the meeting invite when meeting organizers are enabled to use this Service. Developed by Poly, RC for MSFT Teams is a scalable, fully resilient service operated and supported by Poly. It is hosted within Microsoft's global Azure network and integrated directly with Microsoft Teams. The Service relies upon a specific set of Microsoft software and separate subscriptions purchased from Poly.

To ensure the highest quality service, Poly meets with Microsoft on a pre-scheduled basis to review historical reports, discuss trends and issues, and recommendations for improvements.

RC for MSFT Teams interop features include:

- Interoperability with Microsoft Teams
- Integration with Microsoft Outlook for reservation-based video sessions, including delegate scheduling
- Polycom One Touch Dial application that allows Customers to connect calendar compliant codecs with a previously scheduled meeting using a single button displayed on the screen or touch panel of the room system.
- Support for standard and high definition (up to 1080p30) video and audio conferencing with content sharing via Microsoft's Azure network and Teams infrastructure
- Supports standards-based AES 128-bit media encryption
- Single codec Endpoints via H.323 or SIP standards-based connectivity for both Poly and third-party video teleconference devices (VTC), hard or soft clients
- For Teams interop services, each subscription is assigned by the Customer's Microsoft Teams administrator to a specific individual to schedule and host a video session with interop services
- Consistent user interface, appearance and functionality
- Service and support are available globally in English

Accessing the RC for MSFT Teams interop services

H.323 and SIP compliant devices connect into a Microsoft Teams meeting via a unique H.323 or SIP dial string associated with a dynamic conference ID that is appended to a pre-defined domain or IP address for the hosting Microsoft Teams session. The specific dialing instructions for the RC for MSFT Teams are created by Microsoft and include Microsoft-hosted audio participation via PSTN (where licensed), embedded Microsoft recording, and Poly delivered interoperability for H.323 and SIP compliant devices. The RC for MSFT Teams coordinates are automatically populated when schedulers are enabled for the service.

Microsoft Teams, audio dial-in via PSTN (where licensed), and recording access are included as part of the Microsoft Teams infrastructure.

Additional details for meeting participant access is provided on Polycom's Cloud Support Portal at:
http://cloudsupport.polycom.com/Services/

Subscription Plan Overview

Subscription services for the RC for MSFT Teams deployments are provided on a pre-paid 1 or 3-year term basis and are sold and managed on concurrent usage. No cancellations or refunds are allowed during the term of Service. The RC for MSFT Teams subscriptions are assigned or re-assigned to individual users by the Customer's Microsoft Teams administrator.

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The concurrent subscription pricing for the RC for MSFT Teams allows the company's Microsoft Teams administrator to enable up to 100% of the employee base to schedule Outlook invitations that include the RC for MSFT Teams interoperability service. The concurrent subscription service includes Polycom Advantage support that entitles the Customer to access Poly remote technical support, 24x7 via the phone or web. Phone support is provided in select local languages to diagnose and troubleshoot Poly infrastructure covered by this service level. Web support will be made available through the Poly support portal where service requests will be submitted by the Customer's Office 365 administrator(s). For full details you may access the following document via Poly Partner portal:
https://partners.poly.com/prm/English/s/assets?collectionId=14502

The full description for each service part number is, "RealConnect Service for MSFT Teams Video Interop. Concurrent VTC, pre-paid annual plan effective on service commitment. Service includes Advantage support. No cancellation or reduction of the plan or scope allowed."

The part numbers associated with this Service Description are:

Number of Subscriptions	1 Year Part Number	3 Year Part Number
1 – n	4877-09900-671	4877-09900-673

For concurrent subscriptions, the number of concurrent video Endpoints (non-standard MSFT Teams Endpoints) that may be active at a given time is equal to the number of subscriptions purchased. These plans require renewal subscriptions prior to the end of the current, valid term to ensure continuity of service. Each subscription enables the individual end user to schedule and host an unlimited number of meetings in a 24-hour period. Per the constraints of the Microsoft Teams infrastructure, on-line conferences are limited to a total of two hundred and fifty (250) participants per session.

Trial Plan Overview

The RC for MSFT Teams trial service provides the complete feature and functionality set of the full subscription as a one-time trial enabling five (5) concurrent subscriptions over a 60-day period, for evaluation of the service. The trial is offered free of charge to the Customer and based on a community support model defined at
http://community.polycom.com/t5/RealConnect-Administrator/bd-p/RCAdmin

The part number for RC for MSFT Teams interop service is:

Part Number	Description
4877-09900-650	RealConnect Service for MSFT Teams Video Interop. Enterprise Wide Trial Subscription - enables 5 Concurrent VTCs for a 60-day trial. Only includes community support.

Poly Resources and Responsibilities

1. The Advantage support for RC for MSFT Teams that comes with the purchase of the 1-or 3-year term subscription includes access to a telephone number per region that provides priority support for the service and Poly software and video solutions. Technical support access by telephone or the Poly support portal is available 24x7. The Polycom support portal at **http://cloudsupport.polycom.com/Services/realconnect.html** provides knowledge base searches, downloading the latest product documents, creating on-line service requests, and checking request status.

Additional service options such as 24x7 phone and web support are available via the Poly Partner portal:
https://partners.poly.com/prm/English/s/assets?collectionId=14502

2. **Poly Tier 1 Support** is defined as the initial support level responsible for basic diagnosis and triage of the RC for MSFT Teams Service. Issues received and logged from the Customer's Office 365 global administrator will initiate the diagnosis and triage process. Technical support specialists in this Tier 1 Support group typically handle straightforward and simple problems while possibly using commercially available knowledge management tools. This includes troubleshooting methods such as verifying tenant ID, service entitlement, supported Endpoints, and software revisions. Any issues or troubleshooting related to Customer access to Microsoft's Azure network is not the responsibility of Poly. Poly will not take end user calls or otherwise speak directly with the end user and will interface only with the Customer's Office 365 global administrator. If the problem is identified to be caused by the RC for MSFT Teams service, the case may be escalated to Polycom Cloud Support.

3. **Polycom Cloud Support** is provided to the Customer as a part of the RC for MSFT Teams Service and is defined as a more in-depth technical support level than Tier 1 Support. Polycom Cloud Support technicians are more experienced and knowledgeable on the RC for MSFT Teams Service. This support is included for administrative level support and various other headings denoting advanced technical troubleshooting and analysis methods. Polycom Cloud Support technicians are responsible for investigating escalated issues by confirming the validity of the problem and searching for known solutions related to these more complex issues. The escalation path from Cloud Support will include both Poly and Microsoft engineering teams based on the assessment of root cause being associated with either the RCO365 Service, the Microsoft Azure network, or Microsoft software. Polycom Cloud Support is not provided for issues related to third party video endpoints.

4. All faults identified by or reported to the RC for MSFT Teams support team will be categorized by Poly and included in the monthly service reporting to Microsoft. For any fault that requires intervention by Poly's support team, the support ticket will be opened immediately.

5. Poly will remotely monitor the RC interop services infrastructure and components 24x7 using SNMP and other applicable protocols. If any of the devices being monitored registers an alarm, the Polycom Cloud Support team will respond and work to resolve the issue using the remote access tools at their disposal.

Customer Resources and Responsibilities

After the receipt and acceptance by Poly of a request for a free trial or Purchase Order for this Service, the Customer's Office 365 global administrator will need to perform the following activities:

1. Provide the Customer's registration details including the company name, address, Microsoft Tenant UUID and domain name.

2. Provide Customer's Tier 1 Support specialists defined as the initial support level responsible for basic diagnosis and triage of desk-side and enterprise-wide Customer network support. The Customer Tier 1 Support specialists will gather the end user and company level information and diagnose the end user issue by analyzing the symptoms and determining the underlying problem. Once identification of the underlying problem is established and deemed to be a RC for MSFT Teams service issue, the Customer's Office 365 global administrator will contact Poly support via the support portal or phone based on the enhanced maintenance service purchased.

3. Provide the Customer's Office 365 global administrator full name, email address, and other applicable contact information to Poly.

4. Ensure all pre-requisites are completed for the Microsoft software applications and revisions.

5. Ensure all network and data access configurations are complete and enable unfettered access to Microsoft's Azure network via the internet.

Details for the RC for MSFT Teams pre-requisites, network configuration, and confirmation test can be found at: https://rc-docs.plcm.vc/docs/prerequisites

REALCONNECT FOR MICROSOFT TEAMS

Service Level Objectives

Poly agrees to use commercially reasonable efforts to facilitate the target objectives set forth below. All service performance metrics set forth below are target objectives. In no event will failure to meet any such target objective be considered a breach of the Agreement by Poly or give rise to any penalties or damages of any kind.

Service Level Objectives
99.9% RCO365 availability within any calendar month for applicable Poly-managed infrastructure supporting the RC for Microsoft Teams service to provide an interoperability service in a manner materially consistent with this Service Description.
24x7 Polycom Cloud Support (Web/Phone)

The following exclusions apply to RC for MSFT Teams availability calculations:

1. Any failure of equipment and ancillary services (including the payment of any additional fees thereof) needed to connect to, access or otherwise use the RC for MSFT Teams service including, without limitation: video-enabled devices, video communication services, modems, hardware, servers, software, operating systems, networking, web servers, internet, and telephone services (collectively, "Equipment").

2. Any video system connectivity or RC for MSFT Teams access failures that are caused by the Customer's or other third-party network, network infrastructure or video or audio Endpoints including, without limitation: network outages, network configuration errors, packet loss, jitter, latency, Equipment failure, or degraded performance.

3. Any connectivity failures whose cause is not attributable to Poly including, without limitation: failures caused by end users, any third party, force majeure, act of God, or other events that are out of Poly's control.

4. Poly provides Microsoft with a bi-weekly report that includes information regarding usage patterns and RC for MSFT Teams core infrastructure availability.

SCOPE OF SERVICE

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, Poly 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 Poly's Change Order Process. Any deliverable that is not identified as in Scope in the body of this Service Description is Out-of-Scope.

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 Customer data, the Customer will be notified in a timely fashion. Self-service information may exist on the Poly support portal at. Privacy information are available at https://www.poly.com/privacy.html.

TERMS AND CONDITIONS

This Service Description is subject to the terms and conditions of Polycom's Cloud Terms of Service. In the event of a conflict between the terms of this Service Description and Polycom's Cloud Terms of Service, the Polycom Cloud Terms of Service will apply. To view these Terms and Conditions, please access the following web link:

https://www.poly.com/us/en/legal/terms/cloud-terms-of-service.

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: http://www.polycom.com/content/dam/polycom/common/documents/guides/polycom-glossary-of-terminology-and-abbreviations-guide-enus.pdf.

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