Polycom® Service Description

Powered by **AppNeta**

Polycom® Network Monitoring Service

This offering provides the Customer with real-time Network Performance Management through a simple cloud-based service. The Service can be used with any existing equipment and will deliver the following:

- Active bandwidth monitoring and End to End QoS verification
- End to end performance to any IP address over LANs, WANs, VPNs or the Internet
- Advanced diagnostics identify dozens of network faults and configuration issues
- Active application performance monitoring
- The ability to pre-assess networks using live VoIP and video traffic without investing in or deploying any VoIP or video hardware
- The ability to stress-test networks over days or weeks to identify issues caused by periodic or infrequent activities
- The ability to generate traffic matching the exact port, protocol and behavior of major VoIP and Video codecs

Service Bundles:

The Service is offered in two bundles, SMB and Enterprise:

- SMB includes the cloud application software services subscription and appliance for 1-10 locations.
- Enterprise includes the cloud application software service subscription and appliance for 1-40 locations.

The Service is available in one, two and three year subscriptions and has upgrade options for additional sites.

A. Polycom Resources and Responsibilities

Following receipt of the Purchase Order, Polycom will commence the order process and Polycom's service provider will drop ship the appliance and license key information directly to the Customer. The shipment will include information and instructions needed for the installation and set up of the appliance.

Polycom will provide support for the Service through self-serve support available at www.polycom.com under the support section. The support site includes FAQs, how-to information, and training videos to help Customer install the appliance and use the software Service. Hardware support is available through Polycom's service provider at:

Email: support@appneta.com

Web: http://support.apparentnetworks.com/clound/ContactSupport

Phone: 1-800-664-4401

B. Polycom Commitments

Polycom will:

- Provide the appropriate hardware appliance and license key for customer activation.
- Provide the PathView and AppView Voice and Video software subscriptions for use during the subscription period.
- Provide a unique login to the PathView Cloud online portal.

C. Customer Commitments

The Customer will:

- Plug the appliance into its network per the installation instructions provided with the shipment and leave the appliance connected for the duration of the Service.

- Return the appliance to Polycom's service provider as instructed below upon expiration of the subscription service or as needed for appliance replacement.

  To return the appliance, Customer should contact Polycom's service provider by one of the following methods:

  Email: support@appneta.com

  Web: http://support.apparentnetworks.com/cloud/ContactSupport

  Phone: 1-800-664-4401

D. Travel Expenses for Onsite Work

The Service is provided remotely. However, the need for travel to Customer's site may arise. Any travel by Polycom or its service provider will be mutually agreed upon before the travel occurs and any expense incurred for travel and services provided will be the responsibility of the Customer. Invoices for travel related expenses will be billed separately.

E. Scope of Services

The Scope of the Service includes only the Services stated in this Service Description. If the Customer requires additional services outside the Scope, Polycom and/or its Authorized Reseller will discuss the requirement for such services with the Customer prior to any such services being performed. Any changes and associated fees will be documented and mutually agreed pursuant to the Change Order Process.

F. Change Order Process

In the event that the Customer or Polycom encounter unforeseen circumstances that will affect the agreed upon completion schedule or scope of the Services, Polycom will document the impact and proposed change to the schedule in a Change Order Form. Both parties must sign the Change Order Form indicating acceptance of the change.

G. Terms and Conditions

This Service Description is subject to the terms and conditions of Polycom's Worldwide Service Program for End User Customers. In the event of a conflict between the terms of this Service Description and Polycom's WW Service

Program Terms and Conditions for End User Customers, The WW Service Program Terms and Conditions for End User Customers will apply. To view these Terms and Conditions, please access the following web link: www.polycom.com/pgs/termsandconditions