

# Polycom<sup>®</sup> Service Description

## Polycom<sup>®</sup> Video Border Proxy<sup>™</sup> (VBP<sup>™</sup>) Implementation Service



This Service Description document outlines the Polycom VBP Implementation service offering. The objective of Polycom's VBP Implementation Service is to provide end user customers with expertise to successfully deploy a VBP E Series or VBP ST Series into their environment.

### A. Polycom Resources and Responsibilities

The Polycom resources involved in the Implementation Services Project ("Project") include the following roles:

- Project Manager – Organizes and manages all Polycom resources and is responsible for working the Project to completion.
- Field Engineer – Implements the Project Plan per the Project Manager. The Field Engineer is the technical resource that goes onsite to perform the implementation and configuration of the Polycom solution at the designated Customer site.
- Technical Architect – Provides technical expertise to the Project team.

The specific individuals responsible for the Project will be identified at the initial Project meeting.

### B. Customer Resources and Responsibilities

The Customer resources involved in the timely completion of the Project include the following roles:

- Primary Contact – Acts as the primary interface and decision-maker with Polycom and communicates or assists with communication of all details required for the Project completion. This individual will attend all scheduled meetings pertaining to the Project and has signatory authority for site survey, network diagram, and Project completion documents. The Primary Contact is responsible for keeping the Secondary Contact informed of all details should the Primary Contact be unavailable.
- Secondary Contact – Acts as the secondary interface to the Polycom Project Team in addition to the Primary Contact, or when the Primary Contact is not available.
- Technical Contact(s) – Acts as the Customer technical resource(s) to provide any needed technical or network related information to enable Project completion. These individuals should be readily accessible at all times while the Polycom Field Engineer is onsite.

The specific individuals responsible for the Project will be identified at the initial Project meeting.



## C. Polycom Commitments

According to the specifications contained in the agreed upon Project Plan, Polycom will:

- I. Assign a Project Manager, Field Engineer, and Technical Architect to the Project once the order for VBP Implementation Service has been received and accepted by Polycom.
- II. Coordinate an initial Project meeting with Customer and the entire Polycom Project team to review the VBP Implementation process. Polycom's Project Manager will make reasonable modifications to Polycom's VBP standard Implementation Project Plan based on the Customer's planned use of the VBP solution, including any mutually agreed test plan modifications.
- III. Coordinate with Customer to complete Polycom's VBP pre-Implementation information.
- IV. Provide periodic status reports and/or scheduled status meetings as necessary with the Customer's designated resources.
- V. Install, configure, and test the Polycom Solution at Customer Site
- VI. Deliver a package of Project documentation electronically to the Customer's Primary Contact following completion of the VBP Implementation Project.

## D. Customer Commitments

According to the specifications in the agreed upon Project Plan, Customer will:

- I. Participate in the initial Project meeting, which includes a detailed review of the proposed Project Plan. Customer sign-off on the Project Plan is required prior to the initiation of any further Project work by Polycom.
- II. Provide named resources with contact information and access to these individuals at agreed upon times.
- III. Provide access to implementation site(s) at agreed upon times.
- IV. Provide access to video endpoints, data, and other information necessary for completion of this Project.
- V. Attend all mutually agreed scheduled Project meetings.
- VI. Provide sufficient information such that Polycom's Project Manager can complete the VBP pre-Implementation information checklist. Completion of this checklist is required prior to the scheduling of any on-site Project work by Polycom.
- VII. Provide IP network connectivity suitable for the Customer's planned usage of the VBP application. (For customers that may need assistance with qualifying their IP network for video applications, Polycom can deliver IP network assessments for an additional fee.)
- VIII. Complete any Customer-based tasks identified in the agreed upon Project Plan.

## E. Description of on-site work for an VBP Implementation

As applicable according to the specifications contained in the agreed upon Project Plan, Polycom's assigned Field Engineer will:

- I. Install VBP hardware and complete product initialization.
- II. Verify software version and install any applicable and entitled updates.
- III. Facilitate on-line product registration and product license activation (customer's designated resource must have the authority to accept the End User License Agreement).
- IV. Configure LAN, WAN, and optional Management interfaces.
- V. Configure VoIP ALG in either LAN, WAN, or Embedded Modes.
- VI. Configure Routing Table (supplied by customer) for LAN routing.
- VII. Configure basic data firewall and WAN access to management.
- VIII. Set proper speed and duplex settings on all VBP interfaces.
- IX. Configure Polycom Gatekeeper (CMA) for interoperability.
- X. Configure Default Alias (E Series only).
- XI. Configure Access Proxy with default certificates (SFAccess Proxy needed).
- XII. Configure up to ten (10) Neighborhood Gatekeepers and Prefixes.
- XIII. Test VBP operation using the test criteria specified in the agreed upon Project Plan.
- XIV. Provide up to four Customer staff members with one VBP orientation session. This orientation session may be up to four hours in duration, and relies solely on Polycom's then-current published VBP product documentation as reference materials.

All such work will be completed during Polycom business hours at the designated Customer site. Additional fees will apply for any Customer requirement that would result in multiple on-site visits, or any Customer requirement for Polycom to work outside normal business hours.

## Testing & Implementation Completion Form

The Polycom Field Engineer will verify the successful operation of the system based on the test criteria contained in the agreed upon Project Plan. Upon successful completion of the test criteria, Polycom's technician will submit Polycom's standard Implementation Completion Form ("Implementation Completion Form") to the Customer for signature.

The Implementation will be deemed completed upon the earlier of (i) signature by Customer of the Implementation Completion Form or (ii) seven (7) days from the submission of the Implementation Completion Form to Customer if Polycom has received no written objections to the submission of the Implementation Completion Form. In the event that Customer does not sign-off on the Implementation due to a material non-conformance, (i) Customer and Polycom shall agree on the objections and document such

objections in the “Notes” portion of the Implementation Completion Form (the “Objections”) and (ii) Customer shall contingently sign off on the Implementation Completion Form but for the resolution of the Objections. Once Polycom has remedied the Objections, Polycom will resubmit the Implementation Completion Form for signature by the Customer through the process stated above. In the event that Polycom is required to address any issues covered by the Implementation Completion Form after sign-off by Customer, additional fees may apply at Polycom’s then current Time and Materials rates.

The Implementation Completion Form is the sole method for certifying the proper function and operation of the Polycom VBP solution at the conclusion of the Implementation.

Unless otherwise agreed in writing by Polycom, (i) Customer will be responsible for delivery of the VBP solution, including delivery costs to the Customer Location, unloading the solution from transportation carriers, and storage of the VBP Solution at the Customer Location in preparation for the performance of Implementation Services and (ii) title and risk of loss or damage to the VBP, during delivery or storage at the Customer Location and during the course of Polycom’s performing Implementation Services remains with Customer at all times.

### **Scope of Project**

The Scope of Project includes only those tasks that appear in this document. If the Customer requires additional services outside this Scope, such as integration with 3<sup>rd</sup> party products, Polycom and/or its Authorized Reseller 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 by following the Change Order process.

### **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 Worldwide Service Program Terms and Conditions for End User Customers, The Worldwide 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](http://www.polycom.com/pgs/termsandconditions)

### **Change Order Process**

In the event that the Customer or Polycom encounter circumstances that will affect the Project, the Polycom Project Manager 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.