



Service Description

SUMMARY

This Service Description describes the Polycom RealConnect for Office 365 (“RCO365”), on-line (“SFBO”) and on-premises (“SFBS”) Customer enablement service and deliverables. RCO365 is an interoperability service that enables H.323 and SIP compliant devices that do not support Skype for Business (“SfB”) to connect to SFBO scheduled meetings and share audio, video, and content (the “Service”). This is facilitated by an enhanced set of join details that are automatically populated within the meeting invite when meeting organizers are authorized to use this Service. Developed by Polycom, RCO365 is a scalable, fully resilient service operated and supported by Poly. It is hosted within Microsoft’s global Azure network and integrated directly with SFBO. 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.

RCO365 on-line and on-premises features include:

- Interoperability with SFBO, SFB Server 2015, and SFB Server 2019
- Integration with Microsoft Outlook for reservation-based video sessions, including Delegate Scheduling
- Polycom One Touch Dial application that allows Customers to connect Poly room codecs with a previously scheduled meeting using a single button displayed on the screen or touch panel of the room system.
- Support for standard definition and high definition (up to 1080p30) video and audio conferencing with content sharing via Microsoft’s Azure network and SfB infrastructure
- Supports standards-based AES 128-bit media encryption
- Single and multi-codecs for Immersive Telepresence Endpoints via H.323 or SIP standards-based connectivity for both Poly and third party, hard and soft clients
- For RCO365, each subscription is assigned by the Customer’s Office 365 global administrator to a specific individual who is the host of that video session
- Consistent user interface, appearance and functionality with Microsoft Skype
- Service and support provided globally in English
- RCO365 SFBO is compatible with Office 2016 Click-to-Run. SFBS is compatible with Office 2013 and Office 2016 Click to Run or Microsoft Software Installation, as well as Office 2013, Office 2016 MSI versions and Outlook Web Access (OWA)

Accessing RCO365 interop services

H.323 and SIP compliant devices connect into a SfB 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 SfB session. The specific dialing instructions for RCO365 are provided via a custom Outlook invite that provides dial instructions for native SfB users that include Microsoft-hosted audio participation via PSTN, embedded Microsoft recording, and Poly delivered interoperability for H.323 and SIP compliant devices. The RCO365 coordinates are automatically populated when schedulers are enabled for the service

SfB, audio dial-in via PSTN (where licensed), and recording access are included as part of the Microsoft SfB 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 RCO365 deployments are provided on a pre-paid 1- or 3-year term basis and are sold and managed on either a concurrent user or enterprise user model. No cancellations or refunds are allowed during

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the term of Service. The RCO365 subscriptions are assigned or re-assigned to individual users by the Customer's Office 365 global administrator.

The concurrent subscription pricing is available for either RCO365, SFBO, or SFBS and allows the company's global IT administrator to enable 100% of the employee base to schedule Outlook invitations that include the RCO365 interoperability service. The concurrent subscription pricing also allows for subscription portability if the company is in migration from a SFBS to SFBO infrastructure. 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 O365 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
2 – 99	4877-09900-620	4877-09900-625
100 – 149	4877-09900-621	4877-09900-626
150 – 199	4877-09900-622	4877-09900-627
200 – 249	4877-09900-623	4877-09900-628
250+	4877-09900-624	4877-09900-629

For the concurrent, the number of concurrent video Endpoints (non-standard SfB 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 Office 365 infrastructure, conferences are limited to a total of two hundred and fifty (250) participants per session.

Trial Plan Overview

The RC O365 for SFBO and SFBS trial service provides the complete feature and functionality set of the full subscription as a one-time trial enabling five (5) Customer end users 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 SFBS and SFBO is:

Part Number	Description
4877-09900-630	RealConnect Service for Office 365. 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 RCO365 that comes with the purchase of the 1-or 3-year term concurrent subscription includes access to a telephone number per region that provides priority support for the interop service, Poly software and video solutions. Technical support access by telephone or the Poly support portal is available 24x7. The Polycom support portal at <https://cloudsupport.polycom.com/> provides

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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 RCO365 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 RCO365 availability issues, the case may be escalated to Polycom Cloud Support.
3. **Polycom Cloud Support** is provided to the Customer as a part of the RCO365 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 RCO365 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 RCO365 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 RCO365 infrastructure and components 24x7 using SNMP and other applicable protocols. If any of the devices being monitored registers an alarm, the RCO365 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, and (as applicable) 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 RCO365 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.

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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 RCO365 pre-requisites, network configuration, and confirmation test can be found at: <https://rc-docs.plcm.vc/docs/prerequisites>

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 RCO365 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 RCO365 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 RCO365 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 RCO365 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 RCO365 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

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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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