



Service Description

SUMMARY

This offering outlines the remote service options for the installation and manual configuration of one (1) Poly G Series Video Solution, also known as a Microsoft Teams Room (“MTR”). This service includes a combination of products in accordance with the table below to ensure the Poly G Series video solution is operational within the Customer’s environment (the “Service”)*.

It is estimated that the Poly Installer Coordinator will install and manually configure one (1) Poly G Series Video Solution and that a half-day (not to exceed four (4) hours) is necessary to fulfill this task. If, for reasons not attributable to Poly, the installation requires further time for completion, additional time shall be ordered by the Customer prior to Poly completing the Installation.

*Additional cameras or peripherals will require the add-on Part Number.

Poly G-Series model	Eligible PC (1)	Eligible Components (per defined solution)	Eligible optional Peripheral Item (1)
G10-T	Poly VESA PC	Poly GC8	Poly Supported Voice Endpoint Eagle Eye IV EE Cube EE Mini
G40-T	Poly VESA PC	Poly GC8, Poly Studio USB	
G85-T	Poly VESA PC	Poly GC8, EagleEye Director II,	

The Poly part numbers covered by this Service Description are:

Part Number	Description
4870-ECOSYS-002	Remote manual Installation of One Ecosystem Video Solution. See Service Description for full T&Cs. Priced per eligible system.
4870-ADDON-004	Remote Install of one addl camera, peripheral, or configuration of additional line/ecosystem, at the same time as the installation of a Video solution. Must be ordered with applicable Video Solution Remote Installation Part Number. See Service Description for full T&Cs. Priced per eligible peripheral.
4870-SMTHND-004	Onsite Smart Hands Uplift. Must be ordered with applicable Video Solution Remote Installation Part Number. See Service Description for full T&Cs. Priced per eligible system.

POLY COMMITMENTS

Poly will:

1. Provide a remote Poly Installer, unless Onsite Smart Hands Uplift SKU(s) are purchased.
2. Coordinate an initial call between the Customer and the Poly Installation Team to review the delivery process.
3. Work with the Customer Primary Contact and gather all the required information for producing all Installation deliverables.
4. Test installed Poly Product capabilities and functionalities as described in the product documentation.

POLY G SERIES VIDEO SOLUTION REMOTE INSTALLATION

5. Fulfill all stated deliverables for the Installation, as applicable.
6. Obtain the Customer's confirmation of Installation completion.
7. Assess Customer readiness prior to the start of the Installation. Should the Customer's environment not be ready for the start of work by Poly, additional charges for re-start initiatives may apply. Poly reserves the right to modify the Installation start date due to Customer-not-ready conditions.

CUSTOMER COMMITMENTS

The Customer will:

1. Provide a Customer Primary Contact, Customer Secondary Contact, and Customer Technical Contact (collectively, the "Customer Project Team") and access to these individuals at agreed upon times.
2. Provide trained, technical personnel for the duration of the Installation for the purposes of making all necessary preparations or changes to third-party infrastructure hardware, Software, applications or operating systems upon which these Services are dependent.
3. Participate at every stage of the Installation and perform any Customer-based tasks required for Installation completion signoff within the mutually agreed timeframe.
4. Fulfill all information requests including, without limitation, requirements gathering documents at least two (2) weeks in advance of any applicable Poly deliverable deadline.
5. Provide a connection to the internet for the Poly G Series Video Solution to download any Software required for Installation completion.
6. Provide any access necessary for Installation completion to Customer facilities and systems including, without limitation, video, voice, data, messaging systems, and other integrated systems at agreed upon times.
7. Install any cabling inside the floors, walls, and ceilings; and any wall and ceiling mounted brackets used to support Poly equipment including, cameras, microphones, speakers, and displays.
8. Unpack and connect all Poly hardware. (Unless "smart hands" uplift is purchased; 4870-SMTHND-004. See smart hands option below.)
9. Ensure Poly G Series Video Solution prerequisites are completed.
 - a. Microsoft 365 or Office 365 calling plan, if needed for PSTN dial out capabilities
 - b. Microsoft Meeting Room licensing available and applied to room account(s)
 - c. Poly G Series room account setup and configuration (Unless additional Professional Services consulting hours are purchased; 6867-07805-003).
 - i. Exchange calendaring permissions
 - ii. Teams account creation
10. Approve or deny all Change Order requests in a timely manner.

INSTALLATION ACTIVITIES AND DELIVERABLES

Poly will:

1. Plan a remote Installation call with the Customer.
2. Remotely evaluate the designated Customer site, including network, power, Endpoint and other prerequisites, using Poly's Installation checklist.
3. Assist the Customer's onsite resource to:
 - a. Power up the Poly G Series Video Solution. Accept any applicable product license agreements. The Customer's designated resource must have the authority to accept the Polycom End User License Agreement.

POLY G SERIES VIDEO SOLUTION REMOTE INSTALLATION

- b. Verify Microsoft Teams Room license applied to the resource account. Validate, and if applicable upgrade, the supported Poly peripheral Software to support the Poly G Series Video Solution.
 - c. Complete the configuration process.
 - d. Integrate the Poly G Series Video Solution within Customer's environment to support audio, video and content sharing capabilities.
 - e. Test the Poly G Series Video Solution to ensure functionality.
4. Provide an up to thirty (30) minute orientation session for up to four (4) people to include scheduling, placing a call, and receiving a call with the Customer's newly configured Endpoint. Poly is not responsible for any LCD or plasma display burn-in damage that occurs if the video system sleep timer is disabled. This basic orientation does not take the place of formal classroom training.

Smart Hands Service (Optional Uplift)

Customers can purchase smart hands Service that will provide the Customer with a Poly onsite technician to:

- a. Unpack and verify the shipped contents against the packing list.
 - i. For Poly G10-T bundle, verify customer provided Poly peripherals are supported.
- b. Install the Poly G Series Video Solution, except as noted under the Customer Commitments section.
- c. Work with the remote technician to complete the configuration as outlined in Poly Commitments for remote Installation through Installation signoff.

SCOPE OF INSTALLATION

The scope of the Installation 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.

INSTALLATION COMPLETION

At the conclusion of the Installation, Poly will verify that the deliverables have been completed as defined in this Service Description and Customer will sign off on the Completion Form.

The Service Installation will be deemed completed upon the earlier of:

- Signature by Customer of the Completion Form; or
- Seven (7) days from the submission of the Completion Form to the Customer provided Poly has received no written objections from the Customer to the submission of the Completion Form.

If the Customer objects to signing the Completion Form, the Customer and Poly shall agree on the objections by documenting them in the "Notes" portion of the Completion Form. For clarity, objections shall only include issues specifically related to this Service. Once Poly has remedied the objections, Poly will resubmit the Completion Form for signature. If Poly is required to address any issues covered by the Completion Form after sign-off by the Customer, and such issues are not caused by Poly, additional fees may apply at Poly's then-current time and materials rates.

TRAVEL EXPENSES FOR ON-SITE WORK

This Service Description provides for remote services only, except in the case where smart hands have been purchased. If smart hands are purchased, onsite services include travel and expenses. Any travel by Poly will be mutually agreed upon before the travel occurs. Invoices for travel related expenses will be billed separately.

POLY G SERIES VIDEO SOLUTION REMOTE INSTALLATION

CHANGE ORDER PROCESS

In the event that either the Customer or Poly encounters circumstances that will affect the Installation, the Poly 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.

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 Online Support Center at <https://support.polycom.com/content/support.html>. Privacy information is available at <https://www.poly.com/us/en/legal/privacy>.

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>.



© 2020 Plantronics, Inc. All rights reserved. All Polycom® names and marks associated with Polycom products are trademarks or service marks of Plantronics, Inc. and are registered or common law marks in the United States and other countries. Poly and the propeller design are trademarks of Plantronics, Inc. All other trademarks are property of their respective owners. No portion hereof may be reproduced or transmitted in any form or by any means, for any purpose other than the recipient's personal use, without the express written permission of Plantronics, Inc.