

Polycom Global Services Service Description for RPX VNOG and Circuit Services

RPX VNOG and Circuit Services are provided in conjunction with each other for the customer to have a seamless experience and high level of operational reliability. These Services are available to the customer on a 24 x 7 basis throughout the year.

RPX Circuit Services

RPX Circuit Services provide for provision and management of long-haul Bandwidth Services each month for each location. Additionally, Polycom provides provision and management of the local loop or tail circuit, also known as “last mile”, telecommunications connectivity each month for each location. Each T1/E1 is dedicated for the use of that specific suite; therefore, the circuit(s) is dedicated and subject to unlimited usage for the stated price.

These include:

- Access for Customer’s System to the RPX Network, to include dedicated broadband telecommunications circuits from Customer location(s) to the Supplier’s closest Network Operations Center (NOC)
- Access for Customer’s System to any other RPX system on the RPX Network
- Secure proactive management of RPX Network

RPX VNOG Services

RPX VNOG Services provide seamless Operational Management of Customer’s RPX systems. These Services are provided through a VNOG Help Desk for all RPX Conferences.

These include:

1. Scheduling and Reservation
 - Scheduling is performed based on the request of the Users and availability of other RPX rooms. If rooms are not available at requested times, alternatives are explored until an acceptable alternative is found.
2. Conference Management
 - Conference Setup, including a system and connectivity test prior to the conference
 - Call Launching. RPX VNOG will launch each RPX call remotely. Users will not need to launch any calls at local sites
 - Meet and Greet Function is available, as needed
 - Fault Management. In the event of a fault during the setup process or during a conference call, a suitable alternative will be provided to ensure proper operation of the conference
3. Remote Monitoring. This service provides integrity assurance for all RPX suites, including the following:
 - Comprehensive remote control and monitoring of following components (as applicable): router(s), UPS, power controller, CSU/DSU, RAS server, camera control units, projectors, and codecs.
 - Proactive monitoring of RPX system electronics utilizing SNMP to include routine polling, traps and notifications at an (i) informational, (ii) minor alarm, (iii) major alarm, and (iv) critical alarm basis.
 - SNMP management station with audible alarms for problem alert, event correlation and escalation, and resolution
 - Dial-in capability for remote operations

4. Reporting

The following data is collected and reported each month:

- Conferences scheduled per month
- Duration of each conference
- Hours used per RPX suite
- Problem log by suite to include critical point of failure
- Problem analysis
- Response to resolution time per trouble ticket (based on open/closed dates)

Important usage notes:

- This service includes unlimited IP network connections and multipoint services when connecting with other RPX systems.
- This service does not include any network connection and multipoint charges for connectivity to non-RPX systems.

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