

Polycom Global Services Service Description for RPX Maintenance Service

Unlimited 24x7 telephone technical support

Polycom will provide access to expert technical support engineers who will assist in solving issues by phone. The Polycom hotline is available 24x7 for RPX customers with a maintenance contract.

Escalation Support

Polycom will provide access and involvement of higher-level engineering expertise for resolution of more complex technical problems.

On-site support with next business day response

For issues that cannot be resolved remotely, Polycom will use reasonable commercial effort to provide next business-day on-site response by a technical engineer to resolve the issue.

Advance Parts Replacement for technology components

Polycom will provide expedited replacement of all failed technology components. If Polycom's technical support representative determines that a replacement part is required to resolve a technology component malfunction, a replacement part will be dispatched on the same day for next business day delivery (subject to local pick-up time restrictions for overnight services). In addition, customs delays may affect actual delivery time in certain countries. Customers are required to promptly return to Polycom any defective parts identified for replacement.

Parts Replacement for RPX Suite furnishings

Polycom will provide replacement of all non-technology components using "best effort" delivery. Defective items such as room furnishings and building components provided with the RPX Suite will typically be replaced within one business week. *Consumable items like light bulbs and projector lamps are not covered by this Maintenance contract.*

Software Upgrades

Software Upgrades consist of major feature enhancements and/or functionality releases for the technology components of an RPX Suite. Customers are entitled to receive Software Upgrades for their RPX Suite upon Polycom's general release of such Software Upgrades. Polycom is responsible to provide the resources to complete any software upgrade or update process.

Software Updates

Software Updates are designed to correct a software error that prevents an RPX Suite from conforming to its published specifications. Customers are entitled to receive Software Updates for their RPX Suite upon Polycom's general release of such Software Updates.

Preventative maintenance

Polycom will provide an engineer to execute on-site preventative maintenance for the RPX suite technology components once every six months at not additional charge.

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 visit www.polycom.com/pgs/termsandconditions