

# Vidyo On-Premises Services Description and Support Plans

For End Customers and  
Vidyo Partners



Vidyo

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# Introduction

Vidyo enriches people's lives by embedding real-time video into digital communications in the moments that matter most. Millions of people around the world connect visually every day through Vidyo's secure and scalable technology.

In addition to its innovative solution, Vidyo is committed to offering and delivering comprehensive worldwide support services ensuring a superior user experience through the life cycle of its products.

The purpose of this document is to describe the services description and support plans to all customers and channel partners who have purchased Vidyo's products for on premises deployment.

## Definitions

- **“24x5 Support”** means the time window in which the service is provided at all times of the day during Business Days only
- **“24x7 Support”** means the time window in which the service is provided at all times of the day during all the days of the week, regardless of time zone, holidays or working hours.
- **“Bug”** means failure of a Vidyo Product to perform according to its Functional Specifications
- **“Business Day”** means Monday through Friday, excluding national holidays, in the geographic location where the Vidyo Product or Vidyo Service is being used by its End Customer.
- **“Business Hours”** means the time window between 9AM and 7PM during Business Days.
- **“Certified Vidyo Admin”** means personnel of either an End Customer or a Vidyo Partner who have passed an applicable Vidyo technical certification course(s) and assessment(s) within the last 12 calendar months. Appropriate certification courses are offered via Vidyo's online learning platform and are available to users with an active support contract.
- **“Coverage Period”** means the applicable time period during which the service is provided to an End Customer or Vidyo Partner, as the case may be, pursuant to the associated support services plan
- **“Dead on Arrival (DOA)”** shall be defined as a new Vidyo Product which has been accepted as a Faulty Unit within a specified time period. Please see Return Merchandise Authorization for more details.
- **“End Customer”** means a party who purchased Vidyo Products or Vidyo services from a Vidyo Partner, Distributor, Reseller or directly from Vidyo for its own use.
- **“Faulty Unit”** shall be defined as a Vidyo Product which has a hardware failure resulting in the item no longer operating to Functional Specifications as confirmed in accordance with Vidyo's troubleshooting steps confirmed by a certified Vidyo Support Engineer.
- **“Functional Specifications”** means detailed technical specifications or other product design documents created by Vidyo to describe the Vidyo Products.
- **“On-Site”** means a specific geographic location where a Vidyo Product is installed and/or used by an End Customer.
- **“Product Documentation”** means all product description documents, user operating manuals and other technical notes formally released by Vidyo via the Help Center to support the associated Vidyo Product
- **“RMA Services”** means Vidyo's defined return merchandise authorization process for the return of a Faulty Unit for repair or replacement.
- **“Vidyo Appliance”** means a single Vidyo Infrastructure Product (e.g., VidyoGateway™, VidyoPortal™, VidyoReplay™, or VidyoRouter™) or a single Vidyo Endpoint (e.g. VidyoRoom™ or VidyoPanorama™) and its associated accessories purchased with it from Vidyo (e.g., video camera, audio device, external IR device, screen sharing device, etc.).
- **“Vidyo Endpoint”** means any device running Vidyo client software that is used to connect to a Vidyo Infrastructure Products.
- **“Vidyo Infrastructure Products”** means Vidyo Products used by the End Customer to connect between video conferencing endpoints
- **“Vidyo Partner”** means a party authorized and certified by Vidyo to deliver Vidyo services and/or support for Vidyo Products.
- **“Vidyo Product”** means a Vidyo hardware and/or software module delivered and installed directly by Vidyo or by a Vidyo Partner.
- **“Vidyo System”** means with respect to the Vidyo Partner or End Customer's video conferencing system, the entirety of all Vidyo Products, including, Vidyo Appliances and Vidyo Endpoints..
- **“Warranty Period”** the period defined for support coverage in the relevant agreement by and between End Customer or Vidyo Partner, as the case may be, and Vidyo.

# Support Services Description

## Direct End Customer (“Plus”) Service Plans

### Service Plan Levels

- The End Customer may purchase from a Vidyo Partner or directly from Vidyo the following Direct (Plus) Level plans:
  - Silver Plus - Coverage Period is during Business Hours
  - Gold Plus - Coverage Period is either 24x5 Support or 24x7 Support and both plans include Advanced RMA Services

### Plan Highlights

- Phone, email, chat, and Vidyo Self-Service Help Center (<https://support.vidyocloud.com>) are available support channels for fault diagnostics, troubleshooting and service restoration
- Access to Vidyo Product software updates pursuant to Vidyo Software Maintenance Policy (<https://support.vidyocloud.com/hc/en-us/articles/360000986974-Vidyo-Software-Maintenance-Policy>)
- Identification and resolution of faulty Vidyo software modules that materially impact the functionality of a Vidyo Product
- Remote troubleshooting, fault diagnostics, and service restoration
- Collaborative problem-solving working with the End Customer’s and/or Vidyo Partner’s support organization on requests escalated to Vidyo’s support team
- Replacement and repair of Faulty Units
- Supporting Vidyo Appliance software updates and upgrades - Vidyo offers to assist with updates and upgrades through advanced (7 days or more) notice during EST Business Hours on a coordinated day given by Vidyo to the End Customer limited to a single session
- Support will be provided by Vidyo to End Customer’s Certified Vidyo Admins only
- All support services provided remotely. On-Site support may be available through Additional Services listed below

### End Customer Responsibilities

The End Customer shall be responsible for:

- Identifying at least 2 Certified Vidyo Admins within its organization to serve as focal point liaisons
- Ensuring the availability of a Certified Vidyo Admin to support the Vidyo deployment
- Ongoing system administration, management and preventive support (e.g., housekeeping and cleaning of hardware externally, cable management, network health checks, etc.)
- System user management (e.g., user settings, LDAP/SAML setup, preparing the servers for certificates, etc.)
- Routine system database backup and administration
- Rollout of software updates and upgrades
- Vidyo Endpoint installation and configuration on End Customers’ workstations
- If a Vidyo Appliance is replaced, the End Customer will return the Faulty Unit pursuant to the RMA Process

Upon request, the End Customer will support Vidyo’s problem resolution efforts by:

- Providing all information necessary for Vidyo to deliver timely and professional remote support and to enable Vidyo to determine the level of support eligibility
- Starting self-tests and installing and running other diagnostic tools and programs with the remote guidance of the Vidyo’s support team
- Performing other reasonable activities to help Vidyo identify or resolve problems, as requested by Vidyo

Note: If the End Customer does not adhere to these specified responsibilities, Vidyo will not be obligated to deliver the services as described

## Vidyo Partner Service Plans

### Service Plan Levels

- The End Customer may purchase a service plan from a Vidyo Partner
  - Partner Silver - Coverage Period is during Business Hours to the Vidyo Partner
  - Partner Gold - Coverage Period is either 24x5 Support or 24x7 Support and both plans include Advanced RMA Services to the Vidyo Partner

### Plan Highlights

- Phone, email, chat and Vidyo Self-Service Help Center (<https://support.vidyocloud.com>) are available support channels for fault diagnostics, troubleshooting and service restoration
- Access to Vidyo Product software updates pursuant to Vidyo Software Maintenance Policy (<https://support.vidyocloud.com/hc/en-us/articles/360000986974-Vidyo-Software-Maintenance-Policy>)
- Identification and resolution of faulty software modules that materially impact the functionality of a Vidyo Product
- Remote troubleshooting, fault diagnostics, and service restoration
- Collaborative problem-solving working with the End Customer's and/or Vidyo Partner's support organization on requests escalated to Vidyo's support team
- Replacement and repair of Faulty Units with purchase of a RMA Services Plan
- The Vidyo Partner must provide its own service plan to the End Customer
- Vidyo provides support services only via the Vidyo Partner which then directly support the End Customer
- Support will be provided to Vidyo Partner's Certified Vidyo Admins only
- All support services provided remotely. On-Site support may be available through Additional Services listed below

### Vidyo Partner Responsibilities

A Vidyo Partner shall be responsible on behalf of the End Customer for:

- Identifying at least 2 Certified Vidyo Admin within its organization as focal point liaisons
- Provide local language support when applicable
- Ensuring the availability of a Certified Vidyo Admin to technically support the Vidyo deployment
- Managing service requests that could not be resolved by the End Customer
- Basic level fault diagnostic and service restoration per Vidyo's best practices and guidelines
- If a Vidyo Appliance is replaced, the Vidyo Partner will return the Faulty Unit pursuant to the RMA Process
- Implementing and configuring Vidyo Products
- On-going Maintenance:
  - Routine system super administrator level database backup and administration tasks
  - Applying current updates and patches to Vidyo Infrastructure Products
  - Applying certificates to the Vidyo Products
  - Configuring Vidyo Products

Upon request, the Vidyo Partner will support Vidyo's problem resolution efforts by:

- Providing all information necessary for Vidyo to deliver timely and professional remote support and to enable Vidyo to determine the level of support eligibility
- Starting self-tests and install and run other diagnostic tools and programs with the remote guidance of Vidyo's support team
- Performing other reasonable activities to help Vidyo identify or resolve problems, as requested by Vidyo

Note: If the End Customer or Vidyo Partner does not adhere to these specified responsibilities, Vidyo will not be obligated to deliver the services as described

## Service Level Response Times

Vidyo will use reasonable efforts to adhere to the following response times pursuant to the applicable Coverage Period. All references to hours or days below are only to hours or days within the applicable Coverage Period. Issues reported outside the Coverage Period will be deemed to have been reported when the Coverage Period next starts. When a ticket is identified as a potential Bug by a Vidyo Support Engineer, Vidyo will communicate Next Response updates independently.

Severity Levels	Description	First Response	Next Response
Level 1 - Emergency	The VidyoPortal is down, business operations severely impacted with no workaround and all or most End Customer's users are impacted; or an identified material security issue	Within 1 hour	Within 6 hours
Level 2 - High	The VidyoPortal is operational, but the ability to receive, route and deliver End Customer purchased interaction services are severely degraded, or major components of the service are not operational and work cannot reasonably continue for greater than 50% of the End Customer's users	Within 2 hours	Within 6 hours
Level 3 - Medium	The VidyoPortal is operational. Issues causing moderate to low business disruption; no more than 25% of the End Customer's users are adversely affected; a stable workaround is available	Before the end of the next day	Before the end of the next day
Level 4 - Low	The VidyoPortal is operational; no significant disruption of business operations; issues with little time sensitivity such as general questions; Administrative changes including adds/subtracts to End Customer's users	Before the end of the second day	Before the end of the second day

## Additional Services

In addition to the support services specifically described above, Vidyo also offers to its Vidyo Partners and End Customers additional fee-based services such as:

### Remote Technical Support Services

In cases when this service is ordered, Vidyo will make one of its “Support Engineers” available to join the Vidyo Partner’s or the End Customer’s Certified Vidyo Admin remotely on an agreed pre-scheduled date and time. Engagement to be governed by a previously agreed SOW between the parties based on the following pricing models:

- Hourly Rate - Limited to service restoration only. Please refer to Vidyo price list
- System commissioning remote support - Per Vidyo Appliance, please refer to Vidyo’s price list

### Onsite Technical Support Services

In cases when this service is ordered, Vidyo will dispatch its Support Engineer to join the Vidyo Partner’s or the End Customer’s Certified Vidyo Admin at the End Customer’s site on an agreed pre-scheduled date and time. Engagement to be governed by a previously agreed SOW between the parties based on the following pricing models:

- On-Site Support - Limited to break fix, please refer to Vidyo price list
- System commissioning remote support - Per Vidyo Appliance, please refer to Vidyo’s price list

### RMA Services

In the event a Vidyo Appliance is deemed to be a Faulty Unit through Vidyo’s qualification process, Vidyo provides repair or replacement services via its RMA Services.

The following information should be provided by the service request initiator and also attached to the return unit:

- Product name and model
- Software version
- Problem description and details
- Vidyo Serial Number
- Contact details and shipping address (including company name)

	Standard RMA	Advanced RMA	Dead on Arrival (DOA)
Silver Service Plans	✓	Optional Fee-Based Upgrade	✓
Gold Service Plans	✗	✓	✓
Definition	The Faulty Unit needs to be returned to Vidyo before the End Customer receives a replacement unit.	Vidyo ships a replacement unit to the Vidyo Partner / End Customer before the End Customer returns the Faulty Unit. The Faulty Unit must be returned to Vidyo within 14 days from the date the replacement unit was received by the End Customer. Failure to return the Faulty Unit within the allotted time frame will result in an invoice for the full MSRP and shipping of the replacement unit.	<b>End Customers</b> are entitled to DOA if a support ticket is submitted within 30 days of the date that the brand new Vidyo Appliance was originally received. <b>Distributors and Resellers</b> are entitled to DOA if a support ticket is submitted within 60 days of the date that the brand new Vidyo Appliance was originally received.



Timing	Vidyo will ship the repaired or replacement unit to the Vidyo Partner/ End Customer within 14 days from receipt of the Faulty Unit.	Vidyo will ship a replacement the same day as requested when approved by 1pm Eastern Time, Monday through Friday, excluding U.S. federal holidays. Requests which are approved after this cutoff time will ship the next business day. Shipment is sent via next day service where available.	Vidyo will ship a replacement the same day as requested when approved by 1pm PM Eastern Time, U.S. EST Monday through Friday, excluding U.S. federal holidays. Requests which are approved after this cutoff time will ship the next business day.
Refurbished/Repaired Replacement Unit	✓	✓	✓ (if Replacement Unit was Refurbished/Repaired)
New Replacement Unit	✗	✗	✓ (if available)
End Customer or Vidyo Partner Responsibility for Faulty Unit Shipping Costs to Vidyo Including Payment of Duties and VAT (Value Added Tax)	End Customer or Vidyo Partner	End Customer or Vidyo Partner	Vidyo*
Responsibility for Replacement Unit Shipping Costs From Vidyo Including Payment of Duties and VAT	Vidyo*	Vidyo*	Vidyo*

\* Note: If Vidyo's diagnostics determine that the Vidyo Appliance was not a Faulty Unit, the Vidyo Partner or End Customer, as the case may be, is responsible for restocking fee and all shipping costs associated with the replacement and faulty unit including payment of duties and Value Added Taxes (VAT).

## Service Request Process

Vidyo offers different options to contact its support team, including via phone, email, chat or ticket form submission through Vidyo Self-Service Help Center (<https://support.vidyocloud.com>).

For additional details on how to contact Vidyo Support please refer to [this article](https://support.vidyocloud.com/hc/en-us/articles/217719518). (<https://support.vidyocloud.com/hc/en-us/articles/217719518>)

- **The Vidyo Phone Hotline:** This should be used only in cases of high severity issues which required the immediate attention of Vidyo's support team.
  - Calls received over the Vidyo Partner Hotline will have a different identification, and will be prioritized over regular phone service requests.
- **Help Center:** Vidyo Self-Service Help Center (<https://support.vidyocloud.com>) allows registered users to read articles, submit and track support tickets, as well as chat live with a support specialist.
- **Email:** [support@vidyocloud.com](mailto:support@vidyocloud.com)
- **Software Download Portal:** Registration and login through <https://support.vidyocloud.com> to receive:
  - Software updates downloads and packages
  - Comprehensive product documentation (e.g., Articles, User Guides, Support Documents, Technotes, etc.)

## Vidyo Service Limitations

Vidyo's support services are subject to the following conditions:

- Vidyo does not support any applications not native to Vidyo Appliance(s)
- Support services will cover only products purchased from Vidyo. Vidyo will not be responsible in any case when service interruption results from the failure of products not delivered by Vidyo. This includes, but is not limited to, network infrastructure, interfaced legacy systems, monitors and other display devices, accessories.
- Vidyo does not provide support services required due to the failure of the End Customer to take avoidance action previously advised by Vidyo, such as the failure of the End Customer to incorporate any system fix, repair, patch, or modification made available to the End Customer by Vidyo
- Support services and covered items are subject to Vidyo's End of Life Policies
- Vidyo retains the right to determine the final resolution of all opened cases
- Subscriber's network must meet the requirements as indicated in the Product Documentation, which at a minimum should include the following standards (i) full duplex must be enabled on all network devices; (ii) RTP latency in one direction between the user and Vidyo Appliance must be less than 150 ms; (iii) RTP jitter must be less than 15 ms; (iv) network segments must not exceed a packet loss rate of three percent (3%); (v) network bandwidth must accommodate at least 256 kb/s up and downstream from each Vidyo Endpoint.
- Vidyo's warranty and support services obligations will be voided in all cases where installation and/or support services were done by personnel not certified by Vidyo.
- Vidyo reserves the right to terminate a support services plan if any service to a Vidyo Product is provided by non-certified personnel or is outside the approved scope as detailed in End Customer and/or Vidyo Partner Responsibilities
- Purchase of a support services plan for Vidyo Products is required to receive support services. In all cases of a lapse in coverage:
  - The Vidyo Partner or End Customer will be required to pay a reinstatement fee for each lapsed year (full or partial year). Contact Vidyo Support for a reinstatement fee quote..
  - For all Vidyo hardware products with a lapsed support plan, remote diagnostics might be required at Vidyo's discretion before a support services plan renewal. Vidyo reserves the right not to renew coverage for specific products following such diagnostics.
- It is mandatory that all components of a Vidyo System (including Vidyo-branded products and 3rd party products and accessories purchased through Vidyo) for each End Customer have the same service plan level. Combining different service plans is not permitted.
  - All Vidyo Endpoints connected to the Vidyo System must be covered by a Vidyo support services plan at all times.
  - Connecting a Vidyo Endpoint without an active support services plan will not be allowed, and will result in voiding the support services coverage on the entirety of such Vidyo System.
- Vidyo does not provide support services for backup and recovery, support of the operating system, support of other software, and retention of data
- Vidyo reserves the right to replace a Faulty Unit with stock of same or better (in Vidyo's discretion) Vidyo Product
- For units not under warranty or an active support plan, Vidyo reserves the right to offer diagnostic and repair services on a per ticket basis per Vidyo's discretion
- Vidyo's warranty does not apply to any Vidyo Appliance or Vidyo software which (i) has been materially altered, except by Vidyo or at Vidyo's direction, or (ii) has not been installed, operated, repaired or maintained in accordance with any installation, handling, maintenance or operating instruction supplied by Vidyo, or (iii) has been subject to unusual physical or electrical stress, negligence or accident.