Services Description for VidyoCloud™ Services

March 2017

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The VidyoCloud™ service brings people together seamlessly for productive video collaboration. It bridges the gap between people, regardless of what communication device, conferencing system, or location they choose. This service enables the members of your organization to communicate and collaborate with one another—as well as with external parties—using a variety of devices including desktop, mobile, and room-based video systems.

In addition to providing ad-hoc and scheduled multi-party video meetings, the VidyoCloud service enables spontaneous direct calling, making it extremely easy and convenient to collaborate with both groups and individuals. Connecting to other users in your organization is also very simple because of the dial-by-name directory.

Calls within the VidyoCloud service are powered by Vidyo technology, which uses dynamic network adaptation to deliver continuously optimized video—regardless of changing network conditions. Vidyo makes it possible for you to experience this superior video quality because we deal with the fluctuations that often occur over unmanaged networks, such as the public Internet.

Organizations can also deploy local instances of Vidyo server technology on-premises to provide network WAN optimization. In this hybrid deployment model, Vidyo traffic is localized to on-premises and off-premises to minimize latency and reduce the number of video streams that need to traverse the enterprise WAN connection. The result is a complete, cloud-based, video communications system that delivers scalable high quality video for rich enterprise collaboration.

Subscriptions

Vidyo offers two paid subscription plans, based on named users:

> Team Plan, for 10-100 Named Users
> Enterprise Plan, for 100 – 10,000 Named Users

In addition, Vidyo currently offers a Free Plan, for individual named users only, with limited features as indicated below. The Free Plan is intended for individual use only; businesses with multiple users should subscribe to the Team Plan or Enterprise Plan.

The Team Plan and Enterprise Plan are user-based subscription plans that provide access to the VidyoCloud service for named users. Organizations can purchase multiple named user subscriptions to achieve the desired deployment size. The VidyoCloud subscription is available in one-year, two-year, or three-year terms, paid annually.

The Team Plan and Enterprise Plan are for communication by the subscribing organization's users with one another and with any other internal or external parties they choose to invite or include (which Vidyo refers to as "guests"). Subscribing to the paid VidyoCloud service includes the ability to connect with Vidyo software-based individual clients, VidyoRoom™ Systems, H.323/SIP based systems, and telephone dial in.

Free Plan, Team Plan & Enterprise Plan Features

The following table compares the plan features and options:

	Free Plan	Team Plan	Enterprise Plan
Plan Features	• Individual named users host up to 10 participants per call • Collaboration over Desktop & Mobile software clients • No plug-ins with WebRTC-enabled browsers	• Named users host up to 100 participants/end-point connections per call • Ability to join from supported VidyoRoom solutions • Interoperability with H.323/SIP endpoints. • Voice functionality included. 1,000 VidyoVoice^{TM} Minutes per named user, per year (shared resource). • Administrative console • Adoption Resources (Self-Service) • Support - 9 am to 7 pm local time of the customer organization's headquarters, business days	**Everything in TEAM Plan plus:** • Host up to 200 participants/end-point connections per call • Custom URL • Recording functionality included. 10GB of cloud recording storage per named user (shared resource).
Options	• None	• High-capacity meeting rooms of 200, 300 or 500 participants • Recording capability and storage, purchased in 100GB	**Same as TEAM Plan plus:** • Additional cloud storage for recordings @ 100 GB increments

	Free Plan	Team Plan	Enterprise Plan
		increments • Support for Slack, HipChat • Hybrid deployments • Additional VidyoVoice Minutes in 10,000 minute increments • 10 additional concurrent voice callers • Additional dial-in numbers in additional countries • Skype for Business Interoperability	

Individuals: Each named user account is a personal use license to be allocated to a single named individual. A named user account is identified by a specific individual user name that is dedicated to usage by that individual; it is not a general or administrator name. The login credentials for one user cannot be shared with other users, cannot be accessed by more than one person, and may not be shared among multiple persons. However, each named user subscription under a paid plan may be transferred to a new user if the prior user no longer requires access. Not permitted for use by customer engagement agents, i.e. those whose primary function is customer engagement involving full-time (or near-full-time) remote communication with numerous different individual customers, prospects, patients, etc. This subscription is intended only for usage when active communication is occurring; surveillance, monitoring or similar applications involving continuous connections are not permitted with this subscription type.

At the end of the subscription term, all provided software (other than Vidyo individual client and VidyoRoom software) must be deleted, and user accounts will terminate, unless renewed. The annual VidyoCloud service subscription fee must be paid at the start of each term (or annually, in the case of multi-year subscriptions), and these fees are non-refundable. Free Plans may be cancelled by the user or by Vidyo at any time.

All subscriptions are subject to the VidyoCloud Terms of Service, available at http://www.vidyo.com/hostedservicestos.

VidyoCloud Capabilities

Personalized Domain

The Free Plan and Team Plan do not provide a unique tenant name or URL. For the Enterprise Plan, Vidyo will provision a single tenant per subscriber organization. For the Enterprise plan only, each tenant is configurable with a unique personalized host portion of the Fully Qualified Domain Name (FQDN). The tenant can be given a hostname, such as host.domain.tld. For example, "companya" can be given hostname companya.vidyocloud.com. Any names must conform to IETF standards and host naming.

Virtual Meeting Room

A virtual meeting room is a virtual space in which multiple participants can connect in order to communicate. A virtual meeting room is intended to be used by the single individual holding the associated user account for hosting calls in which he or she is participating; it is not intended to be used by a general user or administrator or to be used by multiple users. These virtual rooms cannot be assigned as "public" rooms or "shared" rooms that are available to other users. Calls from and to such rooms must be hosted by the associated user only, and at least one named user or subscribed VidyoRoom system (see below) must participate in each call. To avoid any doubt in cases where a user has multiple virtual rooms, that user can use only one such virtual room at any given time (subject to reasonable call overlap).

Guest Participant Access

Guests can be invited to meetings even if they do not have a named user account on the VidyoCloud. However, guests can only participate in a call when invited by a named user, and they have no rights to independently set up or host calls.

Supported Endpoint Types

The following endpoint types are currently supported with, and except as noted below, are included in the VidyoCloud service. Specifications are listed in the endpoint datasheets located at http://www.vidyo.com/resources/.

Endpoint	Description
Vidyo Neo™ for Desktop or VidyoDesktop	Vidyo software-based client that provides two-way video for Windows®, Mac®, and Linux® machines.
Vidyo Neo™ for Mobile VidyoMobile™	Vidyo software-based client that provides two-way video for iOS and Android™ devices.
VidyoRoom™ **(paid plans only)**	Vidyo appliance-based endpoints that provide two-way video designed for conference room use. VidyoRoom systems are compatible with the VidyoCloud and can be purchased separately.. Supported systems include VidyoRoom HD-3, HD-2, HD-40, HD-230, HD-100

Endpoint	Description
	RevD.
VidyoWeb™	Vidyo software-based client for web browsers that provides two-way video through supported web browsers.
VidyoSlate™	Vidyo software-based client providing annotation and white-boarding for iOS and Android devices.
Third-party H.323/SIP* **(paid plans only)**	Vidyo provides interoperability with third-party H.323 and SIP systems (purchased separately) allowing these systems to participant in two-way video calls.
Telephone **(paid plans only)**	Through the VidyoVoice service, telephone dial-in access is available that allows participant voice-only access to meetings hosted on the VidyoCloud. See the list of supported countries in the [VidyoVoice data sheet]().

*Assumes third-party H.323/SIP systems can make calls to the public Internet. Vidyo provides industry-standard interfaces for third-party H.323 and SIP systems and makes every effort to provide help with third-party H.323 and SIP systems; however, Vidyo cannot guarantee interoperability with every system nor is Vidyo responsible for supporting these third-party systems.

Supported Resolutions

The VidyoCloud supports Vidyo endpoints in calls at a resolution up to 4K (3840 x 2160) based upon endpoint specifications, available bandwidth, device computing capability, and device display resolution.

Third-party H.323 and SIP-based endpoints are supported up to 1280 x 720p resolution.

Administrative Console

Vidyo provides paid subscriber organizations with access to the Vidyo administrative console. This web interface enables you to provision users on the subscribed tenant. The designated administrators from the subscriber organization can create and manage users as well as control virtual meeting rooms.

Administrators are allowed to moderate meetings. This is in addition to the virtual meeting room owners' ability to moderate their own meetings. An administrator can access any virtual meeting room on their tenant and perform conference moderation operations on behalf of the virtual meeting room owner.

There are several provisioning methods available for a subscriber:

Provisioning Methods	
Manual	Provision user by filling out account detail in a web form within the administrative console.

Provisioning Methods	
CSV File Import	Bulk user provisioning creation by uploading a formatted comma separated file import.
SAML	Automatic user provisioning by interfacing subscriber tenant to a SAML IDP. **Note**: This is not yet available.
LDAP/AD	Automatic user provisioning by interfacing subscriber tenant to an Active Directory server via LDAP.

Telephone Dial-In

Each paid subscription to the VidyoCloud service comes with the VidyoVoice base package service that provides telephone dial-in up to 10 simultaneous callers (across all current conferences) via a single dial-in number. 1,000 VidyoVoice minutes are provided annually per named user, as a shared resource. Any unused minutes expire at the end of each annual subscription period. Each caller consumes VidyoVoice minutes while connected. Each partial minute of VidyoVoice connection in a conference will consume a full VidyoVoice minute.

Additional minutes and voice connections can be purchased in advance. Additional local dial-in numbers can be purchased.

VidyoVoice	
Base Package (included)	• Single dial-in number in one country • 1,000 minutes per named user per year • Up to 10 concurrent voice callers
Add-on Packages	• Additional dial-in numbers in additional countries, as available • 10 additional concurrent voice callers • 10,000 additional VidyoVoice minutes usable anytime during the paid VidyoCloud subscription period

Note: Each voice caller dialing into the VidyoCloud counts as one end-point connection, relevant for the plan's per-call participant limit.

Encryption

Vidyo utilizes industry standards for securing the VidyoCloud. This includes encryption of data being transmitted. All media and signaling are encrypted between Vidyo endpoints and within the VidyoCloud. This includes the use of TLS and SRTP using AES 128-bit encryption.

Third-party H.323 and SIP endpoints can also connect via encrypted connections to the VidyoCloud, provided the third-party endpoints support and enable compatible encryption.

Recording

VidyoCloud enables recording for meeting, trainings and other purposes. Cloud storage is included in the Enterprise Plan at 10GB per named user, as a shared resource.   In the Team Plan, recording capability and storage can be purchased in 100GB increments as an optional add-on. Additional storage can be purchased as needed for Team and Enterprise Plans. Recording is not available in the Free Plan.

Alternatively, for the Team and Enterprise Plans, recording can be configured as a hybrid deployment (described in the following section) leveraging customer-provided servers and storage when customer needs require.

Hybrid Deployment

The VidyoCloud provides support for a combination of on-premise and cloud-based infrastructure. As a paid subscriber to the VidyoCloud service, you have the option to deploy local instances of Vidyo infrastructure software ("Infrastructure Software") to optimize network utilization. These software solutions are sold as a subscription and require a paid subscription to VidyoCloud services.

Infrastructure Software	Description
VidyoRouter™ VE	Vidyo software server that hosts calls among participants. It dynamically optimizes media traffic flow between Vidyo endpoints and other infrastructure. When deployed locally, it allows traffic within an organization's network to be localized, reducing external bandwidth needs.
VidyoGateway™ VE	Vidyo software server that provides H.323 or SIP interfaces into the VidyoCloud. When deployed locally, it mitigates packet loss effects on video quality of H.323 and SIP sessions.
VidyoReplay™ VE	Vidyo software server that provides recording and webcasting of meetings. It allows meeting hosts to record their meetings for future playback or for live webcast.

Note: Implementation of the on-premises Vidyo infrastructure for hybrid deployments requires you to purchase remote installation services called"System Commissioning Remote Support" (SVC-REMOTE-01) service per virtual machine.

Infrastructure Software subscribed for with the VidyoCloud service may only be used by the subscriber organization together with the VidyoCloud service and is limited to the quantities provided and the term of the subscription, and must be decommissioned and deleted from all subscriber systems and media upon termination of the VidyoCloud subscription.

Software Updates

Vidyo manages the cloud-based infrastructure. This includes providing product updates and fixes for the VidyoCloud service, the included Vidyo endpoints, any subscribed VidyoRoom systems, and any hybrid-deployed Infrastructure Software on a continuous basis if and when made generally available. Should any software upgrade or maintenance require downtime, Vidyo will provide notice to customers as outlined in the VidyoCloud Service & Support Policy.

Software updates can include new features that add additional capability for the VidyoCloud. These new features and capabilities may be provided as part of an existing subscription. However, Vidyo reserves the right to charge for additional features and capabilities. In limited cases, updates may also eliminate features or functionality which Vidyo has determined not to continue to support.

Limitations

Endpoint Limitations

Unless stated elsewhere, the Vidyo endpoints perform to the specifications outlined in the endpoint's data sheet and in the Administrator/User Guides found on the Vidyo Customer Support website.

Meeting Size Limitations

For the Free Plan, meetings cannot exceed more than 10 participants/end-point connections (including the meeting host). For the Team Plan, meetings cannot exceed more than 100 participants/end-point connections (including the meeting host). For the Enterprise Plan, meetings cannot exceed more than 200 participants/end-point connections. Larger call capability can be purchased as an additional option with paid plans. Only one call at a time is allowed per named user (subject to reasonable call overlap).

Network Limitations

Vidyo technology seeks to provide the best possible quality video experience over challenging networks. However, video quality is directly related to network performance and, as the VidyoCloud is delivered over the public Internet and recipients' local networks, no guarantees can be made with regard to network performance or video experience.

Vidyo Endpoint Network Requirements

The subscriber's network must meet the requirements indicated in the Specifications including the following standards:

- Full Duplex must be enabled on all network devices

- RTP latency in one direction between the User and Hosted application/equipment must be less than 150 ms
- RTP jitter must be less than 15 ms
- Network segments must not exceed a packet loss rate of three percent (3%)
- Network bandwidth must accommodate at least 256 kbps up and downstream from each endpoint

H.323 and SIP Network Requirements

The type of technology used in most H.323 and SIP videoconferencing systems is very sensitive to network errors. In order to maintain acceptable quality, the network must deliver a sufficient level of performance. Users of third-party H.323 and SIP systems should adhere to the manufacturer's recommended network requirements for quality. Vidyo recommends the following for H.323 and SIP systems connecting to the VidyoCloud:

- Full Duplex must be enabled on all network devices
- RTP latency in one direction between the endpoint and VidyoCloud must be less than 150 ms
- RTP jitter must be less than 15 ms
- Network segments must not exceed a packet loss rate of one-half percent (0.5%)
- Network bandwidth must accommodate at least 384 kbps up and downstream from each endpoint.

Modifications

Vidyo reserves the right to modify this Service Description (in whole or in part) at any time without notice, provided that any modification which materially reduces functionality of the service will be notified in advance and will entitle customer to terminate its subscription within 30 days of such notice.