Service Plans Handbook
for Enghouse Vidyo Direct Customers

Version 2.0

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1. Introduction

Enghouse Vidyo delivers a highly scalable video, audio and content collaboration platform that delivers unparalleled quality experiences with unprecedented ease of use, all at prices that are at or below the cost of audio only conferencing at scale.

In addition to its innovative solution, Enghouse 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 Enghouse Vidyo support service plans to its End Users who have purchased Enghouse Vidyo's products.

The document covers:

■ Available Service Plans

■ Services Provisioning Process

■ RMA process

■ Plus Level / White Glove Plans

2. Definitions

- **"Bug"** means failure of an Enghouse Vidyo Product to perform according to the product documentation and its functional specifications.

- **"Business Hours"** means the time window between 9 AM and 7 PM, Monday through Friday, excluding national holidays, in the geographic location where the Enghouse Vidyo Product or Enghouse Vidyo Service is being used by its End User.

- **"End User"** means an entity that receives Enghouse Vidyo Products or Enghouse Vidyo Services from Enghouse Vidyo.

- **"Functional Specifications"** means detailed technical specifications or other product design documents created by Enghouse Vidyo to describe the Enghouse Vidyo Products.

- **"Infrastructure Products"** means Enghouse Vidyo Products used by the End User to connect between video conferencing endpoints.

- "**Product Documentation**" means all product description documents, user operating manuals and other technical notes that are formally released by Enghouse Vidyo to support the Enghouse Vidyo Products.

- **"RMA"** means Return Merchandise Authorization process, which defines the return of a failing Enghouse Vidyo Product for repair or replacement:

  - **"Standard RMA"** A Replacement unit shipped back to the End User within 14 days from receipt of the failing unit.

  - "**Advanced RMA (ARMA)"** means a replacement will be shipped the same day the request was received (or on the next business day from when the request was received if it was received outside business hours of U.S. Eastern Time) using expedited shipping service, if the request was received by 3 PM U.S. Eastern Time and all information on the failing unit was provided by the End User. The End User is obliged to return the failing unit within 14 days from the reporting date. The End User will be charged the full price of the unit if it is not returned within this timeframe.

  - **Damage to Vidyo hardware, including damage or removal of Regulatory label, will result in the customer being responsible for the replacement cost of the unit.**

- **"Service Tier"** means one of four levels that received a service request, and owns responsibility to execute and deliver the support service. This can be Enghouse Vidyo Customer Support representative or an End User representative.

- **"Site"** means a specific geographic location where Enghouse Vidyo Product is being installed and/or used by its End User.

- "**Enghouse Vidyo Appliance**" means a single unit of Enghouse Vidyo Infrastructure Product (e.g., VidyoGateway™, VidyoPortal™, VidyoReplay™, or VidyoRouter™) or single unit of Enghouse Vidyo Endpoint product with its accessories (e.g. VidyoRoom™,

VidyoConnect™ Room, or VidyoPanorama™ with the accessories that were purchased with it, such as a video camera, audio device, external IR device, screen-sharing device, etc.).

- **"Enghouse Vidyo Endpoint"** means any device running Enghouse Vidyo client software that is used to connect to an Enghouse Vidyo conference. Enghouse Vidyo endpoints may be software running on open computing platforms or an Enghouse Vidyo Appliance.

- **"Enghouse Vidyo Partner"** means an authorized/certified party delivering Enghouse Vidyo solution and/or support for Enghouse Vidyo Products. The Enghouse Vidyo Partner's representative must attend Enghouse Vidyo technical certification training and successfully complete the training in order to be certified to deliver support for Enghouse Vidyo Products.

- **"Enghouse Vidyo Product"** means Enghouse Vidyo hardware and/or software module delivered and installed directly by Enghouse Vidyo or by a certified Enghouse Vidyo Partner. Enghouse Vidyo hardware and/or software which undergoes a significant change (such as hardware infrastructure change, major internal component change, technology transformation, software platform change, or others), will be considered a new product, and will be identified by a change in the product name and/ or model designator.

- **"Warranty Period"** means the period defined in the relevant agreement between customer and Enghouse Vidyo.

- **"24x5 Support"** means the time window in which the service is provided at all times of the day during business days only (weekends and national holidays excluded), in the geographic location where the Enghouse Vidyo Product or Enghouse Vidyo Service is being used by its End User.

- **"24x7 Support"** means the time window in which the service is provided at all times of the day during all days of the week, regardless of time zone, holidays, or working hours.

3. Services Provisioning Process

This section will describe the process of managing a support service request. The section will cover the following:

- Service Tiers and Scope

- Service Plans

- Scope of Services

- Service Request Initiation Process

- Service Policies & Limitation

Service Tiers and Scope

Enghouse Vidyo Support plans outline four different Service Tiers. Each Service Tier is defined by its scope of services and the party responsible for the delivery and execution of those services.

The following are the four Service Tiers:

- **Tier 1 - Certified Sys Admin** — System Administrator within the End User organization (Site Administrator and/ or IT personnel)

  Scope of Services:

  ☐ Ongoing system administration, management, and preventive support

  ☐ System user management (user settings, user database administration, password management)

  ☐ Routine system database backup and administration

  ☐ Rollout software updates and upgrades

  ☐ Installation and configuration on users' workstations for:

    ♦ Infrastructure Components — VidyoPortal, VidyoRouter, VidyoReplay, VidyoGateway, and/or VidyoServer for WebRTC

    ♦ Endpoints — VidyoConnect for desktop, VidyoDesktop, VidyoConnect Room, and/or VidyoRoom

  ☐ Enghouse VidyoConnect installation and configuration on users' workstations

  ☐ Execution of RMA process for repair or replacement of failing modules. The following are the four Service Tiers.

■ **Tier 2 – Certified Technician** — An Enghouse Vidyo Customer support engineer

Scope of Services:

☐ Managing service requests that could not be resolved by Tier 1

☐ Supporting routine system maintenance

☐ Supporting server software and hardware system updates and upgrades

☐ Basic level fault diagnostic and service restoration

☐ Execution of RMA process for repair or replacement of failing modules

■ **Tier 3 - Enghouse Vidyo Support** — A Enghouse Vidyo Customer support Subject Matter Expert (SME)

Scope of Services:

☐ Managing service requests that could not be resolved by Tier 2

☐ Expert-level support for Enghouse Vidyo Products including fault diagnostics, service restoration, and failure resolution

☐ Hardware break fix (submitted through RMA process)

■ **Tier 4 - Enghouse Vidyo R&D** — Enghouse Vidyo's R&D Representative

Scope of Services:

☐ Management of complex service requests that could not be resolved by Tier 3 and which require 'in depth' product knowledge and diagnostic tools

☐ R&D level for software and hardware fault diagnostics

☐ Resolution of defective software modules that materially impact the Enghouse Vidyo services delivery

☐ Hardware module failure analysis and repairs

Service Plans

Enghouse Vidyo End Users can purchase a support plan, which includes delivery of support services directly from Enghouse Vidyo. Purchasing of this plan is available only through an Enghouse Vidyo reseller.

The following support plans are available for purchase:

■ Silver Plus

■ Gold Plus

■ White Glove

Note Please refer to Appendix B: Plus Level / White Glove Plans for further details on the Plus level/White Glove Plans.

The Enghouse Vidyo support team will provide services covered by these plans directly to a designated team (e.g. IT team) at the End User The available Enghouse Vidyo support plans cover both Enghouse Vidyo Infrastructure and endpoint products.

Scope of Service Plans

Services	Silver Plus	Gold Plus	White Glove
Phone, Help Center portal, email support for software and hardware	√	√	√
Response Time 8 business hours	√	√	√
Enhanced Response Time Urgent=30 mins; High=2 hours; Normal=8 hours	Within business hours	24 x 7	24 x 7
24 X 7 Coverage for critical cases impacting production	N/A	√	√
Access to software updates and upgrades	√	√	√
Upgrade/updates performed by Vidyo	N/A	N/A	√
Onsite Support	N/A	N/A	√
Dedicated Technical Support Manager	N/A	N/A	√
Scheduled case review meeting	N/A	N/A	√
Root Cause Analysis Official Report	N/A	N/A	√
Standard RMA	√	N/A	N/A
Standard RMA Return	14 days from receiving the unit	-	-
Advanced RMA (ARMA) return time	Optional	Same day shipping	Same day shipping
Advanced RMA	Optional	√	√

- Travel expenses will be billed to the client for Onsite Support and it must coordinated by both parties in advance.

- Support services delivered over the phone, Help Center Portal, and email will be limited to fault diagnostic, troubleshooting and service restoration only.

- Support services are subject to the [Enghouse Software Maintenance Policy](https://support.vidyocloud.com/hc/en-us/articles/360000986974-Vidyo-Software-Maintenance-Policy) at https://support.vidyocloud.com/hc/en-us/articles/360000986974-Vidyo-Software-Maintenance-Policy.

- Standard RMA can be upgraded to Advanced RMA (ARMA) for an additional fee.

- Advanced RMA (ARMA) service for the Silver Plus Plan can be obtained for an additional fee.

- Replacement ships same day as requested when the RMA request is received by 3 PM U.S. ET, or next business day if the request is received later in the business day.

Service Request Initiation Process

Enghouse Vidyo offers different options to contact its Customer Support organization via phone, email or the Help Center.

For additional details, please refer to the [Contact Us](https://support.vidyocloud.com/hc/en-us/sections/203971547-Contact-Us) (https://support.vidyocloud.com/hc/en-us/sections/203971547-Contact-Us) article.

Help Center Portal:

Enghouse Vidyo Self-Service [Help Center](https://support.vidyocloud.com/hc/en-us) (https://support.vidyocloud.com/hc/en-us) allows registered users to read articles, submit, and track support tickets.

Software Download Portal:

Enghouse Vidyo [Help Center Downloads](https://support.vidyocloud.com/hc/en-us/categories/202620447) section (https://support.vidyocloud.com/hc/en-us/categories/202620447). You must login to get full access to the downloads.

Information available:

- Additional software downloads

- Additional product documentation (user guides, data sheets, support documents, tech notes, etc.)

Note Customers must delete/change temporary passwords that are used to allow the Enghouse Vidyo support staff to have access to perform the updates/upgrade the service.

Service Policies and Limitations

This section covers the policies and limitations associated with the delivery of the service plans described in this document:

■ Support services will cover only products purchased from Enghouse Vidyo. Enghouse Vidyo will not be responsible in any case when service interruption results from the failure of products not delivered by Enghouse Vidyo. This includes but is not limited to network infrastructure, interfaced legacy systems, monitors and other display devices, accessories, etc.

■ Enghouse Vidyo's support obligations exclude cases of hardware failure resulting from causes such as accident, abuse, misuse, neglect, problems resulted from unstable electrical power source or other abnormal electrical or physical stress, acts of God, normal wear and tear, or operation not in accordance with the Product Documentation.

■ Enghouse Vidyo's warranty will be voided in all cases where installation and/or support services were done by a technicians not certified by Enghouse Vidyo.

■ Damage to Vidyo hardware including damage or removal of Regulatory label will result in the customer being responsible for the replacement cost of the unit.

■ All Enghouse Vidyo End Point Products connected to the Enghouse Vidyo Infrastructure must be covered by Enghouse Vidyo support plan at all times. Connecting a Enghouse Vidyo End Point Product without an active support plan will not be allowed, and will result in voiding the support service coverage on the Enghouse Vidyo Infrastructure.

■ Purchasing of a support plan for Enghouse Vidyo Products is required on an annual basis. In all cases of lapse in coverage:

  ☐ The End User will be required to pay a reinstatement fee. Reinstatement fee for each lapsed year (full or partial year) will be equal to 115% the applicable support plan annual fee from the date previous support coverage lapsed until current time.

  ☐ For all Enghouse Vidyo hardware products with lapsed support plan, remote diagnostics might be required at Enghouse Vidyo's discretion before the support service renewal. Enghouse Vidyo reserves the right not to renew coverage to specific products following such diagnostics.

■ **It is mandatory that all components of the Enghouse Vidyo system (Including Enghouse Vidyo branded products and third-party products and accessories purchased through Enghouse Vidyo) for each End User have the same service plan level. Combining different service plans is not permitted.**

■ White Glove level is available in selected geographical areas. Enghouse Vidyo reserves the right not to accept purchase orders with the White Glove Plan in cases where prior Enghouse Vidyo approval was not obtained. Please check availability with your Enghouse Vidyo Sales representative prior to quoting such a plan.

■ Support services are subject to Enghouse Vidyo's End of Life Policies.

End Customer Responsibilities

The End Customer shall be responsible for:

- Identifying at least two 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. For more information about our Admin training (onsite and remote), please visit our Vidyo University, https://www.vidyo.com/vidyo-university/technical-certification.

- 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.

- Enghouse Vidyo endpoint installation and configuration on End Customers' workstations.

- If an Enghouse Vidyo Appliance is replaced, the End Customer will return the Faulty Unit pursuant to the RMA process.

- Upon request, the End Customer will support Enghouse Vidyo's problem resolution efforts by:

  - Providing all information necessary for Enghouse Vidyo to deliver timely and professional remote support and to enable Enghouse 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 Enghouse 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 describe.

Appendix A: RMA Process

Refer to Chapter 2. Definitions for the RMA process definition and available RMA service level.

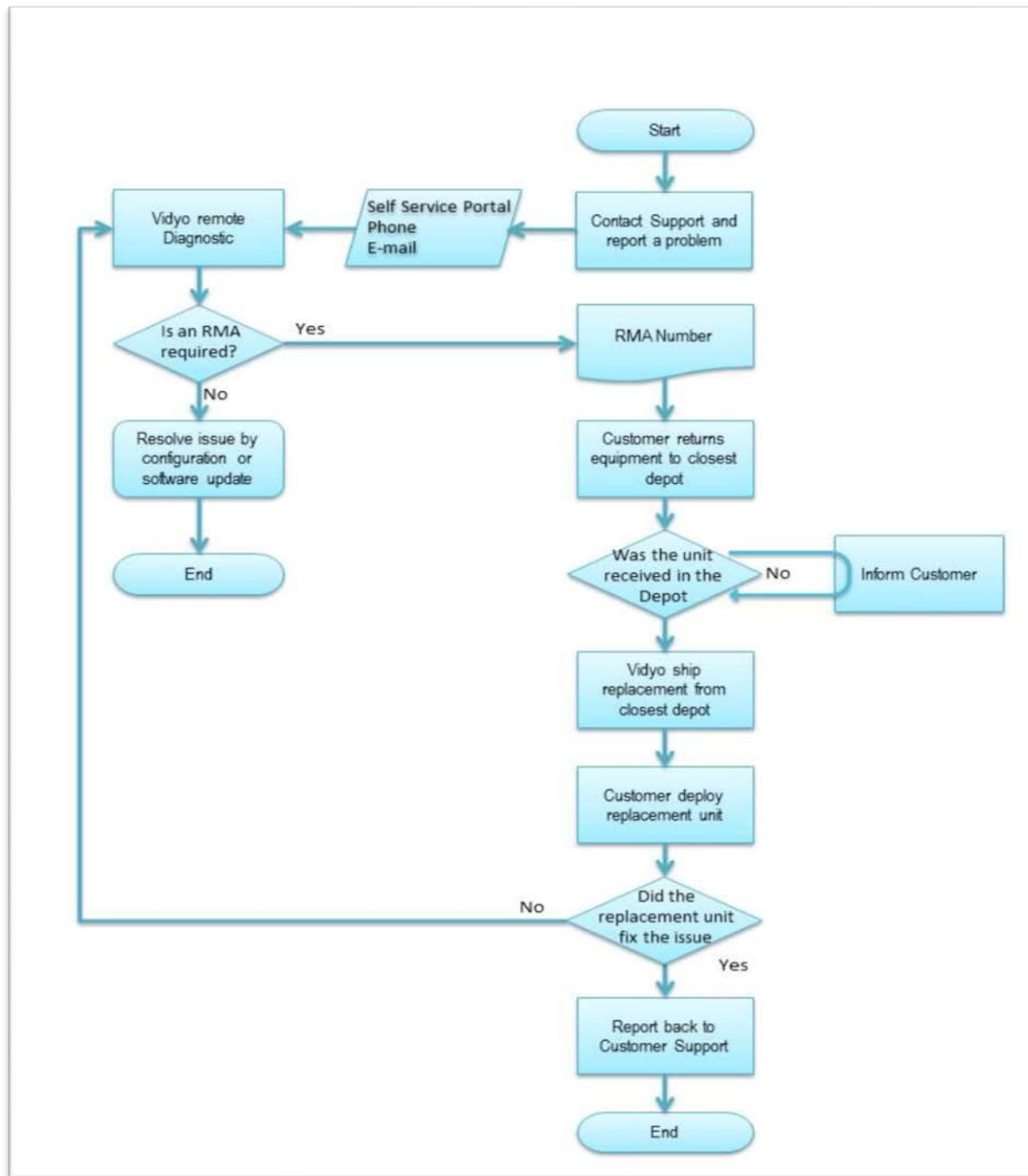## Shipping Cost Responsibility

For both RMA and ARMA options:

- Failing Unit:
    - Ship to Enghouse Vidyo – Enghouse Vidyo End User responsibility
    - Ship back to End User – Enghouse Vidyo responsibility
- No Fault Found (NFF):
    - End User responsibility to pays both ways
- Dead On Arrival (DOA):
    - If reported within two weeks from the day the unit was shipped to the End User site – Enghouse Vidyo responsibility to covers both ways
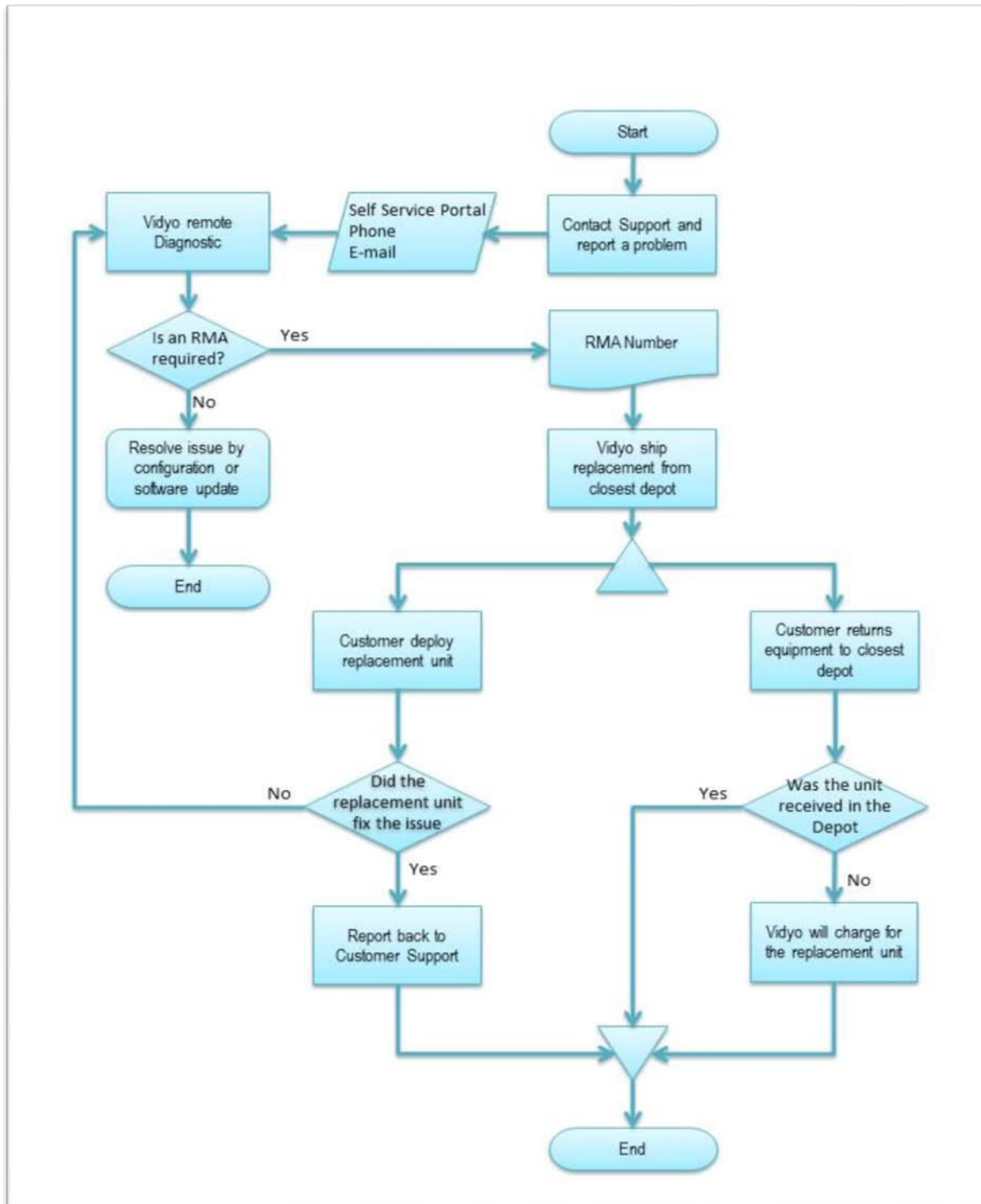
RMA Information

In order to ensure handling of an RMA/ARMA request, the following information should be provided by the End User representative, and also attached to the return unit:

- Product name and model
- Software version
- Problem description and details
- Unit serial number
- Contact details and shipping address

Standard RMA Process Flow

Advanced RMA Process Flow

Appendix B: Plus Level / White Glove Plans

Enghouse Vidyo Tier I Plus/White Glove Support responsibilities include:

- Serve as the internal Tier I End-User support Help Desk personnel for Enghouse Vidyo End Users

- Serve as the designated sole point(s) of contact to Enghouse Vidyo Technical Support Team for system related issues.

- Ongoing system administration.

- System user management (user settings, user database administration, password management).

- Routine system database backup and administration.

- Rollout of software updates and upgrades (for all Enghouse Vidyo products and infrastructure).

- Execution* of Return Merchandise Authorization (RMA) process for replacement of failing modules.

Note **Please Note:* In case of unit Advanced Replacement (ARMA), Plus/White Glove customers must return the failing unit back to Enghouse Vidyo within a maximum of 14 days from receiving the replacement unit from Enghouse Vidyo. Failing to comply with this may result in the Plus customer being charged for the full price of the unit.

As a Plus/White Glove Support Plan customer, you will be able to enjoy the following services:

- Direct access for your designated technical team to contact our Enghouse Vidyo Customer Support Team:

  - ☐ Phone support for time-sensitive service requests.

  - ☐ Enghouse Vidyo Help Center at https://support.vidyocloud.com/hc/en-us for submitting and tracking your support tickets and for on-line live chat with support specialist.

  - ☐ Enghouse Vidyo support email and phone to submit tickets.

    Note that the phone support hours of coverage are based upon the support plan purchased as either:

    - ♦ **Silver Plus** – business days/business hours

    - ♦ **Gold Plus** – 24 hours during business days

    - ♦ **White Glove** – 24 X 7

- Access to Enghouse Vidyo Help Center (https://support.vidyocloud.com/hc/en-us) for technical information including software downloads, technical notes, and product documentation.

- One hour Enghouse VidyoConference welcome session delivered post installation to your designated Enghouse Vidyo technical administration team.

- Remote Technical Support Services – Enghouse Vidyo Support Engineers available to join the partner or the End Customer's Certified Vidyo Admin remotely on an agreed pre-scheduled date and time within the timeframe based on the support package. This service does not apply to out-of-scope services. (See the Enghouse Vidyo offers different options to contact its Customer Support organization via phone, email or the Help Center.

For additional details, please refer to the Contact Us (https://support.vidyocloud.com/hc/en-us/sections/203971547-Contact-Us) article.

Help Center Portal:

Enghouse Vidyo Self-Service Help Center (https://support.vidyocloud.com/hc/en-us) allows registered users to read articles, submit, and track support tickets.

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Information available:

- Additional software downloads

- Additional product documentation (user guides, data sheets, support documents, tech notes, etc.)

- Customers must delete/change temporary passwords that are used to allow the Enghouse Vidyo support staff to have access to perform the updates/upgrade the service.

- Service Policies and Limitations section for more information.)

- Onsite Technical Support Services – Enghouse Vidyo will dispatch its Support Engineer to join the Vidyo Partner's or the End Customer's Certified Vidyo Admin's site on an agreed pre-scheduled date and time. **This service is only available under White Glove service package**. Travel expenses will be billed to the client.

Note During COVID-19, Enghouse Vidyo will employ virtual services wherever possible if onsite arrangements cannot be made.