



# Service Plans Handbook for Enghouse Vidyo Partners

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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:

- Definitions
- Service Provisioning Process
- RMA Process

## 2. Definitions

- **“Bug”** means failure of an Enhouse 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 Enhouse Vidyo Product or Enhouse Vidyo Service is being used by its End User.
- **“End User”** means an entity who receives Enhouse Vidyo Products or Enhouse Vidyo Services from Enhouse Vidyo.
- **“Functional Specifications”** means detailed technical specifications or other product design documents created by Enhouse Vidyo to describe the Enhouse Vidyo Products.
- **“Infrastructure Products”** means Enhouse 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 Enhouse Vidyo to support the Enhouse Vidyo Products.
- **“RMA”** means Return Merchandise Authorization process, which defines the return of a failing Enhouse Vidyo Product for repair or replacement:
  - **“Standard RMA”** means 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 Enhouse Vidyo Customer Support representative or an End User representative.
- **“Site”** means a specific geographic location where the Enhouse Vidyo Product is being installed and/or used by its End User.
- **“Enhouse Vidyo Appliance”** means a single unit of Enhouse Vidyo Infrastructure Product (e.g., VidyoGateway™, VidyoPortal™, VidyoReplay™, or VidyoRouter™) or single unit of Vidyo Endpoint product with its accessories (e.g. Single 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.).

- **“Enhouse Vidyo Endpoint”** means any device running Enhouse Vidyo client software that is used to connect to an Enhouse VidyoConference. Enhouse Vidyo Endpoints may be software running on open computing platforms or an Enhouse Vidyo Appliance.
- **“Enhouse Vidyo Partner”** means an authorized/certified party delivering Enhouse Vidyo solution and/or support for Enhouse Vidyo Products. The Enhouse Vidyo Partner’s representative must attend Enhouse Vidyo technical certification training and successfully complete the training in order to be certified to deliver support for Enhouse Vidyo Products.
- **“Enhouse Vidyo Product”** means Enhouse Vidyo hardware and/or software module delivered and installed directly by Enhouse Vidyo or by a certified Enhouse Vidyo Partner. Enhouse 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 the customer and Enhouse 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 Enhouse Vidyo Product or Enhouse 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 covers the following:

- Service Tiers and Scope
- Service Plans
- Service Request Initiation Process
- Service Policies and Limitations

### Service Tiers and Scope

Enhouse 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.

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**Note** Partners provide Tier 1 and Tier 2 service support, while Enhouse Vidyo provides Tier 3 and Tier 4 service support.

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The following are the four Service Tiers:

- **Tier 1 – Partner Certified Sys Admin** —System Administrator within the partner 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
    - Execution of RMA process for repair or replacement of failing modules
- **Tier 2 – Partner Certified Technician** — A Partner Enhouse Vidyo Customer support engineer

**Scope of Services:**

- 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** — An Enghouse Vidyo Customer support Subject Matter Expert (SME)

**Scope of Services:**

- Managing service requests that could not be resolved by partner support department (Tier 1 and 2)
- 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 offers our Partners the Basic Level Plans: Partner Silver and Partner Gold. Under the Basic Level Plans, Enghouse Vidyo Partners will provide their own branded service plans to their End Users. Following are the available plans and scope of services:

- Basic Level Plans:
  - Partner Silver
  - Partner Gold

## Scope of Service Level Plans

Services	Partner Silver	Partner Gold
Phone, Help Center portal, and 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 5
24 X 7 Coverage for critical cases impacting production	N/A	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
Standard RMA Return	14 days from receiving the unit	N/A
Advanced RMA (ARMA) return time	Optional	Same day shipping
Advanced RMA	Optional	√

- ❑ Travel expenses will be billed to the client for Onsite Support and it must be 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.



- 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.)

## 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.

- **Only Enghouse Vidyo Partners, with the required Vidyo-certified technical team, can purchase the Partner level plans (Partner Silver and Partner Gold), and provide their own branded service to the End User.**
- All Enghouse Vidyo Endpoint Products connected to the Enghouse Vidyo Infrastructure must be covered by Enghouse Vidyo support plan at all times. Connecting an Enghouse Vidyo Endpoint 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 Partner will be required to pay for reinstating a lapsed contract. The lapse fee will be the full fee for each lapsed year (full or partial year) for the applicable support plan annual fee, from the date previous support coverage lapsed until current time, plus a 15% reinstatement fee.
  - For all Enghouse Vidyo hardware products with a lapsed support plan, remote diagnostics may be required, at Enghouse Vidyo's discretion, before the support service will be reinstated. 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 is covered by the same service plan level. Combining different service plan levels is not permitted.**
- All Tier 2 technicians must have successfully completed and maintained Enghouse Vidyo certification; Enghouse Vidyo reserves the right to terminate the service plan if Tier 2 service is provided by non-certified personnel, or is outside the approved scope as detailed in the "Service Tiers and Scope" section.
- 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), <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.
- Enhouse Vidyo Endpoint installation and configuration on End Customers' workstations.
- If an Enhouse Vidyo Appliance is replaced, the End Customer will return the Faulty Unit pursuant to the RMA process.
- Upon request, the End Customer will support Enhouse Vidyo's problem resolution efforts by:
  - Providing all information necessary for Enhouse Vidyo to deliver timely and professional remote support and to enable Enhouse 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 Enhouse Vidyo's support team.
  - Performing other reasonable activities to help Vidyo identify or resolve problems, as requested by Vidyo.

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

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## Vidyo Partner Responsibilities

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

- Identifying at least two Certified Vidyo Admins within its organization as focal point liaisons.
- Providing 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, including 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 installing and running 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.

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**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.

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# Appendix A: RMA Process

Refer to Chapter2: [Definitions](#) for the RMA process definition and available RMA service level.

## Shipping Cost Responsibility

For both RMA and ARMA options:

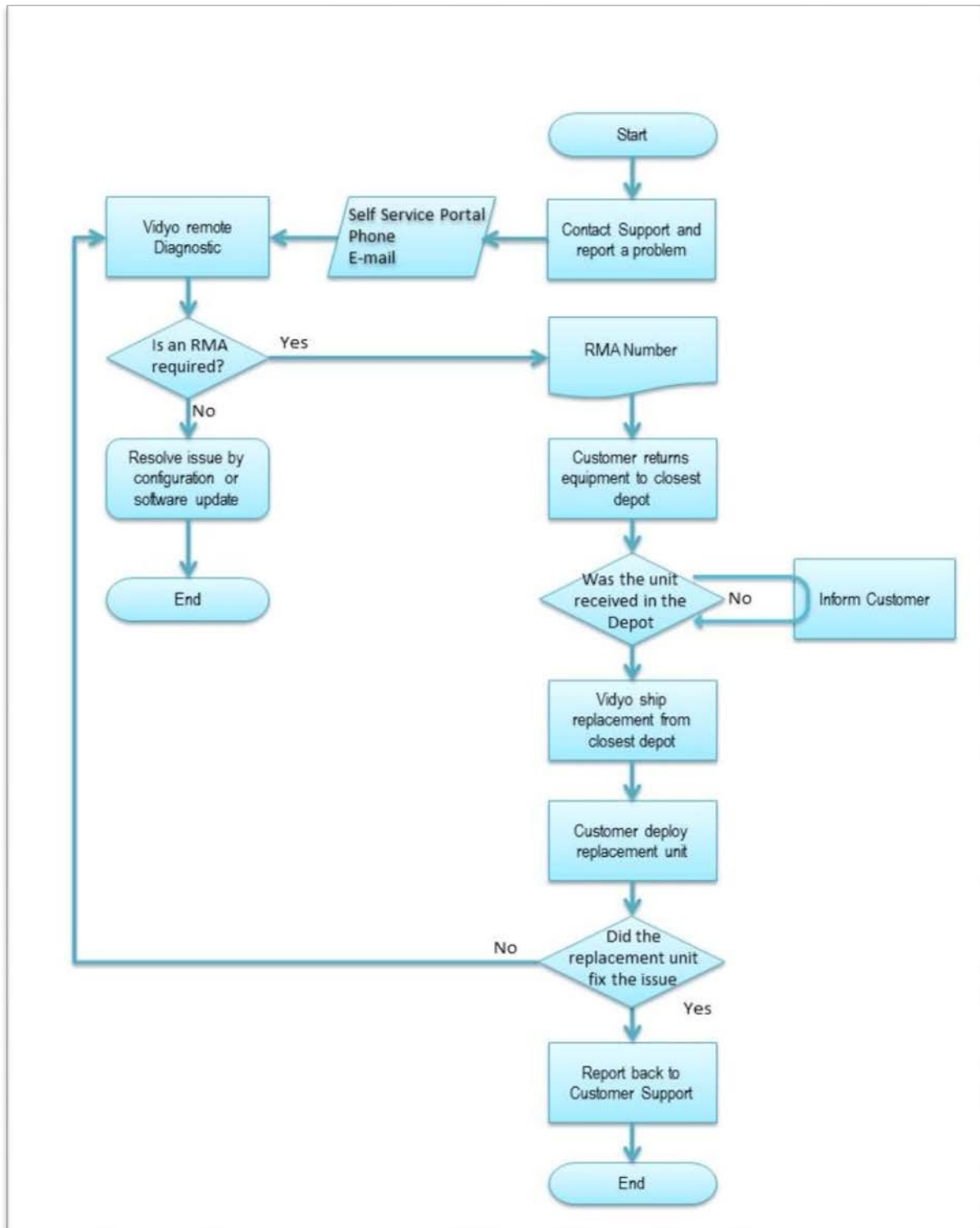
- Failing Unit:
  - Ship to Enghouse Vidyo – Enghouse Vidyo End User responsibility
  - Ship back to End User – Enghouse Vidyo responsibility
- No Fault Found (NFF):
  - End User responsibility to pays both ways
- Dead On Arrival (DOA):
  - If reported within two weeks from the day the unit was shipped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

