


poly 8L531AA Studio X70 with TC10 Conferencing Video Bar



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Service Description

SUMMARY

Poly's Partner Branded Premier Software Support provides Certified Partners ("Partner") with technical telephone support, Software Upgrades and Updates, and access to Polycom's support portal (the "Service"). Partner Branded Premier Software Support is available through two service offerings: 8x5 and 24x7.

PARTNER COMMITMENTS

The Partner will

1. Be responsible for the delivery of all support services to its Customers. This includes but is not limited to telephone support, on-site labor, parts replacement, Software Updates and Upgrades, and training.
2. Ensure all its technical personnel have completed Poly training for those Poly Products that they service. At a minimum, all personnel who are required to service Poly Products (except voice products) must become a Certified Videoconferencing Engineer.
3. List all Partner technical personnel who completed Poly Product training on the Partner profile form.
4. Be responsible for operating and managing its systems, and performing Tier 1 activities. Poly-trained Partner personnel should be on-site to provide Tier 1 diagnostics, maintenance, and administration.
5. Tier 1 activities include but are not limited to the following:
 - Monitoring, maintaining, administering, and troubleshooting defects that occur with the Poly Products;
 - Operating the system 24x7 and be available for on-call or onsite assistance 24x7;
 - Performing system administration including adds, changes, and other updates to the licensed Software the configuration that is authorized in writing by Poly;
 - Performing system backups and restorations including creating local system backups of the licensed Software on various media as required;
 - Monitoring system alarms;
 - Performing system diagnostics and taking corrective action as necessary;
 - Being fully capable of using network monitoring test equipment and providing traces of such events to Poly Tier 2 support personnel when requested;
 - Maintaining various maintenance logs;
 - Isolating system defects (Poly Products and licensed Software); and
 - Escalating defects to Poly Tier 2 as necessary.
6. Be responsible for installing any Software Upgrades or Updates that are made available to the Customer for Poly Products are covered by this Service.
7. Be responsible for all maintenance and repair on Customer-provided servers.

SERVICE ELEMENTS

Technical Telephone Support Poly will provide technical telephone support Monday through Friday 9 am to 5 pm excluding recognized government holidays for Poly Products covered by this Service to an unlimited number of the Partner's designated technical representatives. Poly support engineers will provide remote assistance in diagnosing, configuring, and troubleshooting Poly Products covered by this Service. This support will be made available through regional phone numbers and in select local languages. Poly provides a phone number and local language information at <http://support.polycom.com>.

PARTNER BRANDED PREMIER SOFTWARE SUPPORT

Priority Management

Poly will classify a reported Partner problem based on the following methodology:

Escalation Management

Poly has established formal escalation procedures to resolve complex Partner problems. Poly's support management team coordinates the escalation of problems through tiers of technical expertise, rapidly engaging the right specialists throughout Poly. In addition, Poly will execute internal notifications to alert Poly's service management when Partner support cases age past established thresholds.

Response Objectives

Poly will respond (as set forth below) to and use commercially reasonable efforts to provide a fix or a workaround if Poly determines that such a workaround would be an adequate response. In the case of a workaround for a Critical or Major Defect, Poly will use commercially reasonable efforts to provide a fix within the next release. Response Objective timeframes are calculated within business hours (e.g., A major defect problem reported at 5 pm will be responded to by a Poly support engineer by 8:30 am the following morning (excluding holidays). Response Objectives are Poly targets for service responsiveness but are not commitments or service-level agreements.

Polycom Support Portal

Poly will provide 24x7 Partner access to <http://support.polycom.com>. This support portal will include the following functionality for Partner accounts:

User-friendly Product Registration

Product licensing lookup

Knowledgebase searches

Downloading the latest Product documents and software
Creating online service requests and checking the status
Partner Branded Premier 24x7 Software Support (Optional) The 24x7 option enhances Poly's Partner Branded Premier Software Service by providing technical telephone support 24x7 for Poly Products covered by this Service. Poly support engineers will provide remote assistance in diagnosing, configuring, and troubleshooting Poly Products covered by this Service. This support will be made available through regional phone numbers and in select local languages. Poly provides a phone number and local language information at

<http://support.polycom.com>.

SECURITY MANAGEMENT

Polycom's Information Security Management System ("ISMS") is ISO 27001 certified; the certificate is available at http://www.coalfireiso.com/Certificates/Polycom-ISO-27001-Certificate-Award_3-24-2017.pdf. To prevent security incidents and detect vulnerabilities, Poly uses Security by Design (products are hardened and network ports are only allowed as necessary) and Privacy by Design (access is only allowed via least privileged and need-to-know methodologies and data is encrypted in transport and at rest as needed) principles. When anomalies are identified, they are promptly investigated to determine if a security or privacy incident has occurred. If an incident is identified that affects the delivery of the Services or the confidentiality, integrity, or availability of Customer data, the Customer will be notified in a timely fashion. Self-service information may exist on the Polycom support portal at <https://support.polycom.com/content/support/security-center.html>. Privacy and GDPR information are available at <https://www.polycom.com/company/privacy.html>.

TERMS AND CONDITIONS

This Service Description is subject to the Polycom Service Terms and Conditions for Resellers


at: <http://www.polycom.com/products-services/services/services-terms-and-conditions-resellers.html>

In the event of a conflict between the terms of this Service Description and the Polycom Service Terms and Conditions for Resellers, the Polycom Service Terms and Conditions for Resellers will apply. All capitalized terms used and not otherwise defined herein, excluding proper nouns and other grammatically required capitalization shall have the meaning outlined in the Polycom Glossary located at:

<http://www.polycom.com/content/dam/polycom/common/documents/guides/polycom-glossary-of-terminology-andabbreviations-guide-enus.pdf>

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Documents / Resources

	<p>poly 8L531AA Studio X70 with TC10 Conferencing Video Bar [pdf] Instruction Manual 8L531AA Studio X70 with TC10 Conferencing Video Bar, 8L531AA, Studio X70 with TC10 Conferencing Video Bar, TC10 Conferencing Video Bar, Conferencing Video Bar, Video Bar</p>
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References

- [User Manual](#)

[Manuals+](#), [Privacy Policy](#)

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