



## SERVICE DESCRIPTION

---

# Polycom Network System De-installation and Re-installation

This Service Description document outlines the Polycom Network System Relocation Service. The objective of the Relocation Service is to provide the end user customer with expertise to successfully complete the de-installation and subsequent re-installation of one network system and move to a new location. This service does not include shipping and transportation services or shipping coordination of the components to the new system location.

### **Polycom Resources and Responsibilities**

The Polycom resources involved in the Installation Service include the following roles:

- Relocation Coordinator – Remote administrative role that is responsible for coordinating the completion of the Pre-Relocation checklist with the customer.
- Field Engineer – The Field Engineer is the technical resource that goes onsite to perform the de-installation and subsequent re-installation and configuration at the designated customer site in accordance with the product specifications.

### **Customer Resources and Responsibilities**

Customer is required to identify the following resources to be engaged with the Polycom Relocation Team for the timely completion of the Relocation, including the following roles. These resources will be considered the Customer relocation team.

- Primary Contact – Acts as the primary interface and decision-maker with Polycom and communicates or assists with communication of all details required for the relocation completion. This individual will attend all scheduled meetings pertaining to the relocation and has signatory authority to work with Polycom through all phases of the relocation. The Primary Contact is responsible for keeping the Secondary Contact informed of all details should the Primary Contact be unavailable.
- Secondary Contact – Acts as the secondary interface to the Polycom Relocation Team in addition to the Primary Contact, or when the Primary Contact is not available.
- Technical Contact(s) – Acts as the Customer technical resource(s) to provide any needed technical or network related information to enable Installation completion. These individual(s) should be readily accessible at all times while the Polycom Field Engineer is performing de-installation and re-installation. Contact(s) should be able to administer all messaging and Microsoft Lync environments as needed as well as provide access to necessary infrastructure and endpoint equipment.

**Customer Responsibilities prior to onsite de-installation:**

- Provide access to the site as needed by Polycom during normal business hours.
- Provide the trade labor, as required.
- Electricians to disconnect power
- Any other trades that are identified during the pre-deinstallation inspection.
- Movers
- Provide the packaging material required to safely transport all the network system components.
- Provide shipping services (if applicable) to transport the packed system components to the new designated system location including any applicable taxes, fees insurance as well as payment to the transportation vendor.
- Respond in a timely fashion to project related information requests from the Polycom Coordinator or de-installation team

**Customer Responsibilities prior to re-installation:**

- Installation of any cabling inside floors, walls, and ceilings
- Confirm power availability and IP/ISDN network readiness, as well as room availability during business hours (additional onsite visits will be billable)

**Polycom Commitments**

Polycom will perform the following tasks:

- I. Coordinate an initial call with Customer to review the relocation process and schedule a time and date for the relocation.
- II. Gather all required information necessary for producing all deliverables for the relocation working with the Customer's Primary Contact.
- III. Obtain the Customer's confirmation of completion of the relocation.

**Customer Commitments**

For the De-Install, the Customer will:

- Provide access to the Customer De- Installation Team at agreed upon times.
- Provide access to de- installation site(s) at agreed upon times.
- Provide access to Customer facilities and systems, including, but not limited to video, voice data and messaging systems and data, and other information necessary for completion of the De-Installation Services.
- Provide all requested information, including, but not limited to requirements gathering documents, at least two (2) weeks in advance of any applicable Polycom deliverable deadline for the De-Installation Services.



- Participate at every stage of the De- Installation based on a mutually agreed upon schedule.
- Perform any Customer-based tasks required to complete the De- Installation Services within the mutually agreed timeframe.
- Supply all packing materials. Customer is responsible to ship the system to the new location.

For the Re-Install, the Customer will:

- Provide access to the Customer Installation Team at agreed upon times.
- Provide access to installation site(s) at agreed upon times.
- Provide access to Customer facilities and systems, including, but not limited to video, voice data and messaging systems and data, and other information necessary for completion of the Installation.
- Provide all requested information, including, but not limited to requirements gathering documents, at least two (2) weeks in advance of any applicable Polycom deliverable deadline.
- Participate at every stage of the Installation based on a mutually agreed upon schedule.
- Perform any Customer-based tasks required to complete the Installation within the mutually agreed timeframe.
- Provide trained personnel for the duration of the Installation for the purposes of making all necessary changes to Microsoft UC or other non-Polycom hardware, software or operating systems within the designed solution.
- Identify the Test Users who can provide information or be able to take part in product or feature set orientation.
- Unless otherwise agreed in writing by Polycom, (i) Customer will be responsible for delivery of the solution, including delivery costs to the Customer Location, unloading the solution from transportation carriers, and storage of the Solution at the Customer Location in preparation for the performance of Installation Services and (ii) title and risk of loss or damage to the, during delivery or storage at the Customer Location and during the course of Polycom's performing Installation Services remains with Customer at all times.

Customer's responsibilities after the onsite De-installation:

- De-Installation of any cabling inside floors, walls, and ceilings

#### **Description of Key Deliverables for Re-Installation**

- I. Remote evaluation of site, including network and power readiness, using installation checklist
- II. Once onsite unpack and verify shipment contents against packing list
- III. Install all Polycom supplied equipment, except as noted under customer responsibilities section
- IV. Connect Polycom equipment to power source and to appropriate networks
- V. Power up and complete initial configuration process †



- VI. Enable Customer to read and accept any applicable product license agreements
- VII. Access Polycom Resource Center to activate any software license codes, and facilitate electronic product registration
- VIII. Execute applicable system testing to ensure that the system meets published specifications
- IX. Provide 30 minute customer orientation for up to four people.

Please note this basic orientation does not take the place of formal classroom training

### **Testing & Installation Completion Form**

The Polycom Field Engineer will verify the successful operation of the system based on the set test criteria for the product. Upon successful completion of the test criteria, Polycom's technician will submit Polycom's standard Installation Completion Form ("Installation Completion Form") to the Customer for signature.

The Installation will be deemed completed upon the earlier of (i) signature by Customer of the Installation Completion Form or (ii) seven (7) days from the submission of the Installation Completion Form to Customer if Polycom has received no written objections to the submission of the Installation Completion Form. In the event that Customer does not sign on the Installation due to a material non-conformance, (i) Customer and Polycom shall agree on the objections and document such objections in the "Notes" portion of the Installation Completion Form (the "Objections") and (ii) Customer shall contingently sign on the Installation Completion Form but for the resolution of the Objections. Once Polycom has remedied the Objections, Polycom will resubmit the Installation Completion Form for signature by the Customer through the process stated above. In the event that Polycom is required to address any issues covered by the Installation Completion Form after sign-off by Customer, additional fees may apply at Polycom's then current Time and Materials rates.

### **Travel Expenses for Onsite Work**

This Service Description provides for onsite and includes Travel and Expense. However, if there is a need for additional travel to Customer's site, any travel by Polycom will be mutually agreed upon before the travel occurs. Invoices for travel related expenses will be billed separately.

### **Scope of Installation**

The Scope of Installation includes only those tasks that appear in this Service Description. If the Customer requires additional Services outside this Scope, such as integration with 3<sup>rd</sup> party products, Polycom and/or its Authorized Delivery Partner will discuss the requirement for such Services with the Customer prior to any such Services being performed.

Any circumstances that will affect the Installation will be mutually agreed upon between the Customer and Polycom.

### **Terms and Conditions**

This Service Description is subject to the terms and conditions of Polycom's Worldwide Service Program for End User Customers. In the event of a conflict between the terms of this Service Description and Polycom's Worldwide Service Program Terms and Conditions for End User Customers, The Worldwide Service Program Terms and Conditions for End User Customers will apply. To view these Terms and Conditions, please access the following web link: <http://www.polycom.com/products-services/services/services-terms-and-conditions.html>

