

SERVICE DESCRIPTION

Limited Lifetime Hardware Replacement Service

This Service Description describes Polycom's Limited Lifetime Hardware Replacement Service offering for eligible desktop and conference phones ("Phone(s)"). This offering will provide hardware replacement for the Limited Lifetime of the phone as provided below.

Parts Replacement

The Limited Lifetime Hardware Replacement Service provides Customer with a 10-day hardware Return-to-Factory repair or replacement for the Limited Lifetime of the Phone for Phones with a hardware defect or failure. The replacement Phone will ship from Polycom within 10 days after Polycom's receipt of the Customer's defective Phone. Replacement Phones supplied by Polycom will be either new Phones or refurbished Phones equivalent in performance to new parts. Phones returned to Polycom for replacement will become the property of Polycom.

Limited Lifetime

Polycom will provide Phone hardware repair or replacement under this Service Description until the end of support date listed when the Phone is announced "End of Sale" per the Polycom End of Life Policy: <http://support.polycom.com/PolycomService/support/us/support/documentation/eol.html>.

Replacement Exceptions and Additional Charges

If a Phone returned to Polycom has, after applicable testing by Polycom, been found to not be defective, Customer may be notified and billed the sum of \$200 USD per occurrence.

This service does not cover any of the following: (i) electrical work external to the Phones; (ii) repair or replacement of damage to or defects in the Phones resulting from causes external to the Phones, including disaster, fire, accident, neglect, misuse, vandalism, water, power surges, lightning, or failure of the installation site to conform to Polycom applicable specifications; or resulting from use of the Phones for other than intended purposes; or use of the Phones with items not provided or approved by Polycom; or resulting from the performance of maintenance or the attempted repair of an item of a Phones by persons other than Polycom employees or persons authorized by Polycom; (iii) furnishing supplies or accessories, or painting or refinishing the Phones; (iv) Services in connection with the relocation of the Phones, or the addition or removal of items of equipment or parts, attachments, features, from or to other devices not furnished by Polycom, including communications devices, video devices, audio devices, networks or links; and (v) Services in connection with computer viruses or conflicts involving software that is not installed or introduced by Polycom.

Telephone Support

This Service limits telephone support for the Phone to Tier One Polycom telephone Support available during business hours (9 am to 5 pm, 5 days a week excluding recognized government holidays) ("Tier One Support"). Tier One Support will determine if the Phone has a hardware defect or failure and, if applicable, assist Customer with processing the Phone return. Tier One Support will be made available



through regional phone numbers, and in select local languages, available on the Polycom Support Portal site: <http://support.polycom.com>.

Additional technical support or any escalation support is not offered as part of this service, but may be provided as a separate fee-based offering.

Polycom Support Portal

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

- User friendly Product registration
- Product licensing lookup
- Knowledgebase searches
- Downloading latest Product documents and software
- Creating on-line service requests and checking status
- RMA status check and delivery tracking information

Eligible Phones

The following Phones are eligible for the Limited Lifetime Hardware Replacement Service:

Desktop Phones:

- VVX 300, 400, 500, 600
- CX500, CX600

Conference Phones

- SoundStation IP 7000, IP 5000, IP6000
- CX3000
- SoundStation2, SoundStation2W

How to Order

This service offer can only be purchased at the time the Customer purchases the Phone. Pricing for this service is per Phone and all the Phones for which such offer has been purchased shall be listed on the same purchase order to the exclusion of any other Phones which shall be listed on a different purchase order.

Terms & 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>

