



## Poly Glossary of Terminology and Abbreviations

The following terms, when capitalized and used in a Poly Services Agreement, shall have the following meanings:

**Active Directory (AD)** means a directory service that Microsoft developed for Windows domain networks and is included in most Windows Server operating systems as a set of processes and services. An AD domain controller authenticates and authorizes all users and computers in a Windows domain type network, assigns and enforces security policies for all computers, and installs or updates software. Poly has single forest support for AD.

**Advanced Encryption Standard (AES)** means the specification for the encryption of electronic data established by the U.S. National Institute of Standards and Technology (NIST).

**Agreement (Poly Services Agreement or Services Agreement)** means a written agreement between Poly and either an End User Customer or a Poly Reseller, regarding Poly's provisioning of Services.

**ALSE** means a Poly-assigned lead support engineer.

**ASM** means a Poly-assigned service manager.

**Audio Video Multipoint Conferencing Unit (AVMCU)** means a type of video conferencing Hardware that bridges terminals involved into a multi-point conferencing system.

**Burst Capacity** means the ability of the Customer to exceed the current, purchased Concurrent Connections Usage Capacity of the solution and defined as the peak day of usage during each monthly Service period, measured through CDRs in five (5) minute segments for all concurrent calls five (5) minutes or longer in duration. Fees may apply.

**Business Days** means Monday through Friday excluding local holidays.

**Business Relationship Manager (BRM)** means an experienced service manager who serves as the non-technical management interface to the designated Customer representative.

**Call Detail Record (CDR)** means a data record produced by telecommunications equipment that contains metadata information about recent system transactions.

**Call Server** means an application server that manages the setup or connection of telephony or video calls.

**Certified Partner means** a Poly Resale Partner that provides access to sell Poly products, has achieved Poly's then-current Certification, and has maintained such status by continuing to meet Poly's then-current Certification requirements.

**Certificate Authority** means a trusted entity that issues electronic documents that verify a digital entity's identity on the internet.

**Certification or Specialization** means that the Poly Resale Partner has met, and continues to meet, Poly's minimum requirements relating to technical and sales training, service, demonstration equipment, personnel, and other criteria for specific Products as described in Poly's Certification or Specialization Program, as may be modified from time to time at Poly's sole discretion.

**Change Order** means Poly-generated document that must be executed by both parties to an Agreement.

**Client Service Manager (CSM)** means the senior consultant who guides all aspects of Poly's relationship to the Customer and is the primary Customer interface who directs all necessary Poly resources to ensure smooth project implementations and efficient production environments.

**Completion Form** means the document Poly furnishes to the Customer or Reseller for signature upon completion of the delivery of the purchased services.

**Concurrent Connections Usage Capacity (CU)** means at any given time during the term of the Service, the combined number of concurrently active, non-proprietary, standards-based endpoints, MCU to MCU connections, recording connections, content share connections, and Skype for Business Panoramic View connections. Multi-codec studios are considered one connection per active codec.

**Conference Call Control Protocol (CCCP)** means a process used in telecommunications networks to monitor and maintain connections once they have been established.

**Coordinated Universal Time (UTC)** is the primary time standard by which the world regulates clocks and time. It is, within about 1 second, mean solar time at 0° longitude; it does not observe daylight saving time.

**Customer (End User Customer)** means the entity which purchases the Products or Services for their own internal use and not for the purpose of resale or distribution to others.

**Customer Networking Technical Contact** means the technical resource during the course of the Service providing any needed technical or deployment-related information on the enterprise LAN and WAN network to enable Project completion. As needed to support Project completion, the contact should be readily accessible at all times while the Poly resources are engaged and be able to administer all networking equipment including switches, routers and firewall configurations, provide information on the WAN service contracts, open tickets with the WAN service provider, install test equipment, and provide external network access.

**Customer Primary Contact** means the primary interface and decision-maker with Poly during the course of the implementation and Service. This individual will attend all scheduled meetings and has signatory authority for process and completion documents. The Primary Contact is responsible for keeping the Customer Secondary Contact informed of all details should the Customer Primary Contact be unavailable.

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**Customer Secondary Contact** means the secondary interface with Poly in addition to the Customer Primary Contact during the course of the Service, or when the Customer Primary Contact is unavailable.

**Customer Technical Contact(s)** means the Customer technical resource(s) during the course of the Service to provide any needed technical or network related information to enable Project completion. If applicable, contact(s) should be able to administer systems as needed as well as provide access to necessary infrastructure, Skype for Business, and Endpoint equipment.

**Customer Test User(s)** means the Customer's representative user(s) of the Products. The Customer can specify up to five (5) team members in this capacity on their team.

**Customer Unified Communications and Collaboration Technical Contact** means the technical resource during the course of the Service who provides any needed technical or deployment-related information on the existing or planned unified communications and collaboration deployment, problem areas, current status, revision and provisioning of audio and video conferencing equipment to enable Project completion. As necessary to support Project completion, the contact should be readily accessible at all times while the Poly resources are engaged and be able to administer all audio and video conferencing equipment, collect log information, and provide access to necessary infrastructure and Endpoint equipment.

**Customer Vendor Management Liaison** means the resource who is responsible to coordinate and manage the communications, activities, responsibilities, and deliverables including but not limited to order placement, scheduling deliveries, Change Orders, and the scheduling of technical resources to meet project timelines, from the Customer's vendor as related to products and services upon which Poly has a dependency.

**Days** means calendar days.

**Differentiated Services Code Point (DSCP)** means a computer networking architecture that specifies a simple, scalable, and coarse-grained mechanism for classifying and managing network traffic providing Quality of Service (QoS) on modern IP networks.

**Documentation** means user manuals, training materials, Product descriptions and specifications, technical manuals, license agreements, supporting materials and other information relating to Products or Services offered by Poly, whether distributed in print or an electronic format.

**Domain Name System (DNS)** means a hierarchical decentralized naming system for computers, services, or any resource connected to the Internet or a private network. It associates various information with domain names assigned to each of the participating entities. Most prominently, it translates more readily memorized domain names to the numerical IP addresses needed for the purpose of locating and identifying computer services and devices with the underlying network protocols.

**Downtime** means the total amount of time when an assigned priority level service ticket is either in an "open" or a "work in progress" status in Poly's service ticket management system minus the time associated with any exclusions listed in the applicable Agreement.

**Dynamic Host Configuration Protocol (DHCP)** means a standardized network protocol used on IP networks for dynamically distributing network configuration parameters, such as IP addresses for interfaces and services. With DHCP, computers request IP addresses and networking parameters automatically from a DHCP server, reducing the need for a network administrator or a user to configure these settings manually.

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**Endpoint** means a video system, telephone handset, headset, desktop or conference phones, or software client as applicable to a Service Description or a Statement of Work.

**Field Engineer** means the certified Poly technical resource responsible for operations, implementation, configuration, support, and solution orientation for the Service.

**Fully Qualified Domain Name (FQDN)** means the full name of a system consisting of its local hostname, domain name, and top-level domain.

**Generally Available (GA)** refers to the Products and updates as being made generally available by Poly for purchase (in the case of Hardware) and license (in the case of Software).

**Hardware (Poly Hardware)** means the tangible equipment, goods, and materials that comprise the Product, excluding Software and Software documentation.

**Hardware Warranty** means Poly's then-current Product warranty terms for purchased Hardware.

**High Availability (HA)** means a characteristic of a system or component which aims to ensure an agreed level of operational performance, usually uptime.

**Immersive Telepresence Studio (ITP Studio)** means the Poly suite of Products that includes Polycom RealPresence Immersive Studio, Polycom RealPresence Immersive Studio Flex, and Polycom RealPresence OTX Studio.

**Information Technology (IT)** means the technology to store, retrieve, transmit and manipulate data often in the context of a business or other enterprise.

**Information Technology Infrastructure Library (ITIL)** means a set of practices for ITSM that focuses on aligning IT services with the needs of businesses.

**Information Technology Service Management (ITSM)** means the entirety of activities, directed by policies, organized and structured in processes and supporting procedures, that are performed by an organization or part of an organization to plan, deliver, operate and control IT services offered to Customers.

**Installation Coordinator** means the single point of contact who organizes and manages the installation service to completion.

**Instance** means a single copy of a running software program.

**Installer** means a Poly or third-party resource certified to install Products.

**Instant Messaging (IM)** means a type of online chat that offers real-time text transmission through a software application.

**Integrated Services Digital Network (ISDN)** means a set of communication standards for simultaneous digital transmission of voice, video, data, and other network services over traditional PSTN circuits.

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**Interior Gateway Protocol (IGP)** means a protocol used for exchanging routing information between gateways within an autonomous system.

**Internet Control Message Protocol (ICMP)** means a main protocol of TCP/IP used by network devices to send error messages indicating, for example, that a requested service is not available or that a host or router could not be reached. ICMP can also be used to relay query messages.

**Internet Protocol (IP)** means part of the TCP/IP protocol suite to send and receive messages between one or more computers or other electronic devices.

**Internet Protocol Security (IPSec)** means the protocol suite for secure IP communications.

**IP Network** means a communication network that uses the IP protocol.

**Lead Installer** means the certified Poly or third-party technical resource that has the overall responsibility at the designated Customer site for the de-installation, implementation, and/or configuration of the Products.

**Local Area Network (LAN)** means a computer network that interconnects computers within a limited area such as a residence, school, laboratory, or office building.

**Managed Devices** means all Products covered by Poly's Managed Services offerings including Endpoints and infrastructure.

**Microsoft Skype for Business (SfB)** means the Microsoft products that run on a SfB server and provide enterprise-wide IM, VoIP, and ad hoc and structured conferences (audio, video and web conferencing).

**Microsoft UC** means a group of Microsoft products that provide a consistent unified user interface and user experience across multiple devices and media types for real-time, enterprise wide communications services.

**Multipoint Control Unit (MCU)** means a device commonly used to bridge videoconferencing connections.

**Multiprotocol Label Switching (MPLS)** means a mechanism in telecommunications networks that directs data from one network node to the next based on short path labels rather than long network addresses, avoiding complex lookups in a routing table. The labels identify virtual links (paths) between distant nodes rather than endpoints. MPLS can encapsulate packets of various network protocols.

**Mutual Transport Layer Security (MTLS)** means a cryptographic protocol designed to provide communication security over the Internet.

**Network Consultant** means the technical specialist that executes the delivery of the network assessment portion of the Service.

**Network Time Protocol (NTP)** means a networking protocol for clock synchronization between computer systems over packet-switched, variable-latency data networks.

**Partner Project Manager** means a single point of contact between Poly and the Partner who organizes, manages, and directs the efforts of the designated Project during the implementation of the Service.

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**Poly Website** means the publicly available Poly website located at <http://www.poly.com>.

**Primary Rate Interface (PRI)** means a standardized telecommunications service level within the ISDN specification for carrying multiple DS0 voice and data transmissions between a network and a user.

**Private Branch Exchange (PBX)** means a private telephone switching system connected to common lines from one or more central offices. Most PBXs allow analog extensions on the system, allowing access to special features such as conferencing and transferring to analog devices.

**Product (Plantronics Product, Polycom Product, or Poly Product)** means the Polycom or Plantronics-Branded Hardware or Software associated with the applicable Agreement, that Poly makes Generally Available.

**Project** means the scope of the activities and deliverables to be performed by Poly as described in an Agreement.

**Project Manager or Global Project Manager** means a single point of contact who organizes and manages all Poly resources and, directs the efforts of the Poly Project team during the implementation of the Service.

**Project Plan** means the overall plan designed in collaboration between the Poly and Customer Project teams inclusive of all Services specified in an Agreement.

**Proof of Concept (POC)** means a demonstration of Products under a set of defined criteria.

**Public Switched Telephone Network (PSTN)** means the aggregate of the world's circuit-switched telephone networks that are operated by national, regional, or local telephony operators, providing infrastructure and services for public telecommunication.

**Purchase Order (PO)** means a written or electronic order to Poly for Services to be purchased and provided under an Agreement.

**Quality of Service (QoS)** is an advanced feature that prioritizes internet traffic for applications, telephony video, ethernet LAN ports, or specified MAC addresses to minimize the impact of busy bandwidth.

**QoS Transparency** means the network behavior for audio and video traffic wherein the network infrastructure maintains the DSCP markings between the source of the traffic and its destination.

**Release Engineer** means the Poly resource responsible for all planning, preparation, testing, and turn-up activities required to bring the remote monitoring and management services online.

**Secure Real-time Transport Protocol (SRTP)** means a profile intended to provide encryption, message authentication and integrity, and replay protection to the data in both unicast and multicast applications.

**Secure Socket Shell (SSH)** means a UNIX-based command interface and protocol for securely gaining access to a remote computer.

**Secure Sockets Layer (SSL)** means a cryptographic protocol that provides communications security over a computer network.

**Service(s)** means the Poly-branded services provided under a relevant Agreement.

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**Service Description** means a written description of the Services to be provided by Poly. When a Customer is purchasing a Service that is described in a Service Description, the Partner is required to provide a copy of the applicable Service Description to the Customer.

**Service Desk** means Poly's point of contact for incident resolution for the Customer, available on a 24x7 basis.

**Service Level Objective(s) (SLO)** are a set of metrics established by Poly to measure Poly's performance of the level of service.

**Session Border Controller (SBC)** means dedicated hardware or software that governs the manner in which phone calls are initiated, conducted, and terminated in a VOIP system.

**Session Initiation Protocol (SIP)** means a communications protocol for signaling and controlling multimedia communication sessions. The most common applications of SIP are in internet for voice and video calls, as well as IM, over IP networks.

**Session Initiation Protocol Uniform Resource Identifier (SIP URI)** means the SIP addressing scheme that communicates who to call via SIP (i.e. the user's SIP phone number).

**Simple Mail Transport Protocol (SMTP)** means the main protocol used to send e-mail on the internet.

**Simple Network Monitoring Protocol (SNMP)** means an internet standard protocol for collecting and organizing information about managed devices on IP networks and for modifying that information to change device behavior.

**Software** means those Products that are software products and any software included with the Products.

**Software Maintenance** means Poly's software maintenance services for Products that Poly makes commercially available for Customers to license in the marketplace.

**Software Options** means optional functionality or features of Software that may be selected at the time of purchase or at a later time and for which Poly charges separately.

### Software Releases

"Major Release" means significant new content and features. 5.1.2.3

"Upgrade" means new content and features. 5.1.2.3

"Update" means a feature extension, collection of Patches, bug fixes. 5.1.2.3

"Patch" means a collection of Hotfixes, bug fixes.5.1.2.3

"Hotfix" means a quick release to address a pressing customer issue.5.1.2.3

**Software Update** means Software for which Poly has provided fixes or minor revisions to correct errors or defects in the existing operation of the Software in accordance with the published Product specifications, and which is limited to those updates that Poly generally provides to its support services Customers at no charge. Updates do not include Upgrades or Software Options.

**Software Upgrade** means new release(s) of Software which contain enhancements improving the functionality or capabilities of the Software, which Poly makes GA to its support services Customers. Upgrades do not include Software Options.

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**Solution Consultant** means the Poly resource who provides technical expertise to the Project team and, as applicable for the Service, implementation, configuration, and support for the Project.

**Specialized Partner** means a Poly Resale Partner that has achieved Poly's then-current Specialization and has maintained such status by continuing to meet Poly's then-current Specialization requirements. The Specialized Partner may resell Polycom-branded services, or services or deliver their own Partner-branded services.

**Specifications** means technical specifications for Products as set forth in Poly's published data sheets for such Products.

**Statement of Work (SOW)** means a written description of the Services to be performed by Poly that is mutually executed by the authorized representatives of both signatory parties.

**Supercluster** means several geographical dispersed but centrally managed Polycom RealPresence Distributed Media Applications that provide greater reliability, geographic redundancy, and better network traffic management.

**Support Agreement** means a maintenance support agreement held directly by a Customer with Poly, or an agreement that the Customer has with a Partner for Poly support services.

**Telepresence Interoperability Protocol (TIP)** means a protocol developed by Cisco to meet the demands of multiscreen, multi-streaming telepresence systems.

**Term** means the period of time during which the Agreement is in effect.

**Third-Party Endpoints** means video codecs not developed by Poly but supported per Poly's application release notes at: [http://support.polycom.com/content/support/North\\_America/USA/en/support/network.html](http://support.polycom.com/content/support/North_America/USA/en/support/network.html).

**Transmission Control Protocol/Internet Protocol (TCP/IP)** means a specification for computer network protocols defining a set of rules that enable computers to communicate over a network.

**Transport Layer Security (TLS)** means a protocol that provides communications security over the internet.

**Unified Communications and Collaboration (UC)** means the integration of communication tools (IP telephony, presence, presence technology, and IM) that help people exchange ideas and do their jobs more effectively by facilitating synchronous communication.

**Vendor Manager Liaison (VML)** means the Customer resource responsible for the coordination and management of all the Customer's vendors, products, and services upon which Poly has dependency for providing a Service. The VML will coordinate communications, activities, responsibilities, and deliverables from such third parties as are necessary for a Project's success, as determined by Poly.

**Virtual Edition (VE)** means a Software edition that offers the same code, application delivery services, and features of its Hardware counterpart.

**Virtual LAN (VLAN)** means software-defined groups of hosts that communicate as if they were on the same wire even though they are on different physical LAN segments throughout a site.



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**Virtual Machine (VM)** means a software computer that, like a physical computer, runs an operating system and applications.

**Virtual Meeting Room (VMR)** means a secured collaboration space where people can meet at any time; astatic or ad-hoc generated conference on an MCU.

**Virtual Private Network (VPN)** means an extension of a private network across a public network. It enables users to send and receive data across shared or public networks as if their computing devices were directly connected to the private network.

**Virtual Routing and Forwarding (VRF)** means an MPLS network instance dedicated to a single enterprise or purpose.

**Voice-Over-IP (VOIP)** means a methodology and group of technologies for the delivery of voice communications and multimedia sessions over IP networks.

**Wide Area Network (WAN)** means a telecommunications network or computer network that extends over a large geographical distance.

**Windows Internet Name Service (WINS)** means a central mapping of host names to network addresses for NetBIOS implemented in two parts: a server service and a TCP/IP client component which manages the client's registration and renewal of names and handles queries.

