



Avaya Equinox™ Meetings Online

An Avaya Video Conferencing-as-a-Service Offering

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1. Introduction

Avaya is extending video market leadership with the introduction of an Avaya branded, hosted Video Conferencing-as-a-Service (“VCaaS” or the “Service”). The offer is branded Avaya Equinox Meetings Online (formerly known as “AvayaLive Video”).

This document is intended for use only by Avaya distributors, direct partners, or resellers who have been authorized and approved by Avaya (“Partners”) and not intended to be given to End User / Customers.

The offer can be described as follows:

- Global offer, available in the following countries:
 - **North America:** US, Canada, Bermuda
 - **Central and Latin America:** Anguilla, Argentina, Aruba, British Virgin Islands, Cayman Islands, Chile, Columbia, Costa Rica, Ecuador, Grenada, Mexico, Peru, Puerto Rico, Trinidad & Tobago
 - **EMEA:** Austria, Belgium, France, Israel, Italy, The Netherlands, South Africa, Spain, Switzerland, UK
 - **APAC:** Australia, New Zealand
- Avaya will sell via a Tier 1 and Tier 2 Partner or Partner channel structure. i.e. Avaya sells to Distributors, Distributors sell to Partners, Partners sells to Customer.
- Partners will own the Customer relationship, bill the End User, on-board the End User and provide Tier 1 support to the End User / Customer.
- Solution supports Avaya Scopia® desktop / mobile applications, Avaya meeting room end points, as well as integration with a company’s existing H.323 room system equipment.
- Video Meeting Rooms (VMRs) are sold on a named user basis (i.e. Not to be a shared resource, this is a per user model).
- Target Customer: Small, midmarket and Large Enterprise.
- Target Partners: Existing Equinox Partners, Existing Scopia Certified Partners, Existing IP Office Partners, Existing Avaya Aura Partners, New Partners with a video focus.
- Billing: Monthly in arrears or annual paid in advance “Annual Pre-Paid” billing.
- Avaya will work with a service provider to provide telephony connectivity in the U.S. and will host internally (manage, maintain, support) the Avaya video infrastructure. Audio outside the U.S. is available through the application or by dialing in through the U.S. numbers subject to applicable toll fees.
- This offer is branded **Avaya Equinox Meetings Online**.
- Ordering, Quoting and End User Management is via the Avaya OneSource Cloud Services tool that can be found within the OneSource Avaya OneSource Landing Page (www.avaya.com/ebizn for Americas, or www.avaya.com/ebizu for EMEA).

2. Avaya Equinox Meetings Online Service Features

2.1 Product Features

The Avaya Equinox Meetings Online solution will support the popular features per the following:

- **Avaya Equinox Meetings Online Standard Offer**
 - Dedicated hosted virtual video meeting rooms for each meeting host
 - A pre-defined scale of meeting Participants (50 concurrent Participants)
 - Persistent video presence for a number of meeting Participants
 - Up to 1080p High Definition quality video and audio
 - Built-in moderator controls
 - Audio dial in
 - Support for desktop (PC / Mac) devices
 - Support for mobile devices (Android, iOS)
 - Content sharing: presentation / collaboration
 - Group chat / private chat
 - Security (tenant separation & encryption AES 128 by default)
 - Customer reports on usage
 - Partner supports and on-boards Customer
 - Service ticketing and reporting for Tier 2-4 via [Avaya Equinox Meetings Online Support](#)
 - Microsoft Desktop Outlook Plug-in
 - Support of traditional IP video conferencing endpoints (H.323)
 - Screen link – Wireless presentation support with Scopia video room systems
 - Mobile link – Mobile meeting continuity between Scopia Desktop Client, Scopia Mobile, and room systems
 - Knock on the door – late arrivers with Scopia Desktop, Scopia Mobile, and room systems have to ask for permission to join the meeting
 - Network Quality Indicator – the user gets a real-time indication of the quality of the connection

2.2 Scopia Desktop Configuration

- The Maximum time limit for any meeting is set to 8 hours.
- The meeting will terminate automatically if only one person is still in the meeting after 15 minutes.
- Default room settings are:
 - 720p resolution
 - 768 kbps max call rate
 - Waiting room on
 - Desktop sharing on
 - Content slider on
 - Chat on
 - Raise hand on
 - PIN enabled
 - Encryption on
 - Microphone mute when joining
 - Auto continuous presence layout on MCU

2.3 Avaya Partner Resources and Value Proposition

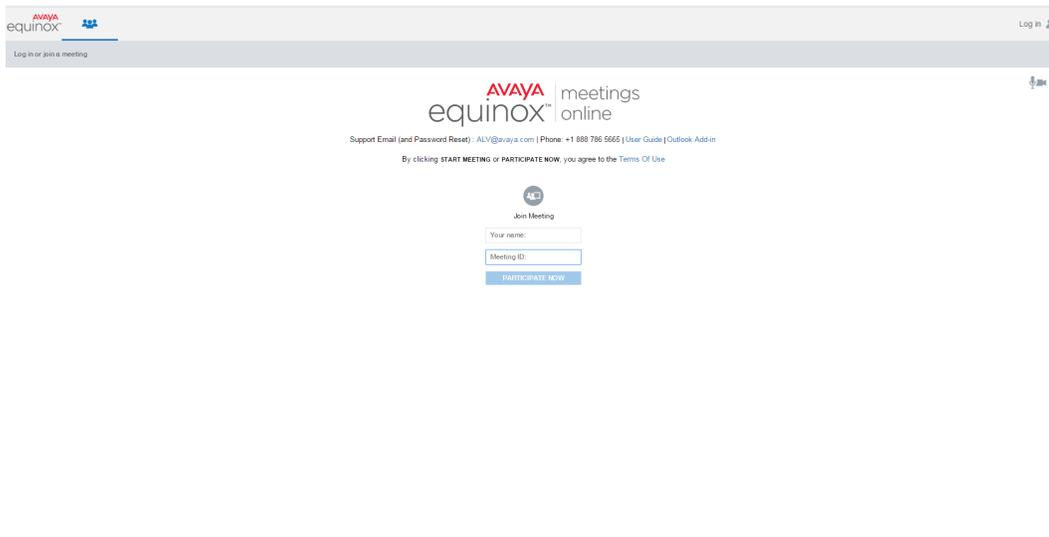
The following are resources provided to the Avaya Partner

- Avaya marketing will seed customer knowledge of the solution and create demand generation which will include marketing collateral, how-to guides, briefing documentation and short videos.
- Partners are encouraged to implement additional lead generation campaigns.
- Partner has the ability to provide one free 30 day trial for up to 10 End Users per Customer (no free trial in case of Renewal) via the Avaya OneSource Cloud Services tool ("Trial"). The Partner will have their own Trial Tenant partition they will use for these Trials, and they are required to place an order in the Avaya OneSource Cloud Services to set up a free Trial.
- Avaya will also provide a demo kit of 5 VMRs to certified Partners with an Annual Pre-Paid Service List Price of \$1,500 USD. One demo kit is available per Partner and cannot be resold. Demo kit service can be used for demos in addition to standard partner business. If Partner has already purchased an endpoint demo kit, it is not required to purchase this cloud demo kit.
- Partner will support Customer for connecting their room systems to Avaya Equinox Meetings Online.
- Partners will use a simplified Quote to Order process via the new Avaya OneSource Cloud Services tool.
- Avaya OneSource Cloud Services tool will allow the Partner to manage the Customer. This portal will support.
 - Streamlined Quote to Order to Service Provisioning tools
 - Ability to access the Customer's Scopia Management system.
 - Ability to modify the customer service (Add, Cancel, Modify)
- Support tickets can be logged at [Avaya Equinox Meetings Online Support](#) if Partner cannot resolve a customer issue.

3. Meeting Organizer and End User Landing Page

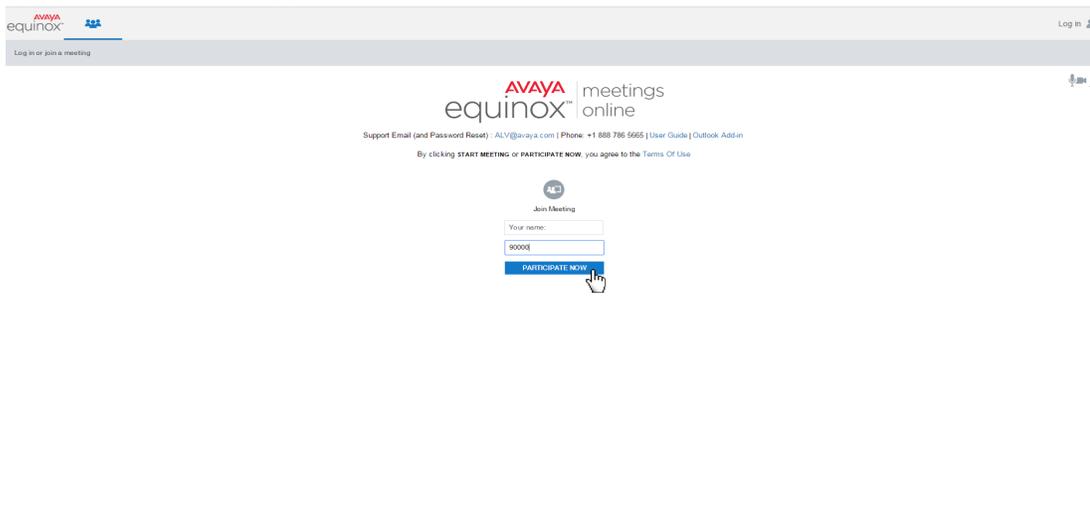
3.1 Virtual Meeting Room Landing Page

Virtual Meeting Room Landing Page – This is the first page the named End Users and Participants see when logging into a VMR (“Landing Page”). The Landing Page is branded Avaya Equinox Meetings Online. Auto join is not supported, as we will require hosts and Participants to view this page and click the Participate Now button to join.



Virtual Meeting Room Landing Page – Participant View

Named End User will provide a direct link to the meeting Participants via an email invite from Outlook plug in or by cutting and pasting the meeting information into a meeting invite. Link will take the Participant to the screen shown above. The meeting ID is pre-populated based on the link. The Participant will enter name, can choose to download the desktop or mobile application. Links to Support Resources and Users Guide are available.



Virtual Meeting Room Landing Page – Named End User View

Named End Users will have the same landing page. Named End Users will log into the room. The meeting ID and their name are pre-populated. Settings update is available in the Landing Page.

3.2 Named End User Settings

The Settings page will have the same look and feel as the Landing Page with the same branding and color scheme. A named End User is allowed to modify VMR end user settings, including:

- Time zone
- PIN (meeting and moderator) – default none
- Waiting room – default off. Allows invitees to join VMR before host joining. Please refer to User Guide for instruction to use the waiting room.

4. Avaya Partner Administration Pages

Administrator tools and views are available for Partners to be able to support End Users. The Partner will have Admin access to each Customer tenant partition. Admin view and access is available via Avaya OneSource Cloud Services.

Tenant Admin may also access this portal to determine usage patterns.

Few examples of the Administration pages below:

AVAYA Signed In: Avaya VMR1
Sign Out | Help

Dashboard Meetings Users Endpoints Reports Logs & Events Settings

Calls and meetings in progress [/3](#)

0 Meetings 0 Participants 0 P2P Calls

| ID | Name | MCU |
|-------------|------|-----|
| No Meetings | | |

Messages [/3](#)

| Device Name | Message | Date |
|-------------|---------|------|
| No Messages | | |

AVAYA Signed In: Avaya VMR1
Sign Out | Help

Dashboard Meetings **Users** Endpoints Reports Logs & Events Settings

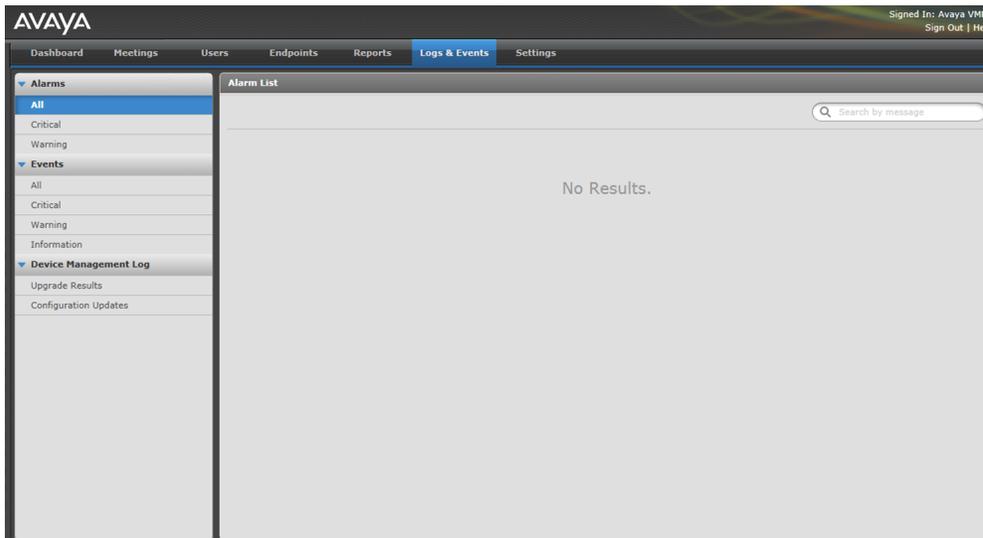
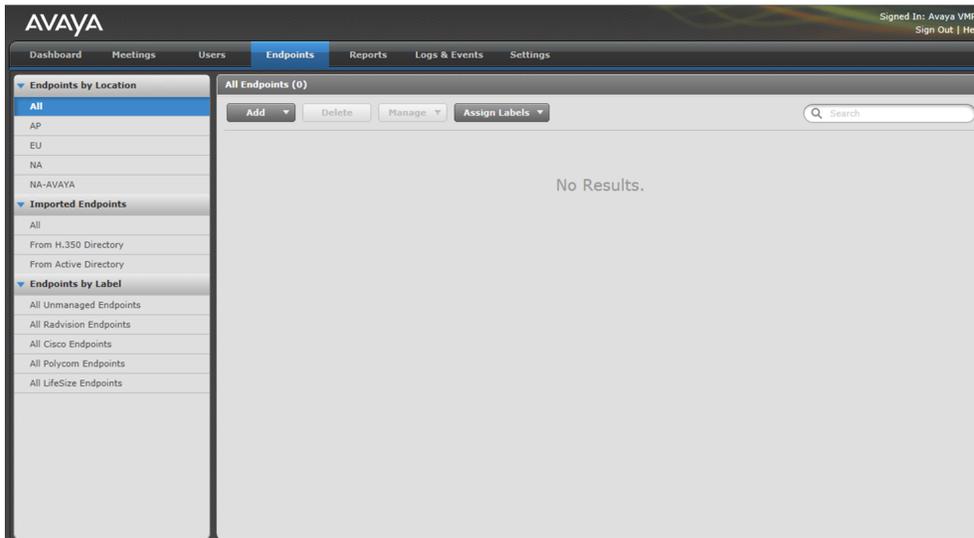
Users from Active Directory
All Group

Users from Local Directory
All Group

Users (4) Pro Licenses (0/10) SCOPIA Mobile License (0/0)

Assign Groups

| <input type="checkbox"/> | Name | Virtual Room | Email | User Profile | Groups | Endpoint | License |
|--------------------------|-------------|--------------|-------------------|---------------|---------------------------------|----------|---------|
| <input type="checkbox"/> | Avaya slowe | | slowe@yorktel.com | Same as group | Avaya iView Reporting Group | | |
| <input type="checkbox"/> | Avaya VMR1 | 717420001 | vmr1@avaya.com | Same as group | Avaya iView Administrator Group | | |
| <input type="checkbox"/> | Avaya VMR2 | 717420002 | vmr2@avaya.com | Same as group | Avaya iView User Group | | |
| <input type="checkbox"/> | Avaya VMR3 | 717420003 | vmr3@avaya.com | Same as group | Avaya iView User Group | | |



Using these pages, Partners can see usage and peak times, identify usage patterns and offer service enhancements in case of need.

5. Ordering and Pricing

In order to understand the pricing models, it is important to know the terminology associated.

5.1 Glossary

For this Offer Definition, the following terms will be used:

- **Virtual Meeting Room (VMR)** – A virtual meeting space for multi-party video collaboration.
- **End User** – A credentialed VMR owner. An End User has scheduling access for VMR and management login credentials. An End User may also mean a Partner.
- **Participant** – A non-credentialed guest who uses a VMR for a meeting space. A participant occupies one Seat.
- **Seat** – An allocation of concurrent user capacity of the video service. From a *capacity* standpoint, 1 Seat = 1 Participant = 1 device.
- **Customer** – A company buying the service for its End Users from Partner. It is possible that a Customer will buy a single Seat. In such a case, Customer and End User may mean the same.
- **Admin** – Partner service administrator able to take different service management actions for the benefit of his Customers.
- **Tenant Admin** – Customer admin assigned by the Partner and allowed to take different service management actions for the benefit of the End Users.

5.2 Solution Pricing

The solution pricing model is designed to support a two-tier distribution model, i.e. Partners will maintain their full margins. Discounting is based on code MPG 7P of the Avaya Pricing model. There is a minimum contract term of 12 months; which the Customer can cancel at any time, however, no refunds of any Pre-Paid fees will be provided. If Avaya changes the price, we will provide 60-day notice to distributors or Tier 1 Partners (normal policy) via GPCC. Price changes only impact forward looking billing.

Unless otherwise specified by Avaya, Avaya Equinox Meetings Online will be available through A1S Cloud Services in the following currencies, dependent on purchasing Partner set up:

- Australian dollar (AUD)
- New Zealand dollar (NZD)
- Canadian dollar (CAD)
- Euros (EUR)
- Great Britain Pound (GBP)
- US dollar (USD)

Elementary ordering items are:

| Material Code | Description | Price (MPG 7P) |
|---------------|---|----------------|
| 339003 | 1 VMR, monthly billing, 12 month contract | \$99/month |

| Material Code | Description | Price (MPG 8P) |
|---------------|---|----------------|
| 339006 | 5 VMR Partner demo kit, Annual Pre-Paid | \$1,500/year |

Customers and Partners may also benefit from volume-based discounts, and annual contract benefits, which are available specifically for our Annual Pre-Paid options. These advanced ordering items below.

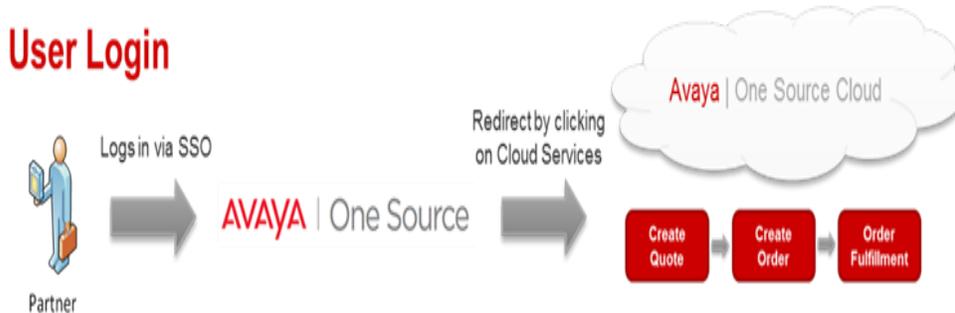
| Material Code | Description | Price (MPG 7P) |
|---------------|---|---|
| 339002 | 1 to 14 VMRs, up to 50 Participants. Annual Pre-Paid only | \$1,089 per VMR annually |
| 381862 | 15 to 24 VMRs, up to 50 Participants. Annual Pre-Paid only | \$1,026 per VMR annually (Approximately 5% volume based discount) |
| 381863 | 25 to 99 VMRs, up to 50 Participants. Annual Pre-Paid only | \$972 per VMR annually (Approximately 10% volume based discount) |
| 381864 | 100 to 249 VMRs, up to 50 Participants. Annual Pre-Paid only | \$918 per VMR annually (Approximately 15% volume based discount) |
| 381865 | 250 to 499 VMRs, up to 50 Participants. Annual Pre-Paid only | \$864 per VMR annually (Approximately 20% volume based discount) |

5.3 Ordering and Purchase Order (“PO”) requirements

- Service term is 12 months and can be purchased to invoice either monthly in arrears or as an Annual Pre-Paid, however there are financial incentives for an Annual Pre-paid contract (“Service Term”).
- Tier 1 Partners must submit an annual PO that funds the outlook for the entire year, i.e. PO Value should include value for any planned additions during the year, not just the value of the initial order. This will reduce paperwork.
- Monthly invoicing will be done automatically – in arrears – unless the Service is canceled or disconnected. If purchasing via a monthly billing type, the contract end date is one year after purchase and will not auto-renew. The Partner will have to renew for the following year, through AIS Cloud Services. The Customer can cancel at any time without termination fees.

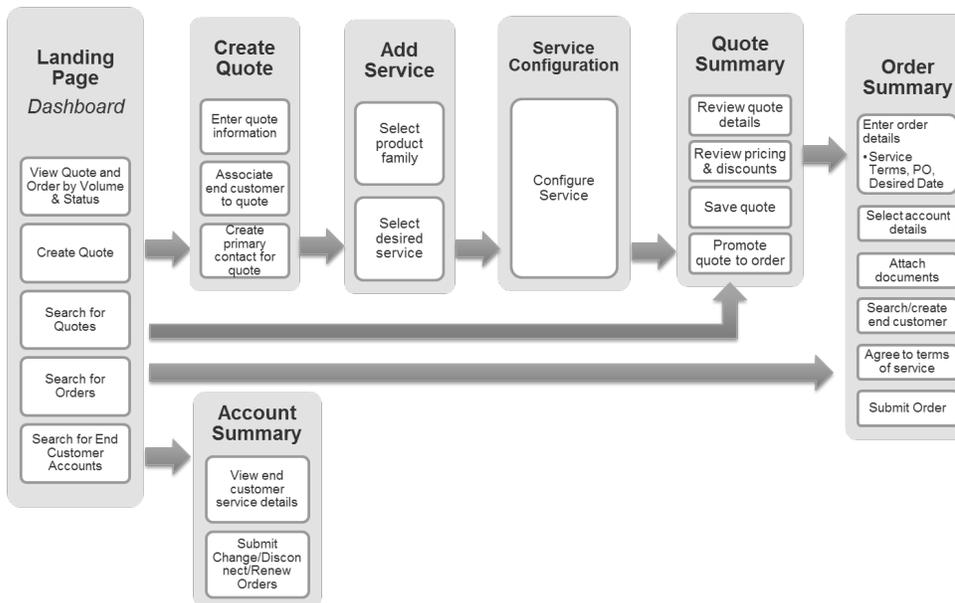
- If purchasing via an Annual Pre-Paid billing type, the contract end date is one year after purchase and will not auto-renew. The Partner will have to renew for the following year. The Customer can cancel at any time but Avaya will not provide a refund for the Service if it is cancelled before the end of the year.
- When an order for additions is received during the term of the contract (monthly or Annual Pre-Paid), the start date of the additions is the date that the additional rooms are provisioned. The billing date and end date will “Co-Term” with the original sale cycle. Note additions must be within the same billing type as the original sale, either monthly or Annual Pre-Paid .

Avaya OneSource Cloud Services is the ordering tool, supports quoting, ordering, automated provisioning and ability to manage the customer service via additions and reductions.



List of functionalities available via Avaya OneSource Cloud Services is presented below:

Avaya | One Source Cloud



Provisioning a new VMR is automated as long as the End User’s name and email address have been provided. Once the rooms are provisioned, an automated email is sent out to the Partner. The email can then be forwarded to the Tenant Admin or the End User directly.

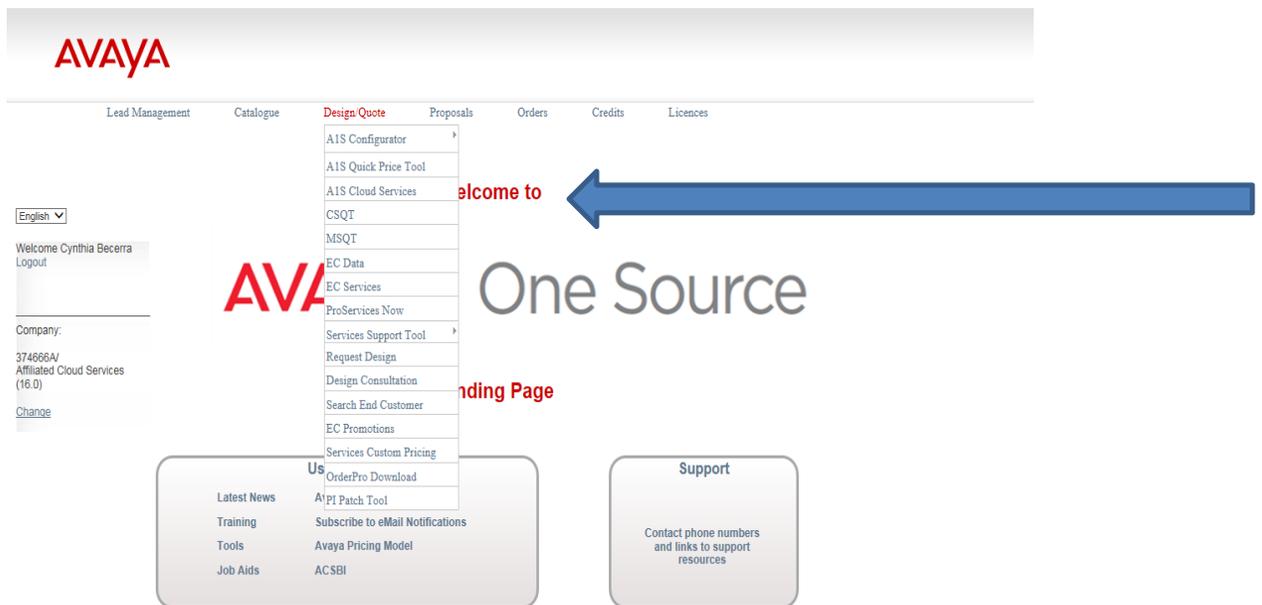
5.4 Partner Quote and Ordering (Avaya OneSource Cloud Services)

This is the tool to enable Avaya Partners to support their Customer. Avaya OneSource Cloud Services provides the Avaya Partner with the functionality below. Please note a full purchasing

guide can be accessed at <https://sales.avaya.com/documents/1399576462905>

Support new Customers

- Ability to provide a free 30-day trial for up to 10 End Users per Customer (“Trial”). The Partner will have their own trial tenant partition they will use for these Trials. Partners need to monitor their Trial Customers.
- Ability to turn on Customer’s VMR instances. Each paying Customer is set up as their own tenant partition.
- Partner will receive End User VMR details via e-mail sent via the Avaya OneSource Cloud Services.
- Avaya OneSource Cloud Services provides Avaya Equinox Meetings Online welcome letters and additional collateral (see Marketing Collateral).
- To start the purchase process, a Partner needs to log into the Avaya OneSource Cloud Landing Page (either www.avaya.com/ebizn for Americas, or www.avaya.com/ebizu for EMEA) and choose “A1S Cloud Services” as shown below.



- Partner can create a quote and submit order. End User Customer company name and address is required.

Monitor existing Customers

The Partner is able to:

- View all of the Partner’s Customers and their Customer Details (number of rooms, type of rooms, etc).
- Turn off, add to, subtract from, or modify an existing Customer’s video meeting room instances. Each paying Customer is set up as its own tenant partition.
- Change Customer video meeting room account (change owner, e-mail).

- Link to each Customers Administration pages – ability to view Customer usage – allows Partners to be proactive about providing additional training or selling additional VMRs.

The material codes are different when using the Avaya OneSource Cloud Services tool but the pricing is the same.

AVAYA Partneruser001 Sign Out

Service Management Dashboard Quote

Home > Quote

Quote (Draft)

Quote Name
CloudVideoQuote

Send To (email address)
dhaya.email@gmail.com

Description

Account

Name
Vodafone Limited

Address Line 1
3 The Mallings

City/Town/Locality
BURTON ON TRENT

State /Province /Territory
STAFFORDSHIRE

Zip/Postal Code
DE14 1SF

Country
UNITED KINGDOM

Contact

Type
Customer

First Name
Test

Last Name
Customer

Phone (Work)
+1 UT (234) 234-234 x

Email Address
vf@gmail.com

Clear Save Add Services

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6. Customer Use Cases

The following use cases are provided to aid in guidance for marketing and sales.

Use Case Scenario 1: Customer has No Existing Video and / or No CapEx Budget.

This is the primary target and the emerging video market segment which has no video today. This includes millions of small and mid-market customers. When video is a new business requirement, often there are few budgetary dollars applied towards it based on misinformation of the cost of an on-premise solution

A typical deal in this case would likely consist of the purchase of 10-20 VMRs with additional purchases as the solution becomes more prevalent within the organization. Alternately, a company may say “I have 50 employees to enable”, at which point they would buy 50 named End User accounts. Since these companies will be new to video, it is likely they will not be large initial purchases.

Use Case Scenario 2: Customer has Older Room Based Systems but with a desire for Desktop / Mobility.

This is the secondary target, i.e. companies who have already invested in some form of video infrastructure and want to A) add in desktop / mobile and / or B) increase utilization of existing equipment.

Avaya Equinox Meetings Online will bring new life to Customer’s existing equipment (namely video endpoints) by providing increased use through simplified interoperability with desktop and mobile clients.

Use Case Scenario 3: Customer starts as purely hosted and then adds Video Conferencing Room Systems Endpoints.

This builds onto Use Case 1 and is an expected use case. In this scenario the Customer starts with a full VCaaS desktop / mobile solution. As the Customer becomes more familiar with the service and uses it more they decide to add additional video endpoints and to get 1080p high definition.

Use Case Scenario 4: Customer integrates an on-premises video solution with Avaya Equinox Meetings Online.

This use case is very similar to use case 3. Company has an existing premises video solution (Avaya, Cisco, Polycom, or other) for one department while a second department that potentially utilizes the Equinox Meetings Online solution. It will be required that the 2 departments be able to have video calls with each other.

Use Case Applications: Avaya Equinox Meetings Online is a simple-to-use, and easy-to-get-started-with video collaboration solution. This opens up several new application use cases that appeal to Line of Business (LOB) users such as Sales Managers, Training Directors and Project Managers. Target departmental users to identify specific business applications such as distance learning and training, project management, teleworking, staff meetings with remote teams, sales meetings with customers, and access to subject matter experts such as manufacturing experts, loan officers, and product managers.

7. Branding

The offer is branded **Avaya Equinox Meetings Online**.

The Avaya Equinox Meetings Online logo is on the named user / Participant Landing Page as well as the named End Users setting screens and the Partner Administration screens. This branded logo is on all Equinox Meetings Online documentation, marketing collateral, the Equinox Meetings Online Partner Portal page, and the Sales & Partner Portal.

8. Customer On-boarding

On-boarding is performed by the Partner selling the service to the Customer.

As part of the Partner Equinox Meetings Online authorization training, Avaya has defined the guidelines for proper customer on-boarding. The Partner should nurture the Customer during any Trial period and on-boarding must provide the following:

- Partner will send a Welcome letter with Avaya Equinox Meetings Online Branding to the Customer. This will include:
 - PC desktop client download URL
 - Names of Mobile clients to download from app store (iOS and Android)
 - Room credentials
 - Support information of Partner
- Partner sets up a test and training video meeting using the Avaya Equinox Meetings Online solution to review:
 - Check audio / video
 - Check video room set up (if one exists)
 - How to set up a call
 - How to set up the Outlook plug-in
 - Using the application features (review each feature)
 - Tips and Tricks for a successful video call (mute line, proper headset, etc.)
 - Review where to find on-line documentation and training
 - Review where to go if the Customer has an issue (Partner to provide phone numbers, e-mails, service desk times, etc.)
- At the end of the on-boarding process the Customer should have all of the VMRs up and running including integration with any premises 3rd party endpoints.
- Successful test call placed right after provisioning.

9. SERVICES TERMS

9.1 Term of Service

The “Initial Service Order Term” is 12 months from the date of service activation, which can be billed monthly in arrears or as Annual Pre-paid. The “Service Order Term” shall collectively be the Initial Service Order Term and any renewal order term (“Renewal”) (see *section 9.3, below*), unless terminated earlier in accordance with the terms herein.

9.2 Service Activation

The Service will be deemed to be activated for Service on any working day (*Monday to Friday excluding National holidays of Avaya*) after Avaya Equinox Meetings Online is provisioned for Customer.

9.3 Renewals

At the end of the 12 month Initial Service Order Term, if Avaya and Distributor or Tier 1 Partner mutually agree to renew the Avaya Equinox Meetings Online VMRs for a particular Customer, Distributor or Tier 1 Partner will need to place another 12 month PO with Avaya, which is required for administrative purposes, through A1S Cloud Services. Avaya reserves the right to change the pricing for Renewal periods at the start of the Renewal. Avaya will endeavor, through A1S Cloud Services, to email the Distributor or Tier 1 Partner 30, 15 and 1 day prior to the subscription end date. Note, all Renewals are handled through A1S Cloud Services.

9.4 Billing

Unless otherwise selected by the Partner, billing for the Service will be invoiced on a monthly basis in arrears. The first invoice for a given subscription will be issued one month after the Service Order start date. Avaya will issue a separate monthly invoice per Customer.

If Annual Pre-Paid is selected, billing will occur upon order placement, and cover the 12 month Service Term. Any additions to this instance / service for the same Customer added during the Service Order Term will be invoiced as Annual Pre-Paid; however, total amount will be pro-rated and co-terminated with the existing Service Order Term.

9.5 Amendments to existing orders

While a Service Order Term is in effect, Customer may order additional VMRs for the remaining duration of the existing Service Order Term. These can be procured under the same commercial terms and pricing as the Initial Service Order. There are no additional processing charges. If there is a price change, the new additions will be added at the same price as the initial VMRs.

For example, if a Customer buys 10 VMRs on January 1, 2018 on the Annual Pre-Paid model, (thus the Service Order Term will end on December 31, 2018) and then decides to add 5 more VMRs on Sept 1, the 5 VMRs will be priced but pro-rated to cover September 1 – December 31, 2018, thus invoicing Pre-Paid for this co-terminated addition. Upon Renewal, all 15 VMRs may be renewed.

A volume-based discount only applied to the current purchase and does not include any Seats a Customer may already have. For example, a Customer may have 20 VMRs and then decides to purchase 10 more VMRs. Both times, Customer will not qualify for the volume-based discount. However, at renewal, since the Customer has 30 VMRs in total, they will qualify for a volume-based discount. As a reminder, volume-based discounts are only available for Annual Pre-Paid

options.

9.6 Changes to the Service

Avaya may at its sole discretion modify the aspects, features, or functionality of the Service without prior notice. Notwithstanding the foregoing, Avaya will endeavor to provide Customer with fifteen (15) days prior notice for any material changes.

9.7 Software Updates

The Avaya Equinox Meetings Online platform, on which the Service is based, will require updates from time to time. Updates may take the form of bug fixes, changes in the desktop Client, new or enhanced functionality, new software modules, and updated or new versions of the software, and are intended to improve or enhance the Service. Customer agrees to receive such updates as part of its subscription to the Service.

9.8 Terms of Use for the Service; Compliance with Laws and Regulations

Access or use by Customer of the Service constitutes Customer's agreement to the Terms of Use for Hosted Services set forth at [Avaya Terms of Use for Hosted Services \("Terms of Use"\)](#) and Privacy Statement set forth at [Avaya Privacy Statement \("Privacy Statement"\)](#) or successor sites designated by Avaya, or made otherwise available by Avaya upon request. If Customer does not agree to such Terms of Use or Privacy Statement, Customer must not use the Service. Customer's right to use the Service will at all times be conditioned on compliance with payment obligations for the Service and compliance with such Terms of Use.

Partner shall obtain Customer's written agreement to the Terms of Use and Privacy Statement referenced above prior to acceptance of the applicable order from Customer and maintain a copy of each such agreement; Avaya shall have the right to obtain a copy of the same upon request.

Partner acknowledges and agrees that the Services may be subject to local telecommunications laws and regulations, which may require the Partner to obtain a license or permit, register with local authorities or pay a fee or tax to offer or resell the Services in certain countries. It is the Partner's responsibility (if required) to register with local authorities, obtain a license or permit, pay all applicable fees or taxes and comply with all such local laws and regulations.

10. TERMINATION OF SERVICE

10.1 Termination for Cause

Either party may terminate the Service upon notice to the other if the other party fails to cure any material breach of the Agreement within a fifteen (15) days period after having received a written notice from the non-breaching party detailing the breach and requesting the breach is cured. In the event that Customer terminates due to an uncured, material breach hereunder by Avaya, Customer will be required to pay in full for all fees owing up until the month of termination. In the event that Avaya terminates for cause, Customer will be responsible for all fees owing up until the month of termination or in the case of Annual Pre-Paid, forfeit the remainder of the Service Order Term. Avaya is also entitled to any other rights and remedies available to it as a matter of contract, law, and equity or otherwise.

10.2 Termination for Convenience

Either party may terminate the Service for convenience upon fifteen (15) days prior notice to the other. In the event of Customer's termination for convenience, Customer will be required to pay in-full all contract obligations for the remainder of the Service Order Term. By way of example, if Customer terminates a Service order which is billed monthly in arrears for convenience effective any time during the Service Order Term, Customer shall pay the subscription fees for that month.

On an Annual Pre-Paid contract, any cancellations that occur before the Service Order Term ends will not be entitled to a refund.

10.3 Effect of Termination or Expiration

In the event of termination or expiration of the Service for any reasons, Customer shall immediately cease use of the Service and permanently destroy all documentation, training materials and confidential information associated with the Service within Customer's possession or control. All access to the Service shall cease immediately upon the termination or expiration of the Service.

10.4 Data Retention Following Termination or Expiration.

Avaya will endeavor to (but is not required to) provide storage for Customer data for thirty (30) days after termination or expiration of the Service or Service Order Term for that Customer. Avaya has no responsibility or liability for the loss or deletion of any Customer data or failure to store the Customer data.

11. AVAILABILITY, MAINTENANCE & SUPPORT

Partner will ensure that End Users have been trained, have the right hardware and software and advise on bandwidth.

11.1 Maintenance Activity

Maintenance activity on the hosting infrastructure and the Avaya Equinox Meetings Online application will be required from time to time. For planned maintenance activity, Customer will be provided with a written notification *email* at least 1 week in advance of the planned date. For urgent maintenance activity, Customer will be provided with a written notification *email* of the proposed time and duration, including an advisory of the risks and potential outcome of not performing the maintenance activity. Avaya reserves the right to perform the urgent maintenance as notified. Maintenance is deemed urgent when there is a risk that degraded performance or other service impact will result if the maintenance is not conducted expeditiously.

11.2 Reporting a Problem

Partner can report a problem to Avaya Global Support Services (GSS) at support.avaya.com. Partner has 24x7 around-the-clock access to an Avaya service center via the support.avaya.com website to request support or to raise questions about product configuration or general usability. Avaya requires that only Avaya Partner contacts are eligible to request support, verify the identity of Customer or Partner contacts requesting support and limit the number of authorized contacts. Upon receipt of a service request, Avaya or its Service Provider Assignee will perform troubleshooting and diagnostics via telephone or remote connection to isolate the problem and to determine whether the Service is working in accordance with Avaya's standard and published documentation, including all associated application and configuration notes.

When support is requested for an Avaya XT video endpoint connecting to the service, partner must ensure that the XT is under a valid service agreement.

11.3 Support Service Level Objectives

Avaya will use commercially reasonable efforts to commence support on the Partner's request for remote support according to the following table:

| SERVICE REQUEST | DEFINITION | RESPONSE |
|------------------------|--|--------------------------------|
| Severity 1 Critical | The Service is totally out of service with no acceptable work around resulting in a loss of service affecting all End Users | Within 4 hours |
| Severity 2 High | The Service is operating with severely reduced functionality causing impact to the Customer's business operations, or the loss of service impacting more than twenty five percent (25%) of all End Users | Within 8 hours |
| Severity 3 Medium | The Service is operating with reduced functionality causing little or no impact to the Customer's business operations, or the loss of service to less than twenty-five percent (25%) of all End Users | Within Standard Business Hours |
| Severity 4 Low | The Service is operating with full functionality and a service request for information on features, configuration or use of the Service needs to be tracked to completion | Within Standard Business Hours |

11.4 Standard Business Hours

Monday through Friday (*or any other local period of five (5) consecutive working days according to local custom*) between the hours of 8:00 a.m. and 9:00 p.m. US Eastern Time, excluding Avaya observed holidays (*a list is available upon request*).

12. Technical Service

Partners will take Customer's Tier 1 service calls. If the issue is above a Tier 1 type call the Partner will raise a ticket on [Avaya Equinox Meetings Online Support](#) (normal policy). Partner will do a test call and some basic feature walk through with Customer.

Potential Tier 1 Customer issues that the Partner is responsible for training and troubleshooting include:

- Downloading and installing the PC or Mobile application
- Installing and configuring cameras and audio devices
- Installing the Outlook plug-in
- Setting up a meeting
- Joining a VMR
- Participating in a meeting with audio and video
- Viewing content
- Sharing content
- Text chat
- Moderating a meeting
- Inviting other Participants to join a virtual room
- Inviting video conferencing room systems to join VMRs
- Moves, adds, changes to existing virtual rooms
- Troubleshooting audio or video quality
- Troubleshooting video conferencing room system integration issues
- Identifying bandwidth issues at the Customer site
- Password management
- Answer any billing questions that may arise

Great emphasis will be placed on Partner to correctly onboard their Customer so that operational and administration type issues do not come up. These items must all be checked as part of the Customer on-boarding process.

13. Training and Demo requirements

- Requirements for a Partner to become authorized to sell Avaya Equinox Meetings Online are to achieve: minimum quantity of two (2) [APSS-1401– Avaya Video Conferencing Solutions](#), plus the purchase of a demo kit. Any Partner that has already purchased a Scopia demo kit will not be required to purchase another demo kit.
- Partners may either fulfill the demonstration requirement by purchasing an Avaya Scopia Endpoint demo kit or Avaya Equinox Meetings Online demo kit. Avaya Equinox Meetings Online demo kit allows for 5 VMRs for one year. Each year this will have to be renewed.
- Partners will create a demo tenant that not only hosts all the Trials accounts that their Customers need but will also include the demo rooms that a Partner owns in this tenancy.
- All Scopia certified Partners will automatically be authorized to sell Avaya Equinox Meetings Online as they will already meet the minimum requirements to sell Avaya Equinox Meetings Online. It is recommended that Partners currently authorized to sell Avaya Scopia Solutions should take the course [4514W - Avaya Video Cloud](#) added to the APSS – Avaya Video Solutions curriculum so that they are familiar with how to quote and order Avaya Equinox Meetings Online. All training is available through www.avaya-learning.com
- For full details on Avaya Solutions Authorization Policy please see the policy guide [here](#).