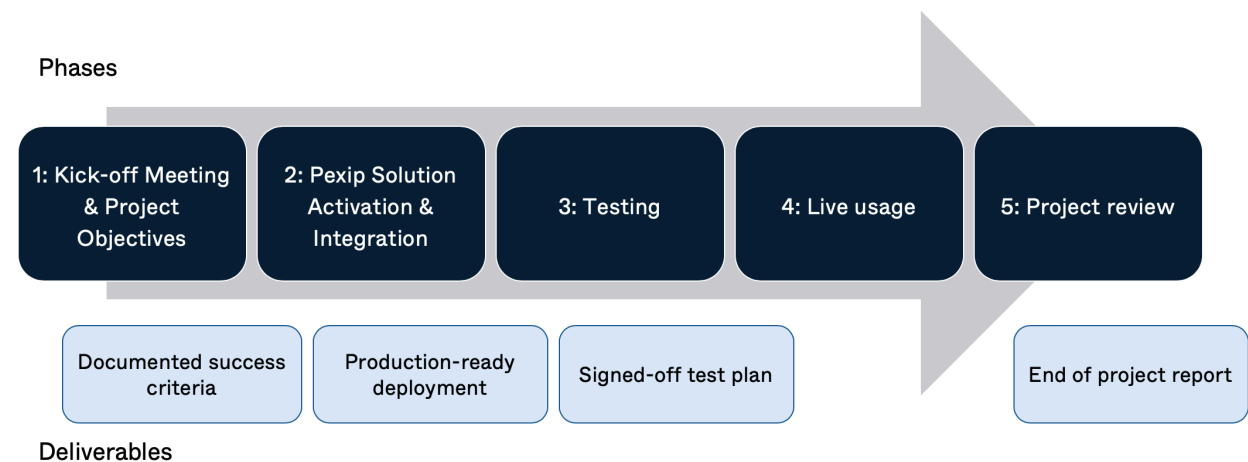


Pexip Teams Connector Proof of Concept Statement of Work

March 2020

Introduction

This document provides a framework from which planning, activation, integration and project management can take place. It outlines the scope of work, the specific deliverables included with the service and the expectations and responsibilities of each party. This is designed to be a general outline with more specific deliverables discussed during planning meetings with the Customer. For the purposes of this document, “Customer” means “PoC Customer”; “PoC deployment” means the “Microsoft Teams Connector deployment”; and “Pexip Service” means “Microsoft Teams Connector.”



Scope of Work

Pexip will arrange an initial project kick-off meeting to discuss the end Customer’s requirements, environment and expected outcomes. The meeting will decide how the Pexip Service will be implemented, agree all deliverables and align the key stakeholders. A Pexip assigned professional services engineer will oversee the entire process.

The PoC is intended to create a baseline production-ready service to demonstrate the value of the combined Microsoft and Pexip solution for a specific group of users and/or use case. To that end the scope of the PoC deployment will include:

- Video conference endpoint services for supported endpoints
 - Customer-specific domain name
 - SIP registration with call control/firewall traversal
 - Endpoint provisioning

- Phonebook (other VTC systems registered on the service, for P2P calls)
- Business to Business calling (SIP/H323)
- Global registrar and media relay service
- Redundant call control and automatic fail-over between registrars
- Smart roaming
- Pexip CVI Service for Microsoft Teams
 - Customer-specific domain name
 - Interactive Video Reception for VTC dial-in or VTC direct dial
 - Trusted join (lobby bypass) of Customer's video endpoints registered to Pexip when calling in to Teams Meetings organized in the Customer's Office 365 Tenant
 - Guest join (via normal lobby) for VTC systems not registered on the Pexip service
 - And any new Pexip CVI features that become available during the Term
- Testing against agreed success criteria

If a Customer desires a dedicated self-hosted deployment of PoC, Pexip will accommodate such request for up to 50 PoC Customers.

On completion of the activation and integration, the assigned Pexip professional services engineer will conduct a basic administrator and end-user training for the target group of users selected by the Customer.

After handover, the assigned professional services engineer will regularly touch base with the Customer to ensure usage, adoption and the achievement of the Customer's desired outcomes. At an agreed date Pexip and the Customer will hold a PoC final review meeting where the overall status and success of the project will be discussed.

Kick-off Meeting and Project Objectives

Prior to deployment, an initial project kick-off meeting will be scheduled between key stakeholders in Pexip and the Customer. Required attendees include, but are not limited to, the Customer, Customer's technical liaison, and the Pexip professional services engineer. The expected outcome of the initial kick-off meeting is to:

- Identify any and all Customer resources needed to complete activation such as:
 - Azure Active Directory administrator(s), and network administrator(s)
 - Network architectural and operational diagrams necessary to provide an in-depth understanding of Pexip's role within the current collaboration environment
- Agree a schedule for the activation
- Identify current VTC dial plan
- Identify DNS administrator if Customer prefers to use their own DNS domain
- Identify current VTC usage patterns/meeting types used

- Identify network/routing and if VTC systems can break out to local internet to ensure video quality
- Identify firewall requirements
- Identify an Office 365 Global Administrator who can conduct the admin consent
- Identify a SfB administrator who can run the SfBO PowerShell commands to enable Pexip Teams Connector interoperability for the end-users
- Review process for activation and agree on responsibilities allocated to both Pexip and the Customer
- Determine and document success criteria for sign-off at completion. This should include a post-activation checklist of validation tests to ensure proper functionality (examples available)
- Agree the period during which the PoC deployment will be available to the target user group

Activation Process

Activation of the Pexip Service will be conducted remotely. During the process, both Pexip and the Customer will maintain responsibility for specific deliverables. The list below is provided as an example; final agreement will be made during the initial kick-off meeting.

Pexip Responsibilities

Pexip will maintain responsibility for the following:

- Activation and configuration of the Pexip Service
- Registration of users
- Endpoint registration of VTC systems (unlimited)
- Pexip Cloud Video Interop for Microsoft Teams
- Testing against agreed success criteria
- Provisioning VTC registration in nearest POP based on system location
- Provisioning of phonebook directory including other VTCs registered on the Pexip service
- Set up the Microsoft Teams gateway domain
- Post-activation test plan
- Track usage and performance during PoC
- Monitor service network, ensure QoS
- End of PoC report

Customer Responsibilities

Prior to and during activation, the Customer will maintain responsibility for the following:

- Identify and offer appropriate access to necessary personnel as discussed during the kick-off meeting

- Ensure network is operational prior to activation and ready for configuration and integration
- Authorize Pexip CVI applications
- Provide a quality internet connection that can support video communications
- Conduct required adjustments to firewalls/network to be able to access the service
- Enable CVI join details to show in Teams invitations via SfBO PowerShell
- Update DNS with SRV records pointing to the Pexip Service (if required)
- In certain network environments, Pexip Service domains may need to be whitelisted in the group policy, web proxy or filtering corporate firewalls to allow traffic to pass without interference
- If a self-hosted deployment option is chosen, the customer is responsible for their Azure consumption

Microsoft Responsibilities

Prior to, and during the PoC phase, Microsoft will be responsible for the following:

- Identify and name dedicated resources as needed
 - Account Executive / Owner

Deliverables

The key deliverables of the PoC will include:

- Documented success criteria. A list of technical and/or use case requirements which will form the basis of the test plan and ultimately the Customer's view of the PoC's success
- A configured, branded, functioning deployment of the Pexip Service integrated with Microsoft Teams that is suitable for proving the value of the combined solution in the Customer's environment and against their stated success criteria
- Signed-off test plan
- End of PoC report documenting the achievement (or otherwise) of each of the Customer's success criteria and desired outcomes as related to the trial usage and adoption

Testing

After activation of the Pexip Service is complete, functional testing can immediately commence. Testing will validate all items identified on the success criteria checklist, as discussed in the initial project kick-off meeting. If any issues arise during testing, the Pexip professional services engineer and the Customer will troubleshoot the problem to identify root cause and plan for resolution.

Upon completion of functional testing of all success criteria, the Customer shall provide sign-off, and the PoC service will be made available to the target user group for an agreed period.

Customer Support Cooperation

- Pexip and Microsoft will work together in good faith to facilitate hand-offs between their respective customer support teams if a testing or customer support issue is determined by either party's customer support personnel to have a root cause related to the other party's properties. Upon request, Pexip will share data, including call detail records and logs, with Microsoft for diagnostic purposes.

For general information on Pexip privacy policies please visit:
<https://www.pexip.com/privacy>

Appendix A – Supported Video Conferencing Endpoints

Supported Cisco Devices

Model	Minimum Supported Software Version	Recommended Software Version
MX-Series	TC4.2 CE8.0	CE8.2.1 or newer
SX-Series	TC5.0 CE8.0	CE8.2.1 or newer
DX-Series	CE8.2	CE8.2.1 or newer
C-Series	TC4.2	TC7.3.4 or newer
EX-Series	TC4.2	TC7.3.4 or newer
E20*	TE4.0	TE4.1.7
MXP*	F8.2	F9.3 or newer
Spark Room Kit	CE9.0.1	Latest

*E20 and MXP devices are supported for registration and use with the Pexip Service but do not support the One-Touch Join feature as they do not have touch panel user interfaces.

Note: Using older firmware versions may produce some functionality limitations as the Pexip Service continues to evolve. It is recommended that current firmware versions be used to take advantage of the latest device features and security patches.

Supported Polycom Devices

Model	Minimum Supported Software Version	Recommended Software Version
RealPresence Debut	1.0.0	1.2.x
RealPresence Group (incl. QDX)	4.0.2	6.1.2
HDX	3.0.5	3.1.11
RealPresence Trio 8500/8800	5.7.1	5.7.1

The Polycom devices shown above are supported for registration and use with the Pexip Service but do not currently support the One-Touch Join feature at this time as this is under development and will be available in 2020.

Note: Using older firmware versions may produce some functionality limitations as the Pexip Service continues to evolve. It is recommended that current firmware versions be used to take advantage of the latest device features and security patches.

A complete and updated list can be found here:

<https://support.pexip.com/hc/en-us/articles/236094288-Videoconferencing-Units-Compatible-with-Pexip-Subscriptions>