



VSG - INFRASTRUCTURE *PLUS* LEVEL

Program Summary

To become a VSG - Infrastructure *Plus* Level Reseller, an applicant must (i) submit a completed and approved application form (including financial statements and business plan), (ii) acknowledge and agree to the terms and conditions of the Certification Agreement located on the Polycom Resource Center (PRC), (iii) certification requirements must be met independently in each country where sales occur, and (iv) agree to comply at all times with the following minimum requirements:

- 1) Be in good standing with Polycom and authorized by Polycom to resell the VSG - Infrastructure Series product line**
- 2) Conduct business at all times in a manner that reflects favorably upon the reputation, quality, and goodwill of Polycom and its products**
 - a) Promote Polycom and all Polycom product lines carried in a fair and complementary manner
 - b) Promptly escalates customer support issues to Polycom with regards to Polycom equipment and/or service
 - c) Obey all applicable laws and regulations and conduct business in an ethical manner
 - d) Establish and maintain compensation or incentive plans for employees involved in the sale or servicing of Polycom products which are at all times proportionally fair to Polycom in comparison with similar plans for any other competitive products sold by Reseller
- 3) Sell or otherwise make available Polycom products only to end users**
- 4) Maintain Qualified Employees for Each Product Line**
 - a) Use best efforts and actively sell VSG - Infrastructure Series products
 - b) Retain a minimum of two (2) Qualified Sales Representatives (QSRs) for the VSG - Infrastructure Series product line who have attended Polycom's VSG - Infrastructure Series sales class and passed the required VSG - Infrastructure sales test
 - c) Dedicate QSRs to face-to-face "in the field" sales (inside sales force does not qualify, and sales by mail, telephone, website, or similar methods do not constitute face-to-face sales)
 - d) Retain a minimum of two (2) Qualified Technical Representatives (QTRs) for the VSG - Infrastructure Series product line who have attended Polycom's VSG - Infrastructure Series Pre-Sales technical training course and have passed the VSG - Infrastructure Pre-Sales technical test, the VSG - Infrastructure Advanced Technical Test and VSG - Infrastructure Software Installation Test.



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5) Installation & Service of Polycom Product Lines Carried* (North America)

- a) Effective January 1, 2006, Partners who have completed the Certified Service Partner (CSP) certification will be authorized to provide the level of service maintenance support outlined within that agreement.
- b) Reseller may provide installation services on VSG - Infrastructure products themselves or purchase this service through Polycom (not required).
- c) Partners will provide warranty support.*

6) Maintain sales and services records and allow Polycom or its third party representative to access and inspect Reseller's facilities and records for the purpose of ensuring Reseller's compliance with the terms of these Certification Requirements

7) Promptly report to Polycom all suspected product defects or safety problems and keep Polycom informed of customer complaints

* Resellers may satisfy this requirement by outsourcing full service of all products through Polycom Global Services under Polycom's Partner Service Program.

Polycom reserves the right to change these requirements at any time for any reason at its sole discretion, and Reseller acknowledges and agrees that Polycom may de-certify Reseller at any time for any reason