



Vidyo Hosted Services Description for VidyoCloud™ Services

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Vidyo Hosted Services Description for VidyoCloud™ Services

The VidyoCloud™ hosted videoconferencing service brings people together seamlessly for productive video collaboration. It bridges the gap between people, regardless of what communication device, conferencing system, or location they choose. This service enables the members of your organization to communicate and collaborate with one another—as well as with external parties—using a variety of devices including desktop, mobile, and room-based video systems.

In addition to providing ad-hoc and scheduled multi-party video meetings, the VidyoCloud service enables spontaneous direct calling, making it extremely easy and convenient to collaborate with both groups and individuals. Connecting to other users in your organization is also very simple because of the dial-by-name directory.

Calls within the VidyoCloud service are powered by Vidyo's technology, which uses dynamic network adaptation to deliver continuously optimized video—regardless of changing network conditions. Vidyo makes it possible for you to experience this superior video quality because we deal with the fluctuations that often occur over unmanaged networks, such as the public Internet.

You can also deploy local instances of Vidyo's server technology on-premise to provide network WAN optimization. In this hybrid deployment model, Vidyo traffic is localized to on-premises and off-premises to minimize latency and reduce the number of video streams that need to traverse the enterprise WAN connection. The result is a complete, cloud-based, video communications system that delivers scalable high quality video for rich enterprise collaboration.

Subscriptions

Subscriptions for the VidyoCloud service are based upon annual terms as outlined in this section. Vidyo currently offers enterprise subscribers two different subscription options to best accommodate your needs:

- A Hosted Universal VidyoLine™ subscription
- A Hosted User subscription

All subscriptions are subject to the *Terms of Service for Vidyo Hosted Services*, available at <http://www.vidyo.com/hostedservicestos>.

Hosted Universal VidyoLine Subscription

The Hosted Universal VidyoLine (HUVL) is a single concurrent endpoint connection to the VidyoCloud service. It enables an endpoint of any supported type to connect to a live call and participate in a videoconference. The HUVL

subscription term is for one year for enterprise use, meaning communication by the subscribing organization's users with one another and with any external parties they choose to invite or include (which Vidyo refers to as "guests").

Subscribing to the VidyoCloud service includes the ability to create individual registered user accounts, and connect with Vidyo software-based individual clients, VidyoRoom™ systems, H.323/SIP-based systems, and telephone dial-in. You can purchase multiple licenses to achieve your desired deployment size. The voice dial-in service is delivered using the VidyoVoice™ service and comes with 750 minutes per month, with a single dial-in number in one of the supported countries, and up to 10 simultaneous voice callers. You can also purchase additional VidyoVoice service capacity. The service also includes email, web, and phone support. Phone support is available from 9 am to 7 pm local time, business days.

In order to establish a VidyoCloud service subscription, each enterprise client must purchase a Starter Pack, which includes 20 HUVLs as part of the subscription.

Flex Capacity

Vidyo may also provide organizations subscribing to HUVLs with additional capacity, in the form of "buffer" HUVLs, above the amount of HUVLs to which they are subscribed. Vidyo provides this in order to promote adoption and make it easier to get started when actual utilization patterns are not known.

When a new annual subscription is started, the HUVL capacity includes the purchased amount plus an additional 50%. This enables the subscriber to exceed the total concurrent connection up to 150% of subscribed capacity. Vidyo provides this as a courtesy to the subscriber in order to accommodate unexpected spikes in utilization as well as to promote user adoption while usage patterns are being established.

At the end of the subscription term, Vidyo will make a recommendation for the renewal capacity for the subsequent subscription term based on your actual utilization. If you don't renew for at least the recommended capacity, the buffer HUVLs will no longer be available.

Note: Flex capacity is only available with the HUVL model and is not available with the Hosted User subscription pricing model.

Hosted User Subscription

Enterprise Hosted User subscription is a user-based subscription that provides access to the VidyoCloud service. Hosted User subscriptions are sold in packs of 10 registered users. Each user can host and participate in meetings with up to 50 concurrent endpoint connections.

The VidyoCloud service term is a one-year subscription for enterprise use, meaning communication by the subscribing organization's users with one other and with any guests. Subscribing to the VidyoCloud service includes the ability to connect Vidyo's software-based individual clients (provided on an as-needed basis),

VidyoRoom systems, H.323/SIP-based systems, and telephone dial-in. You can purchase multiple licenses to achieve your desired deployment size. The voice dial-in service is delivered using the VidyoVoice service and comes with 750 minutes per month, with a single dial-in number in one of the supported countries, and up to 10 simultaneous voice callers. You can also purchase additional VidyoVoice service capacity. Support is available from 9 am to 7 pm local time, business days on all included components.

When the annual Hosted User Licenses expires, all provided software (other than Vidyo's individual client software) must be deleted, and concurrent connection licenses and user accounts will terminate unless renewed. You must pay the annual Hosted User License fees at the start of each license term, and these fees are non-refundable.

Each user account is a personal use license for a single named individual or VidyoRoom system. It is identified by a specific individual user name that is dedicated to that individual or VidyoRoom system; it is not a general or administrator name. The login credentials for one user cannot be shared with other users, cannot be accessed by more than one person, and may not be shared among multiple persons.

In order to establish a VidyoCloud service subscription using the Hosted User subscription model, each enterprise client must purchase at a minimum a Starter Pack, which includes 20 Hosted User subscriptions.

VidyoCloud Service Capabilities

Each subscription of the VidyoCloud service includes a tenant on the VidyoCloud shared cloud platform. Vidyo will provision a single tenant per subscriber organization.

Concurrent Connection

Each participant or endpoint connecting into a call, regardless of endpoint type, is counted as a concurrent endpoint connection. To calculate concurrency, add up each endpoint that is connected to the VidyoCloud service at any given time. For example, a meeting with two VidyoDesktop™ endpoints, two VidyoMobile™ endpoints, one VidyoRoom endpoint, one H.323 or SIP endpoint, and one audio caller through the VidyoVoice service would total seven concurrent connections.

Virtual Meeting Room

A virtual meeting room is a virtual space in which multiple participants can connect in order to communicate. A virtual meeting room is intended to be used by the single individual holding the associated user account for hosting calls in which he or she is participating; it is not intended to be used by a general user or administrator

or to be used by multiple users. These virtual rooms cannot be assigned as “public” rooms or “shared” rooms that are available to other users. Calls from and to such rooms must be hosted by the associated user only. To avoid any doubt in cases where a user has multiple virtual rooms, that user can use only one such virtual room at any given time (subject to reasonable call overlap).

Supported Resolutions

The Vidyocloud service supports Vidyocloud endpoints in calls at a resolution up to 4K (3840 x 2160) based upon endpoint specifications, available bandwidth, device computing capability, and device display resolution.

Third-party H.323 and SIP-based endpoints can support up to 1280 x 720p resolution.

Personalized Domain

Each tenant is configurable with a unique personalized host portion of the Fully Qualified Domain Name (FQDN). The tenant can be given a hostname, such as host.domain.tld. For example, “companya” can be given hostname companya.vidyocloud.com. Any names must conform to IETF standards and host naming.

Administrative Console

Vidyocloud provides subscriber organizations with access to Vidyocloud’s administrative console. This web interface enables you to provision users on the subscribed tenant. The designated administrators from the subscriber organization can create and manage users as well as control virtual meeting rooms.

Administrators are allowed to moderate meetings. This is in addition to the virtual meeting room owners’ ability to moderate their own meetings. An administrator can access any virtual meeting room on their tenant and perform conference moderation operations on behalf of the virtual meeting room owner.

There are several provisioning methods available for a subscriber:

Provisioning Methods	
Manual	Provision user by filling out account detail in a web form within the administrative console.
CSV File Import	Bulk user provisioning creation by uploading a formatted comma separated file import.
SAML	Automatic user provisioning by interfacing subscriber tenant to a SAML IDP. Note: This is not yet available.

Provisioning Methods	
LDAP/AD	Automatic user provisioning by interfacing subscriber tenant to an Active Directory server via LDAP.

Telephone Dial-In

Each subscription to the VidyoCloud service comes with the VidyoVoice base package service that provides 750 minutes of telephone dial-in per month with up to 10 simultaneous callers via a single dial-in number. If you want additional minutes and caller connections, you can purchase them in advance. Also, if you want to provide local dial-in numbers for participants, you can purchase additional dial-in numbers in up to 45 countries.

VidyoVoice Service	
Base Package (included)	<ul style="list-style-type: none"> • Single dial-in number in one of 45 countries • 750 minutes per month • Up to 10 concurrent voice callers
Add-on Packages	<ul style="list-style-type: none"> • Additional dial-in numbers in one of 45 countries • 10 additional concurrent voice callers • 1000 additional minutes per month

Note: Each voice caller dialing into the VidyoCloud service consumes one of the concurrent endpoint connection licenses.

Encryption

Vidyo utilizes industry standards for securing the VidyoCloud service. This includes encryption of data being transmitted. All media and signaling are encrypted between the Vidyo solution's endpoints and within the VidyoCloud service. This includes the use of TLS and SRTP using AES 128-bit encryption.

Third-party H.323 and SIP endpoints can also connect via encrypted connections to the VidyoCloud service, provided the third-party endpoints support and enable compatible encryption.

Hybrid Deployment

The VidyoCloud service provides support for a combination of on-premise and cloud-based infrastructure. As a subscriber to the HUVL pricing model, you have the option to deploy local instances of Vidyo's infrastructure software ("Infrastructure Software") to optimize network utilization.

Infrastructure Software	Description
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Infrastructure Software	Description
VidyoRouter™ VE	Vidyo's software server that hosts calls among participants. It dynamically optimizes media traffic flow between the Vidyo solution's endpoints and other infrastructure. When deployed locally, it allows traffic within an organization's network to be localized, reducing external bandwidth needs.
VidyoGateway™ VE	Vidyo's software server that provides H.323 or SIP interfaces into the VidyoCloud service. When deployed locally, it mitigates packet loss effects on video quality of H.323 and SIP sessions.
VidyoReplay™ VE	Vidyo's software server that provides recording and webcasting of meetings. It allows meeting hosts to record their meetings for future playback or for live webcast.

Note: Deployment of an on-premises Vidyo solution infrastructure for hybrid deployments requires you to purchase the "System Commissioning Remote Support" (SVC-REMOTE-01) service per virtual machine.

Infrastructure Software provided with the VidyoCloud service may only be used by the subscriber organization with the VidyoCloud service and is limited to the quantities provided and the term of the subscription, and must be decommissioned and deleted from all subscriber systems and media upon termination of the VidyoCloud service subscription.

Supported Endpoint Types

The following endpoint types are supported with, and except as noted in the following table, are included in the VidyoCloud service. Specifications are listed in the endpoint datasheets located at <http://www.vidyo.com/resources/>.

Endpoint	Description
VidyoDesktop	Vidyo's software-based client that provides two-way video for Windows®, Mac®, and Linux® machines.
VidyoMobile	Vidyo's software-based client that provides two-way video for iOS and Android™ devices.
VidyoRoom	Vidyo's appliance-based endpoints that provide two-way video designed for conference room use. VidyoRoom systems are compatible with the VidyoCloud service and can be purchased separately.

Endpoint	Description
VidyoWeb™	Vidyo's software-based client for web browsers that provides two-way video through supported web browsers.
VidyoSlate™	Vidyo's software-based client that provides annotation and white-boarding for iOS and Android devices.
Third-party H.323/SIP*	Vidyo provides interoperability with third-party H.323 and SIP systems (purchased separately) allowing these systems to participant in two-way video calls.
Telephone	Through the VidyoVoice service, telephone dial-in access is available that allows participant voice-only access to meetings hosted on the VidyoCloud service. See the list of supported countries in the VidyoVoice data sheet .

*Assumes third-party H.323/SIP systems can make calls to the public Internet. Vidyo provides industry-standard interfaces for third-party H.323 and SIP systems and makes every effort to provide help with third-party H.323 and SIP systems; however, Vidyo cannot guarantee interoperability with every system nor is Vidyo responsible for supporting these third-party systems.

Software Updates

Vidyo manages the cloud-based infrastructure. This includes providing product updates and fixes for both the VidyoCloud service and for the included Vidyo solution endpoints on a continuous basis if and when made available. Should any software upgrade or maintenance require downtime, Vidyo will provide notice to customers as outlined in the *VidyoCloud Service & Support Policy*.

Software updates can include new features that add additional capability for the VidyoCloud service. These new features and capabilities may be provided as part of an existing subscription. However, Vidyo reserves the right to charge for additional features and capabilities.

Guest Participant Access

Guests can be invited to meetings even if they do not have a user account on the VidyoCloud service. However, guests can only participate in a call when invited by a registered user, and they have no rights to independently set up or host calls.

Limitations

Endpoint Limitations

Unless stated elsewhere, the Vidyo solution's endpoints perform to the specifications outlined in the endpoint's data sheet and in the Administrator/User Guides found on the Vidyo's Customer Support website.

Meeting Size Limitations with Hosted User Subscription

Meetings cannot exceed more than 50 participants (including the meeting host). In addition, with the Hosted User subscription, you are allowed only one simultaneous meeting per registered user host.

Network Limitations

Vidyo's technology seeks to provide the best possible quality video experience over challenging networks. However, video quality is directly related to network performance and, as the VidyoCloud service is delivered over the public Internet and recipients' local networks, no guarantees can be made with regard to network performance or video experience.

Vidyo Endpoint Network Requirements

The subscriber's network must meet the requirements indicated in the Specifications including the following standards:

- Full Duplex must be enabled on all network devices
- RTP latency in one direction between the User and Hosted application/equipment must be less than 150 ms
- RTP jitter must be less than 15 ms
- Network segments must not exceed a packet loss rate of three percent (3%)
- Network bandwidth must accommodate at least 256 kbps up and downstream from each endpoint

H.323 and SIP Network Requirements

The type of technology used in most H.323 and SIP videoconferencing systems is very sensitive to network errors. In order to maintain acceptable quality, the network must deliver a sufficient level of performance. Users of third-party H.323 and SIP systems should adhere to the manufacturer's recommended network requirements for quality. Vidyo recommends the following for H.323 and SIP systems connecting to the VidyoCloud service:

- Full Duplex must be enabled on all network devices
- RTP latency in one direction between the endpoint and VidyoCloud service must be less than 150 ms
- RTP jitter must be less than 15 ms

- Network segments must not exceed a packet loss rate of one-half percent (0.5%)
- Network bandwidth must accommodate at least 384 kbps up and downstream from each endpoint

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