



THESE PRODUCT-SPECIFIC TERMS AND CONDITIONS NEED TO BE READ IN CONJUNCTION WITH THE GENERAL TERMS AND CONDITIONS. WHERE ANY DISCREPANCY OCCURS, THE PROVISIONS OF THESE PRODUCT-SPECIFIC TERMS AND CONDITIONS SHALL APPLY.

1. DEFINITIONS

- 1.1. **Supplied Equipment** equipment supplied by Vox to the Customer as itemised in a formal quotation
- 1.2. **Customer Equipment** equipment supplied by the Customer and that is not installed or managed by Vox, e.g. network switches.
- 1.3. **Service** means the supply, configuration installation support and maintenance of the Vox Collaborate products.

2. SERVICES DESCRIPTION

The Vox Collaborate service is the supply, configuration installation, support and where relevant the maintenance of cost effective all-in-one interactive touch screens with built-in PCs for whiteboarding and annotating, in-room presentation, video conferencing, web browsing and wireless content sharing from any personal device.

3. SUPPLIED EQUIPMENT

- 3.1. Each Vox Collaborate room system includes the following:
 - 3.1.1. A 4K high brightness LCD touch screen (with a resolution of 3,840 x 2,160 pixels);
 - 3.1.2. Android PC
 - 3.1.3. Built-in wireless content sharing (Clever Share2);
 - 3.1.4. An appropriate mounting system (wall mount if brick or concrete; a pole mount system or a mobile floor stand);
 - 3.1.5. Mandatory service level agreement for where the Supplied Equipment is rented from Vox; and
 - 3.1.6. Installation and training.
- 3.2. Optional extras that can be procured with the Vox Collaborate system :
 - 3.2.1. Windows PC
 - 3.2.2. Camera and microphone system
 - 3.2.3. Maintenance agreement for outright sales
 - 3.2.4. Vox Air subscription

4. ACCURACY OF CUSTOMER INFORMATION

- 4.1. The Customer will provide Vox with accurate and up to date information: (i) when completing the Subscriber Agreement; and (ii) when Customer contacts Vox to report a suspected fault and is asked a standard set of structured questions.
- 4.2. Vox shall not be liable for any loss suffered as a result of the Customer's failure to provide accurate information or any relevant facilities, which may lead to a delay in installation or service repair.

5. INSTALLATION AND CUSTOMER REQUIREMENTS

- 5.1. The Customer agrees to ensure that service staff of Vox are given access to the Customer site. The Customer shall state a contact person for the installation of the Supplied Equipment. This person shall be available for questions with regard to details of the Customer site and to assist service staff where necessary.
- 5.2. Unless quoted for, the Customer is responsible for providing all internal cabling to connect the Supplied Equipment to the Customer data network and power supply. Upon Customer request, Vox may provide standard internal cabling at an additional charge.
- 5.3. Unless otherwise requested by the Customer the installation will be carried out from Monday to Friday during local Business Hours. Additional costs may apply for installations carried out outside of these times.
- 5.4. The following minimum requirements are to be supplied by the customer:
 - 5.4.1. At the required mounting position the wall should be either brick or concrete
 - 5.4.2. Should there not be a brick or concrete wall at the required mounting position, a pole mount system or mobile floor stand will be required
 - 5.4.3. Vox will not mount any equipment onto a dry wall
 - 5.4.4. Poles and / or trunking for reticulation must be provided for by the customer. However, Vox can arrange this as part of the Vox Collaborate Room System at an additional cost.

6. SERVICE PROVISIONING AND TESTING

- 6.1. A minimum of 2 weeks lead time is required for installations and may vary based on equipment and resource availability, complexity and location of the solution deployment.
- 6.2. The Vox representative will complete a site survey to determine the suitability of the intended venue for the Vox Collaborate Room System and to determine the CleverTouch mounting system requirements
- 6.3. The Customer will provide Vox and/or its subcontractor(s) with such assistance and information as reasonably required to provide the Service.
- 6.4. The Customer agrees to provide Vox and its subcontractors and their respective employees and agents' access to the Customer sites where any Service is provided (including access to associated equipment) as necessary for Vox and its subcontractors to provide the Service.
- 6.5. All final reticulation costs and LAN assessment charges quoted (where applicable) are dependent upon the completion of a site survey and are subject to change at any stage prior to the implementation of the service. Any such changes will be communicated to the Customer at the relevant time.

7. ACTIVATION OF SERVICE

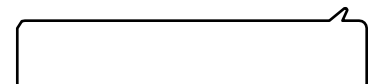
- 7.1. The service activation date shall be the date determined in terms of clause 7.2 below..
- 7.2. A sign off document will be required to be signed by the customer as acceptance of the installation and Equipment. The service shall be deemed accepted by the Customer if no objection has been raised by the Customer within two (2) business days following receipt of the sign-off.

8. CUSTOMER EQUIPMENT

- 8.1. The Customer is responsible for obtaining, installing, configuring and maintaining all Customer Equipment including, but not limited to gateways and firewalls, PC hardware, operating systems, software, wiring, power sources, and/or telephone connections.
- 8.2. Vox is not responsible for the availability, capacity and/or condition of any Customer Equipment.
- 8.3. The Customer is responsible for operation and configuration of its Customers' computer(s) and LAN/WAN.
- 8.4. If the Customer connects any Customer Equipment to the Supplied Equipment the Customer will be liable for any and all damages if such connection causes any malfunction or failure to the Supplied Equipment or software of Vox, the Customer, or any third party. Only Customer Equipment approved in writing by Vox may be connected to or interfaced to the Supplied Equipment provided in terms of this agreement.

9. SUPPLIED EQUIPMENT

- 9.1. The Supplied Equipment will be provisioned with a standard configuration in respect of the ordered Service.
- 9.2. If the Customer has elected to rent the Supplied Equipment, then:
 - 9.2.1. The Supplied Equipment remains the property of Vox.
 - 9.2.2. Upon termination of the agreement it shall be returned to Vox.
 - 9.2.3. Vox shall bear the shipping costs for the delivery and return of the Supplied Equipment.
 - 9.2.4. Risk of loss and/or damage in the Supplied Equipment is that of the Customer, and the Customer shall ensure that it is sufficiently insured against such risks.
 - 9.2.5. In the event of failure of the Supplied Equipment, Vox will repair or replace (at Vox's discretion) the Supplied Equipment as per the Service Level Agreement. The Customer acknowledges that during the term of the agreement technology may change and accordingly Vox may in its sole discretion replace the Supplied Equipment with comparable equipment which need not be exactly the same as the replaced equipment, provided that it shall be substantially similar to the replaced equipment.
 - 9.2.6. The Customer accepts liability for any costs incurred by Vox as a result of repair or replacement of Supplied Equipment where the Supplied Equipment failure was caused by Customer's use, misuse or changes to the Supplied Equipment, other than as previously agreed to in writing by Vox. The Customer agrees to support the replacement of the Supplied Equipment according to Vox's instructions.



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10. SECURITY

- 10.1. Customer acknowledges that the logical and physical security measures in relation to the Services are the sole responsibility of the Customer. Customer agrees that Vox will not be held liable for any losses arising out of security breaches of the Customers IT and network environment and services (whether procured from Vox or not).
- 10.2. Without limiting the generality of aforesaid, Customer is aware that in order to make full use of the Vox Collaborate Room System and internet connection will be required. Customer must take all reasonable precautions to protect the PC being used in the CleverTouch unit from being breached by (amongst other things) assigning secure passwords, changing the passwords regularly and to take such necessary measures to properly secure the Customers' unit. Vox will not be held liable for any losses arising out of any compromised accounts or units.

11. RENTAL OF SUPPLIED EQUIPMENT

- 11.1. Should you elect to rent your Vox Collaborate Room System, you acknowledge that you are entering into a pure rental agreement for the selected term, which will be either a 12-month or a 24-month term.
- 11.2. You will not own the equipment at the end of the rental term.
- 11.3. You are not entitled to an upgrade of equipment at the end of the rental term.
- 11.4. Should you wish to continue using your Vox Collaborate Room System at the end of your rental term, you will be required to sign a new rental agreement.

12. CANCELLATION OF SUBSCRIBER AGREEMENT

Cancellation of rental contracts during the term of the rental agreement will incur a cancellation penalty equating to the total remaining monthly payments of rental term.

13. WARRANTY

- 13.1. Each product that comprises your Vox Collaborate Room System has a specific warranty period. The warranty period per product is:

Product	Period (years)
Logitech VC- BRIO	2
Logitech VC-C925e HD Webcam	
Logitech VC-MeetUp	
Logitech VC- RALLY SYSTEM	
V-Series 65" 4K Education/Enterprise unit	5
V-Series 75" 4K Education/Enterprise unit	
V-Series 86" 4K Education/Enterprise unit	
Plus Series High Precision 65" Education unit	
Plus Series High Precision 75" Education unit	
Plus Series High Precision 86" Education unit	
Pro Series High Precision 65" Enterprise	
Pro Series High Precision 75" Enterprise	
Pro Series High Precision 86" Enterprise	

- 13.2. Product warranties are provided on a return to base basis.
- 13.3. Vox makes no warranty that the products will meet your requirements.
- 13.4. Will be compatible with your equipment or any end user equipment.
- 13.5. No advice or information, whether oral or written, obtained by the customer from Vox through the services shall create any warranty.

14. APPLICABLE TO VIDEO CONFERENCING CAMERAS - SUPPORTED CUSTOMER EQUIPMENT

- 14.1. Only equipment approved by Vox can be utilised on Vox provided CleverTouch screen or windows PC:
- 14.2. Logitech VC-C925e HD Webcam supported on:
 - 14.2.1. V-Series 65" 4K Education/Enterprise unit
 - 14.2.2. V-Series 75" 4K Education/Enterprise unit
 - 14.2.3. V-Series 86" 4K Education/Enterprise unit
 - 14.2.4. Plus Series High Precision 65" Education unit
 - 14.2.5. Plus Series High Precision 75" Education unit
 - 14.2.6. Plus Series High Precision 86" Education unit
 - 14.2.7. Pro Series High Precision 65" Enterprise
 - 14.2.8. Pro Series High Precision 75" Enterprise
 - 14.2.9. Pro Series High Precision 86" Enterprise
- 14.3. Logitech VC- BRIO supported on:
 - 14.3.1. V-Series 65" 4K Education/Enterprise unit
 - 14.3.2. V-Series 75" 4K Education/Enterprise unit
 - 14.3.3. V-Series 86" 4K Education/Enterprise unit

- 14.3.4. Plus Series High Precision 65" Education unit
- 14.3.5. Plus Series High Precision 75" Education unit
- 14.3.6. Plus Series High Precision 86" Education unit
- 14.3.7. Pro Series High Precision 65" Enterprise
- 14.3.8. Pro Series High Precision 75" Enterprise
- 14.3.9. Pro Series High Precision 86" Enterprise

- 14.4. Logitech VC-MeetUp supported on:

- 14.4.1. V-Series 65" 4K Education/Enterprise unit
- 14.4.2. V-Series 75" 4K Education/Enterprise unit
- 14.4.3. V-Series 86" 4K Education/Enterprise unit
- 14.4.4. Plus Series High Precision 65" Education unit
- 14.4.5. Plus Series High Precision 75" Education unit
- 14.4.6. Plus Series High Precision 86" Education unit
- 14.4.7. Pro Series High Precision 65" Enterprise unit
- 14.4.8. Pro Series High Precision 75" Enterprise unit
- 14.4.9. Pro Series High Precision 86" Enterprise unit

- 14.5. Logitech VC- RALLY SYSTEM supported on:

- 14.5.1. V-Series 65" 4K Education/Enterprise unit with either an i5 or i7 Windows PC
- 14.5.2. V-Series 75" 4K Education/Enterprise unit with either an i5 or i7 Windows PC
- 14.5.3. V-Series 86" 4K Education/Enterprise unit with either an i5 or i7 Windows PC
- 14.5.4. Plus Series High Precision 65" Education unit with either an i5 or i7 Windows PC
- 14.5.5. Plus Series High Precision 75" Education unit with either an i5 or i7 Windows PC
- 14.5.6. Plus Series High Precision 86" Education unit with either an i5 or i7 Windows PC
- 14.5.7. Pro Series High Precision 65" Enterprise with either an i5 or i7 Windows PC
- 14.5.8. Pro Series High Precision 75" Enterprise with either an i5 or i7 Windows PC
- 14.5.9. Pro Series High Precision 86" Enterprise with either an i5 or i7 Windows PC

15. VOX AIR

- 15.1. In order to use the Vox Air service, you will require a virtual meeting room (VMR) to be created for you. A VMR can be requested from your Vox representative.
- 15.2. The minimum bandwidth required for an acceptable quality Vox Air video meeting is 1Mbps up and 1Mbps down:
- 15.3. Supported web browsers for Vox Air are:
 - 15.3.1. Google Chrome 39 and later (Recommended for Windows)
 - 15.3.2. Mozilla Firefox 33 and later (Recommended for Mac OS)
 - 15.3.3. Android browser supplied with you CleverTouch unit
 - 15.3.4. Browser extensions are required to share content during a Vox Air video call and will be installed upon installation
- 15.4. The Supplied Equipment will need to be connected to the customer's network:
 - 15.4.1. TCP/IP network, with internet breakout required.
 - 15.4.2. Hard-wired LAN recommended.

16. APPLICABLE TO CLEVER SHARE 2

- 16.1. EShare/Clevershare has to be activated first before it will allow clients to connect and use the content sharing features.
- 16.2. Activation server for Eshare/Clevershare service:
 - 16.2.1. TCP Port : 8001
 - 16.2.2. DNS : h1.ee-share.com
 - 16.2.3. IP : 74.207.254.152
- 16.3. The Clevertouch (running EShare/Clevershare Server/receiver) and the client that is running the EShare/Clevershare app has to be on the same network subnet as each other, below are the network ports that EShare/Clevershare uses to communicate on the LAN:
 - 16.3.1. TCP Ports:
 - 51010 - Video URL receive port
 - 52020 - Touch signal transfer port
 - 51030 - Video stream port
 - 51040 - Protocol handshake port
 - 8121 - Control information port
 - 16.3.2. UDP Ports:
 - 48689 - Device discovery/search port

17. SERVICE LEVEL AGREEMENTS

- 17.1. Service level agreements are mandatory on all rental contracts, for the duration of the rental term.
- 17.2. Service level agreements are optional on all cash purchases.
- 17.3. A service level agreement

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provides you with a pick up, repair and return service for any equipment that, once deemed defective by Vox, that requires repair. You will be provided with a loan product while your purchased or rented product is being repaired.

- 17.4. Loan equipment supplied to you will be similar to the equipment that you purchased or are renting but may not be the exact same product
- 17.5. Service level agreement services will be provided on a next business day basis.

18. RATE OF EXCHANGE

All pricing in this proposal is subject to rate of exchange variations of foreign currency as determined by the authorized distributors of the equipment.

19. DEPLOYMENT COSTS

- 19.1. Pricing does not include post deployment Installations, Moves, Adds, Changes and Deletions.
- 19.2. Any changes to the scope of supply of this agreement will be required to be re-quoted by Vox and accepted by the customer prior to implementation.
- 19.3. All final reticulation costs and professional service costs are dependent upon the completion of a site survey and are subject to change at any stage prior to the implementation of the service. Any such changes will be communicated to the customer at the relevant time.
- 19.4. The customer premises equipment quoted herein is based on the information available at the time of the contract and may change subject to final site installation requirements.
- 19.5. Vox shall not be responsible for any quality related issues pertaining to the implementation of the equipment on the customers Local Area Network LAN.

20. TRAINING

- 20.1. Post deployment user training is provided for a maximum of 2 hours per site, unless otherwise stated.
- 20.2. Training is limited to the use of end devices or applications provided with the Supplied Equipment within the supplier agreement.
- 20.3. A training date and time will be deemed agreed and confirmed by the customer upon acceptance of a calendar invitation or upon written acceptance of the proposed time and date.

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