



Polycom HDX Early Adoption Trade-In Program for Polycom VSX 8000 Users Channel Q&A

- 1. Are Certified Polycom Channel Partners allowed to trade-in existing VSX 8000 codecs (in inventory or VSX 8000 as part of demo pool)?**

No, the Polycom VSX 8000 to HDX Upgrade Program is strictly an end-user program.

- 2. I understand the channel supporting the VSX 8000 to Polycom HDX Upgrade is responsible for returning the VSX 8000 codec being traded in. What will happen if the customer does not return the VSX 8000?**

If the VSX 8000 (and any accessories) being traded in to support the upgrade price is not received by Polycom within 60 days of shipping the Polycom HDX unit, the channel will not receive the 25% discount and will be invoiced for the full price of the items shipped, less standard channel discount and the amount paid to Polycom by channel for initial upgrade.

Polycom strongly encourages Certified Channel Partners supporting the VSX 8000 to Polycom HDX Upgrade to establish an agreement with the end-user similar to that between Polycom and the participating channel partner where by failure to return the VSX 8000 unit will result in an invoice to the end user for the full price of the Polycom HDX unit.

- 3. Once the VSX 8000 unit is returned to Polycom, when will the channel receive the 25% discount?**

Polycom will provide a credit memo for the 25% discount upon confirmation from our third party vendor that the VSX 8000 codec and Polycom camera (if applicable) have been received and validated (serial number); this process typically takes no longer than 30 days.

- 4. If the customer states the VSX 8000 codec and all accessories were returned to Polycom, yet Polycom doesn't receive them, who is responsible?**

Polycom is not responsible for lost or missing VSX 8000 codecs and accessories being returned from the customer. A third party vendor, whose primary responsibility is to process returns, will collect the VSX 8000 codecs and accessories on Polycom's behalf.

The units *must* be received at the address provided within 60 days from the Polycom HDX product shipment or the channel partner supporting the upgrade will be invoiced for the list price (less channel discount) of the product(s) shipped less the amount paid by the channel at the time of the Polycom HDX Upgrade order/shipment.

Polycom encourages the channel partner to obtain the VSX 8000 codec (and any accessories) being traded in from the customer and to return the unit on his/her behalf.

5. I have a customer interested in upgrading, but he has not had the VSX 8000 codec for one year. The VSX 8000 was purchased July 10, 2006.

The customer must place upgrade orders by March 31, 2007. If a customer's VSX 8000 codec is not at least 1 year old at the time the upgrade is ordered, shipment of the upgrade will occur when the qualifying unit is 1 year old.

In the example noted above, the customer may request shipment from July 10, 2007 through October 31, 2007. The upgrade cannot ship prior to July 10, 2007.

6. My customer purchased additional accessories to support the VSX 8000 codec. Can similar accessories be received at a discounted price for the Polycom HDX 9002?

The only accessories/options available for discounted pricing through this program include the Polycom PowerCam or PowerCam Plus camera and the multipoint option.

Any other Polycom HDX 9002 accessories or interfaces are not available at a discounted price through this program and may be purchased at the standard partner price.

7. My customer has two years remaining on the VSX 8000 Polycom service contract. What will happen to the service?

The Polycom service contract will automatically be transferred from the VSX 8000 product being traded in to the HDX 9002 product received by the customer.