



Polycom® Global VoIP Support Services

The expert support you need to optimize your VoIP environment

Benefits

Vast global services – A worldwide network and infrastructure that ensures consistent, quality support

One point of contact – High-impact services to address deployment

Quick resolution – Immediate maximizes system uptime

Expert technical resources – Industry-leading experts who know the VoIP environment best

Comprehensive services portfolio – A broad, flexible range of VoIP service offerings that meet your needs

Efficient resolution – Skilled remote and on-site support technicians offer the flexibility to solve problems quickly

Software upgrade program* – Access to the latest feature releases and enhancements

* Software updates and upgrades are supplied when available.

Maximize your network with Polycom Global VoIP Support Services

The Polycom Global VoIP Support Services network is always ready to help you optimize your environment so you can use Polycom technology, and your environment, to maximize your business advantage. We focus on optimizing your network for VoIP traffic in a manner that is sustainable and expandable, and we do so efficiently and affordably.

As a leader in VoIP technology, we have the experience, knowledge, infrastructure and resources to provide high quality, responsive hardware and software support for any Polycom VoIP environment. Our global network of information, tools, and most importantly people, delivers fast and effective support. There are no installation surprises and since Polycom does it all for you, your organization has a single point of contact.

Premier for VoIP Enterprise

VoIP Support Services	Product Warranty	Premier for VoIP Enterprise
Duration	1 year from date of shipment from Polycom	Multi-year support options
Direct access to Polycom support	30 day return to factory	■
Assigned Technical Support Engineer (TSE)		■
Periodic status meetings		■
Semi-annual technology update		■
Hardware replacement	30 day return to factory	Advanced exchange ¹
Software upgrades		■
Strategic Support Relationship		■
Entitlement	Per phone	By customer
Telephone support	Limited ² regular business hours M-F	Unlimited ³ regular business hours M-F

¹ Geographical dependency in certain areas - Check with local Sales.

² Products that are within the warranty period will be supported / diagnosed to the point of determination as to whether the Polycom hardware or software is at fault only.

³ Polycom Certified Partners are entitled to unlimited product support.



VideoVoiceDataWeb



As a Premier for VoIP Enterprise customer you will enjoy many of the same features associated with our traditional premier family of offerings (see the Polycom Support Services Data Sheet), along with some specialized extras for your VoIP solution.

You'll be assigned a technical Support Engineer (TSE) who will lead periodic status meetings and that also has direct access to Polycom's engineering team. Plus, you'll also receive comprehensive hardware and software support during standard business hours. We offer an advance parts replacement service that reduces downtime, for those who have in-house technical capabilities. In addition, you will gain access to our comprehensive software upgrade* program, the most cost-effective method of receiving new software feature releases, and enhancements for your systems –all at an affordable price.

You can expect your Assigned Technical support Engineer (TSE) to:

- Possess knowledge of your technical infrastructure and deployment solution
- Own end-to-end case resolution and communication process through coordination with Polycom's VoIP support team
- Be responsible for all facets of the support satisfaction of the customer (restoration, resolution, prevention, and consultation)
- Ensure that engineering escalations are processed in accordance with established Polycom escalation procedures
- Work with your IT team to recommend and plan all hardware and software VoIP upgrades
- Lead periodic status meetings to review all aspects of the support relationship

Premier for VoIP Enterprise Features

Periodic status / roadmap meetings – Polycom's VoIP Product management team and the dedicated TSE will conduct periodic status meetings with your organization, addressing items such as: program status, actions, new initiatives, and new products. A report of the number of cases opened, number of RMA's, specific cases opened with their status and action plans and specific cases closed with their resolutions will be included

Semi-annual technology update sessions – The purpose of these sessions is to provide your IT team with the latest product features, SIP, MGCP and other VoIP protocol updates from a Polycom perspective. These webinar sessions will proactively keep your technical team updated on Polycom's latest technology

Hardware replacement – Polycom will provide expedited replacement of all covered, failed hardware parts. If Polycom's technical support representative determines that a replacement part is required to resolve a hardware malfunction, a replacement part will be dispatched on the same day for next business day delivery (subject to local pick-up time restrictions for overnight services)

Software upgrades – The Polycom assigned TSE will work with the customer's IT team to recommend and plan deployment for all hardware and software product upgrades. Please note that chargeable software features are not included in this support agreement and must be purchased separately

Strategic support relationship – Contracted customers can leverage this offering to increase the effectiveness and efficiencies of their own support organization. This offering includes, access to an extensive knowledgebase, the ability to open trouble tickets online, access to online Polycom VoIP user forums, the ability to send in email enquiries directly to our level 3 support staff (with 48 hour turnaround times), and provides access to numerous White Papers and Tech Tips

Hardware and software version control – Polycom will work with the customer's IT team to recommend, plan deployment and provide deployment oversight of all hardware and software product upgrades

Partner Premier for VoIP

VoIP Support Services	Product Warranty	Partner Premier for VoIP
Term of coverage	1 year from date of shipment from Polycom	Multi-year support options
Hardware replacement	30 day return to factory	Advanced exchange ¹
Software upgrades		■
Strategic Support Relationship		■
Must be purchased with phone		■
Entitlement method	Per phone	Per phone
Telephone support	Limited ² regular business hours M-F	Unlimited ³ regular business hours M-F

¹ Geographical dependency in certain areas - Check with local Sales.

² Products that are within the warranty period will be supported / diagnosed to the point of determination as to whether the Polycom hardware or software is at fault only.

³ Polycom Certified Partners are entitled to unlimited product support.

Partner Premier for VoIP Features

Hardware replacement – Polycom will provide expedited replacement of all covered, failed hardware parts. If Polycom’s technical support representative determines that a replacement part is required to resolve a hardware malfunction, a replacement part will be dispatched on the same day for next business day delivery (subject to local pick-up time restrictions for overnight services)

Software upgrades – VoIP handsets that are covered by Partner Premier Support are entitled to all software updates / upgrades that are made available by Polycom. Please note that chargeable software features are not included in this support agreement and must be purchased separately

Strategic support relationship – Contracted Partners can leverage this offering to increase the effectiveness and efficiencies of their own support organization. This offering includes, access to an extensive knowledgebase, the ability to open trouble tickets online, access to online Polycom VoIP user forums, the ability to send in email enquiries directly to our level 3 support staff (with 48 hour turnaround times), and provides access to numerous White Papers and Tech Tips



Elite for VoIP Service Provider

VoIP Support Services	Product Warranty	Elite for VoIP Service Provider
Duration	1 year from date of shipment from Polycom	Multi-year support options
Direct access to Polycom support		■
Assigned Technical Support Engineer (TSE)		■
Periodic status meetings		■
Semi-annual technology update		■
Hardware replacement	30 day return to factory	Advanced exchange ¹
Software upgrades		■
Strategic Support Relationship		■
Entitlement method	Per phone	By customer
Telephone support	Limited ² regular business hours M-F	Unlimited ³ regular business hours M-F

¹ Geographical dependency in certain areas - Check with local Sales.

² Products that are within the warranty period will be supported / diagnosed to the point of determination as to whether the Polycom hardware or software is at fault only.

³ Polycom Certified Partners are entitled to unlimited product support.

Elite for VoIP Service Provider is designed for Service Providers seeking the next level of support providing many of the same features associated with our traditional premier family of offerings (see the Polycom Support Services Data Sheet), along with some specialized extras for your VoIP solution.

Polycom will provide a direct access number to expert technical support engineers who will assist in solving issues by phone. The dedicated access line is available 24x7. You'll be assigned a technical Support Engineer (TSE) who will lead periodic status meetings and that also has direct access to Polycom's engineering team. Plus, you'll also receive comprehensive hardware and software support.

We offer an advance parts replacement service that reduces downtime, for those who have in-house technical capabilities. In addition, you will gain access to our comprehensive software upgrade* program, the most cost-effective method of receiving new software feature releases, and enhancements for your systems –all at an affordable price.

You can expect your Assigned Technical support Engineer (TSE) to:

- Possess knowledge of your technical infrastructure and deployment solution
- Own end-to-end case resolution and communication process through coordination with Polycom's VoIP support team
- Be responsible for all facets of the support satisfaction of the customer (restoration, resolution, prevention, and consultation)
- Ensure that engineering escalations are processed in accordance with established Polycom escalation procedures

- Work with your IT team to recommend and plan all hardware and software VoIP upgrades
- Lead periodic status meetings to review all aspects of the support relationship

* Software Updates and Upgrades are supplied when available.

** The entire Polycom collaboration environment must be covered by Elite

Elite Features

Periodic status / roadmap meetings – Polycom's VoIP Product management team and the dedicated TSE will conduct periodic status meetings with the Service Provider, addressing items such as: program status, actions, new initiatives, and new products. A report of the number of cases opened, number of RMA's, specific cases opened with their status and action plans and specific cases closed with their resolutions will be included

Semi-annual technology update sessions – The purpose of these sessions is to provide your IT team with the latest product features, SIP, MGCP and other VoIP protocol updates from a Polycom perspective. These webinar sessions will proactively keep your technical team updated on Polycom's latest technology.

Next business day advanced parts replacement – Polycom will provide expedited replacement of all covered, failed hardware parts. If Polycom's technical support representative determines that a replacement part is required to resolve a hardware malfunction, a replacement part will be dispatched on the same day for next business day delivery (subject to local pick-up time restrictions for overnight services)

Software upgrades – The Polycom assigned TSE will work with the Service Provider team to recommend and plan deployment for all software product upgrades. Please note that chargeable software features are not included in this support agreement and must be purchased separately

Strategic support relationship – Contracted Service Providers can leverage this offering to increase the effectiveness and efficiencies of their own support organization. This offering includes, access to an extensive knowledgebase, the ability to open trouble tickets online, access to online Polycom VoIP user forums, the ability to send in email enquiries directly to our level 3 support staff (with 48 hour turnaround times), and provides access to numerous White Papers and Tech Tips

Hardware and software version control – Polycom will work with the Service Provider to recommend, plan deployment and provide deployment oversight of all hardware and software product upgrades

Make Great Things Happen With Polycom Support Services

In today's Internet driven world, the ability to conduct real time communication and collaboration has become critical to an organization's survival. As the market leader in voice, video, data and Web solutions, our award-winning conference technology makes it easy for people to interact and maximize productivity – over any network, in just about any environment, anywhere around the globe. That's why more organizations worldwide use and prefer Polycom conferencing solutions. Because when people work together, great things happen. See how you, too, can achieve great things with Polycom Global Services.

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