



## Technology Upgrade Program

### Voice Products

#### Overview

**Trade-in your old Polycom conference phones for the new SoundStation VTX 1000™!** For a limited time, Polycom is offering a \$300 rebate to end user customers through certified Polycom Channel Partners or Service Providers who trade in an approved Polycom voice conferencing units and purchase an eligible SoundStation VTX 1000™ TwinPac product. The SoundStation VTX 1000™ TwinPac has a savings valued at \$200 off MSRP when purchased as a bundle, resulting in a **\$500** savings when combined with this upgrade rebate. (Trade in must be in multiples of two (2) and only with the TwinPac purchase, two individual SoundStation VTX 1000™ units will not qualify.) Our Technology Upgrade Program is designed for customers who are ready to start leveraging the power of the world's first high fidelity VTX Wideband voice conferencing solution –SoundStation VTX 1000.

The equipment to be traded in must be currently in working order.

Offer Date: February 24, 2003\* through June 27, 2003.

\* Taking pre-orders starting February 24, 2003

#### Trade-In Process

1. End-user customer purchases an eligible Polycom SoundStation VTX 1000™ TwinPac (2200-07685-001) from a certified Channel Partner.
2. Channel Partner submits a new purchase order; trade in claim form and copy of end-user invoice to Polycom Order Management at time of purchase (RMA number will be issued by Order Management). **The end-user invoice must have a separate line item stating "Technology Upgrade Rebate" that shows the amount of the rebate.**
3. Tier Two resellers (Distribution Partners) must purchase through their distributor of choice. The distributor will follow the appropriate order process through Polycom as outlined in this document.
4. End user must complete authentication documents on company letterhead, including a signature from a purchasing agent or authorized buyer. Fax to Polycom at time of purchase to authorize trade in. Fax number: 510-614-7893

5. Order Management must verify that units being turned in are 12 months or older, based on the serial number list, in order to qualify.
6. End user must ship the trade-in unit, clearly marked with RMA number on outside of box, and copy of claim form direct to Polycom. Ship to address:  
 Polycom, Inc.  
 Attn: Technology Upgrade Program- Voice RMA# (enter number)  
 25212 South Schulte Road  
 Tracy, CA 95376
7. Once Polycom receives the Trade-In product and verifies the paperwork from the end-user, a check will be issued to the channel partner for the appropriate rebate amount within 30 days. For distribution channels, the check will be issued to the Tier 2 reseller.

\* Polycom will not issue checks directly to end-users

### Rebate Amounts

Eligible Product	Part Number	Rebate Amount
SoundStation VTX 1000™ TwinPac	2200-07685-001	\$300.00

### Approved Polycom Trade-In Product (Minimum of two Voice Conferencing products in any combination)

Eligible Product	Part Number
SoundStation	2200-00106-001
SoundStation Limited Edition (non-expandable) - Millennium Graphite	2705-00106-001
SoundStation Limited Edition (non-expandable) - Lunar Silver	2705-00106-002
SoundStation EX (expandable)	2200-01423-001
SoundStation EX w/Two Extended Mics	2200-00696-001
SoundStation EX w/Two Extended Mics & Wireless Mic System	2200-00697-001
SoundStation Premier (Non-Expandable)	2200-05200-001
SoundStation Premier (Non-Expandable) "Charcoal Mist"	2200-05201-001
SoundStation Premier (Non-Expandable) "Blue Slate"	2200-05202-001
SoundStation Premier (Non-Expandable) "Sand Drift"	2200-05203-001
SoundStation Premier (w/ Expandability and IR Remote Keypad)	2200-01900-001
SoundStation Premier w/Two Extended Hypercardioid Microphones	2200-03200-001
SoundStation Premier w/Two Extended Hypercardioid Microphones & Wireless Microphone System	2200-03400-001
Bundle 1: Satellite Without Wireless Capability and Premier (Non-Expandable)	2200-09000-001

Eligible Product	Part Number
Bundle 2: Satellite Without Wireless Capability and Premier EX With Two EX Mics	2200-09100-001
Bundle 3: Satellite WITH Wireless Mic & Premier EX with Two EX Mics	2200-09200-001
Bundle 4: Satellite WITH Wireless Mic, Two EX Mics & Premier EX with Two EX Mics	2200-09300-001
Bundle 5: Satellite without Wireless Capability with Two Hypercardioid Mics and Premier EX With Two Hypercardioid Mics	2200-09400-001
Lucent SoundStation EX w/Two Extended Microphones - For Use w/Lucent or AT&T 7400, 8400 & 7102, 8102, 8500 Voice Terminals (COMCODE 407617018)*	2305-03100-001
Lucent SoundStation - For Use w/Lucent or AT&T 7400, 8400 & 7102, 8102, 8500 Voice Terminals (COMCODE 407617000)*	2305-03000-001
Lucent DCP – SoundStation Premier (expandable)*	2305-03600-001
Lucent DCP – SoundStation Premier w/Two Extended Hypercardioid Microphones*	2305-03700-001
SoundStation Premier 500D Avaya - Non-Expandable with Direct Connection for Avaya DEFINITY PBX (Remote Control Not Included)*	2305-07375-001
SoundStation Premier 550D Avaya - Non-Expandable, mics not included, with Direct Connection to Avaya DEFINITY PBX (Remote Control Not Included)*	2305-06375-001
SoundStation Premier 550D Avaya - Expandable w/ Two External Microphones with Direct Connection to Avaya DEFINITY PBX (Remote Control Not Included)*	2305-06350-001
SoundStation Premier 500D Nortel - Non-Expandable with Direct Connection for Nortel Meridian PBX (Remote Control Not Included)*	2200-08120-001
SoundStation Premier 550D Nortel - Expandable mics not included, with Direct Connection for Nortel Meridian PBX (Remote Control Not Included)*	2200-07120-001
SoundStation Premier 550D Nortel - Expandable w/ 2 External Microphones with Direct Connection for Nortel Meridian PBX (Remote Control Not Included)*	2200-07124-001

\* Needs SoundStation ITA adaptor

### **Terms and Conditions**

- 1) The voice conferencing unit being traded in must be currently active and in working order to be eligible for this program.
- 2) Program valid February 24, 2003\* through June 27, 2003.
- 3) Trade-In purchase orders **will not** be accepted without the completed Claim Form and copy of end-user purchase order.
- 4) Trade-in order must be a new order placed by Channel Partner to Polycom.
- 5) Tier Two resellers (Distribution Partners) must purchase through their distributor of choice who will follow the appropriate order process through Polycom.
- 6) Polycom will drop ship the order directly to end user.
- 7) Trade in must be in multiples of two (2) and only with the purchase of a SoundStation VTX 1000™ TwinPac, two individual SoundStation VTX 1000™ units will not qualify.
- 8) Channel Partners cannot use inventoried product for trade-in opportunities.
- 9) It is the Channel Partner's responsibility to submit the claim form and communicate the RMA number and process to the end-user customer.
- 10) Polycom must receive trade-in product along with required paperwork within 90 days of purchase. Note: returns will not be accepted without the RMA number clearly marked on the outside of the box.
- 11) **If trade-in units are not received within 90 days from date of purchase, program participation will be declared incomplete and channel partner or tier two reseller will not receive rebate.**
- 12) **Products purchased within the last 12 months are not qualified for trade-in program.**
- 13) End user must copy authentication letter onto company letterhead signed by an authorized purchasing agent or authorized buyer. End user must attach a photocopy of their business card and fax back to Polycom at time of purchase to be eligible for rebate.

### **Terms and Conditions Continued**

- 14) Please set your fax machine to receive a confirmation to verify that your fax was received.
- 15) Polycom has the right to call the end user at any time to verify the authentication document is valid.
- 16) This offer is only available to end-user customers who purchase from an authorized Polycom reseller or distributor.
- 17) This offer is void where prohibited or otherwise restricted by law.
- 18) Polycom is not responsible for lost or misdirected shipments, mail or faxes.
- 19) Rebates will be sent within 30 days of receiving trade in equipment and reviewing appropriate paperwork.
- 20) Polycom reserves the right to terminate the Technology Upgrade Program at any time.
- 21) Shipping costs of drop shipment and returning equipment are the responsibility of the end user.
- 22) Any equipment shipped to Polycom incorrectly will result in delays and/or shipping charges to Channel Partner.
- 23) No exceptions to this program will be allowed.
- 24) Polycom has the right to deny all claims that do not meet the criteria outlined in this document.
- 25) Any questions regarding this rebate should be addressed to [polycom@kpcorp.com](mailto:polycom@kpcorp.com).

