

▶ Service Stimulus ReACTivation Promotion

Information for Partners on Polycom Video Endpoint Reactivation Limited Time Offer

Polycom is pleased to announce a **limited time offer that makes it easier than ever to get your customers back into a support contract and under your care!**

Has the maintenance contract on your customer's Polycom HDX, VSX or V Series video endpoints expired? Are their videoconferencing systems out-of-warranty and in need of a service contract? Effective November 3, 2008, Pay-Per-Incident Service will go into effect offering video product technical support only to Customers with active service contracts. Customers without active service contract - or systems that are out of warranty - will incur a \$150 Pay-Per-Incident fee for assistance from technical support.

If the Service Reactivation Fee is standing in the way of placing their videoconferencing systems under a support service contract, Polycom has good news for you.

What is the Service Stimulus ReACTivation promotion?

The Service Stimulus ReACTivation has been created to make it easier than ever to sell support service in order to keep your customer's systems running at peak performance.

Polycom strives to provide world-class service and support to all of our Customers. We are pleased to announce this **special, one-time offer** on our Service Reactivation Fees. From November 1st through December 31st 2008, Polycom will incur 100% of the cost of the Service Reactivation Fee.

This 100% offer is available for a short time. In Q1 2009, Polycom will pay 50% of the fee. Please see the below overview for the offer effective dates. Don't delay, tell your customers to ACT today.

What does this mean for your customer?

- The peace of mind a system under a support service contract brings
- The many advantages a support contract delivers including, unlimited technical support during business hours, software updates, and advance parts replacement and more
- With our teams supporting them, the customer has global access to more call centers and parts depots than anyone in the industry
- Faster return on their investment with support contracts available to support them 24x7x365
- Investment Protection from software upgrades providing the latest features and functionality

What does this mean for you?

- Fees that range from \$100 to \$1,115 dollars per system will cost your customers nothing - \$0! *Provides a greater incentive for them to get back under a support contract*
- Creates loyalty through higher levels of customer satisfaction with the potential to drive future sales
- Incremental revenue streams
- Sales reps can retire quota more quickly by selling support contracts

Promotion Details

This special, one-time offer represents significant savings per system!

1 November 2008 through 31 December 2008

Polycom will pay 100% of the Service Reactivation Fee

Q1 2009 – 1 January 2009 through 31 March 2009

Polycom will pay 50% of the Service Reactivation Fee

Q2 2009 – 1 April 2009 through 30 June 2009

\$150 Refund - During this time, if a customer pays \$150 for support through Pay-Per-Incident and then places their system under contract within 90 days, the \$150 fee is on us. We'll provide the credit back to them.



Terms and Conditions

- This promotion is available to Polycom customers in North America and CALA regions.
- In order to receive this discount, the order must reflect NST# 2008-10-23043, Service Reactivation Part Number(s), quantities, and special pricing (\$0 or 50% off depending on when your order is placed).
- Program valid on orders placed to Polycom from November 1, 2008 through March 31, 2009.
- Special discount available only when accompanied on order with a Support Service (Premier, Premier Plus, Elite or Partner Branded Service).
- Discount level applied to Service Reactivation Fee determined by the date booked.
- This offer may not be combined with any other promotional offer and Polycom reserves the right to modify or cancel this program at any time.
- Polycom reserves the right to contact the end user customer at any time for verification purposes.
- This offer is void where prohibited or otherwise restricted by law.
- This offer applies to the following Service Reactivation Fee part numbers:

System	Service Reactivation Fee Part Numbers	MSRP
Out of Maintenance for Less than One Year		
V500	4870-00067-801	\$100
V700	4870-00305-801	\$150
VSX 3000	4870-00066-801	\$260
VSX 5000	4870-00125-801	\$240
VSX 6000	4870-00097-801	\$260
VSX 7000	4870-00001-801	\$300
VSX 8000	4870-00069-801	\$440
HDX 4000	4870-00370-801	\$300
HDX 7000	4870-00408-801	\$340
HDX 8000	4870-00380-801	\$380
HDX 9000	4870-00262-801	\$560
Out of Maintenance for More than One Year		
V500	4870-00067-802	\$200
V700	4870-00305-802	\$300
VSX 3000	4870-00066-802	\$520
VSX 5000	4870-00125-802	\$480
VSX 6000	4870-00097-802	\$520
VSX 7000	4870-00001-802	\$600
VSX 8000	4870-00069-802	\$880
HDX 4000	4870-00370-802	\$600
HDX 7000	4870-00408-802	\$680
HDX 8000	4870-00380-802	\$760
HDX 9000	4870-00262-802	\$1115