

# Polycom<sup>®</sup> Premier Service Program

Polycom's Premier Service Program provides customers with technical telephone support, advance parts replacement, software upgrades & updates, and access to Polycom's enhanced support portal. The Premier Service Program is available through two service offerings: *Premier* and *Premier 24x7*.

## A. Technical Telephone Support

### I. Availability and Operation

Polycom will make available technical telephone support during business hours (9 am to 5 pm, 5 days a week excluding recognized government holidays) for Polycom products covered by the Premier Service Program. Polycom support engineers will remotely provide assistance in diagnosing, configuring, and troubleshooting Polycom products covered by the Premier Service Program. This support will be made available through regional phone numbers, and in select local languages. Polycom will make such phone number and local language information available on the Polycom Support Portal site: <http://support.polycom.com>.

### II. Extended 24x7 Technical Telephone Support (Optional at an additional fee)

For customers that purchase the *Premier 24x7* service offering, Polycom will provide technical telephone support outside of business hours. Polycom will deliver 24x7 technical telephone support for products covered under the Premier 24x7 service offering using the same regional phone numbers referenced in section A.1.

### III. Priority Management

Polycom will classify a reported customer problem based on the following methodology:

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#### *Customer Impact Summary*

#### **Priority Level 1**

A condition exists that cannot be circumvented or avoided by a workaround or "fix" that results in a critical impact to the business operations due to the system being severely degraded or non-functioning.

#### **Priority Level 2**

A condition exists where the product is partially inoperative where some major functions are not working and although there is a significant impact on the customer business, the product is usable to perform basic functions.

#### **Priority Level 3**

A condition exists where the system is usable by the customer either by means of circumvention or with limited functions. The condition is not critical to overall customer operations and does not severely restrict such operations.

### IV. Escalation Management

Polycom has established formal escalation procedures to resolve complex customer problems. Polycom's support management team coordinates the escalation of problems through tiers of technical expertise, rapidly engaging the right solution specialists throughout Polycom. In addition, Polycom will execute internal notifications to alert Polycom's service management when customer support cases age past established thresholds.

**V. Response Objective**

Polycom technical telephone support response objectives are managed by the Priority Level of the reported problem. Polycom's response objective is defined as the duration of time between when a customer contacts Polycom to report a problem, and when a Polycom support engineer is in contact with the customer and begins the troubleshooting process.

<b><i>Polycom's Technical Telephone Support Response Objective*</i></b>	
<b>Priority Level 1</b>	30 minutes
<b>Priority Level 2</b>	1 hour
<b>Priority Level 3</b>	2 hours

*\*Premier counts time within business hours towards response objective; Premier 24x7 counts actual elapsed time. These are objectives and not guarantees.*

**B. Advance Parts Replacement**

**I. Availability and Operation**

Polycom will provide advance replacement for any failed hardware component covered under this agreement. If Polycom's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, the replacement part will be shipped by Polycom (Monday through Friday) for advance replacement using an expedited carrier service. Polycom will endeavor to process replacement part orders same-day in order to meet local carrier pick-up schedules. The deadline for same-day processing is generally 3 pm local time to Polycom's regional parts depot. For products covered by the Premier Service Program, Polycom pays for all freight charges for advance parts replacement transactions. In certain countries, customs delays may affect actual delivery time of replacement parts to the customer facility, and customer may be required to act as the Importer of Record. Polycom will publish a list of location specific advance parts replacement timeframes and shipping terms on the Polycom Support Portal: <http://support.polycom.com>.

**II. Replacement Parts**

Replacement parts supplied by Polycom will be either new parts or parts equivalent in performance to new parts when used with the Polycom Product, and are warranted for ninety (90) days from shipment. Parts removed from Polycom Products for replacement will become the property of Polycom, and must be received back to the local Polycom service facility (to the location listed on the pre-addressed return package provided by Polycom, if applicable) within ten (10) business days of receipt of the replacement part, or customer will be invoiced at Polycom's then-current list price for the product or component, as published in Polycom's price book.

**C. Software Upgrades and Updates**

- i. For products covered by the Premier Service Program, Polycom will make available system software updates and upgrades at no additional charge. Polycom will post all generally available software on the Polycom Support Portal: <http://support.polycom.com>
- ii. "Upgrade" means new releases of the software which contains enhancements improving the functionality or capabilities of the software.
- iii. "Update" means software for which Polycom has provided fixes or minor revisions to correct errors or defects in the existing operation of the software in accordance with the published product specifications, and which is limited to those updates that Polycom generally provides to its support services customers at no charge.

**D. Polycom Support Portal**

**Polycom Service Description**

- I. Polycom will provide 24x7 customer access to <http://support.polycom.com>. This enhanced support portal will include the following functionality for customer accounts:
  - a. User friendly product registration
  - b. Product licensing lookup
  - c. Knowledgebase searches
  - d. Downloading latest product documents and software
  - e. Creating on-line service requests and checking status
  - f. RMA status check and delivery tracking information

**E. Customer Responsibilities**

- I. Customer will, within a reasonable time, register all Polycom products that are covered by the Premier Service Program.
- II. Customer will provide the contact information for customer’s designated technical representative(s) to assist Polycom with the initial classification of a reported problem and subsequent troubleshooting steps.
- III. Customer is responsible for installation of all replacement parts provided by Polycom as part of the Premier Service Program.
- IV. Customer is responsible for installing any software upgrades or updates that are made available to the customer for products covered by the Premier Service Program.
- V. Customer will notify Polycom of any changes made to the Polycom products if such changes were made using hardware or software purchased from a vendor other than Polycom.
- VI. Customer is responsible for replacing, at its own expense, any and all consumable items used in connection with the covered Polycom Product, including without limitation, bulbs and batteries.
- VII. Customer will have the continuing obligation to keep all Polycom Products under the Premier Service Program at either the then-current Software version or previous major Software version release.
- VIII. It is strongly recommended that the customer proactively provide Polycom technical support staff with remote access to all products covered by the Premier Service Program. Such remote access allows Polycom to restore functionality for the customer’s Polycom solution in the shortest time possible.

**Premier Service Offering Summary**

	Telephone Support (24x7)	Telephone Support (business hours)	Advance Parts Replacement	Software Upgrades and Updates	Access to Online Support Tools
<b>Premier</b>		✓	✓	✓	✓
<b>Premier 24x7</b>	✓	✓	✓	✓	✓

**Terms and Conditions**

This Service Description is subject to the terms and conditions of Polycom's Worldwide Service Program for End User Customers. In the event of a conflict between the terms of this Service Description and Polycom's Worldwide Service Program Terms and Conditions for End User Customers, The Worldwide Service Program Terms and Conditions for End User Customers will apply. To view these Terms and Conditions, please access the following web link: [www.polycom.com/pgs/termsandconditions](http://www.polycom.com/pgs/termsandconditions)

