



COMPREHENSIVE SUPPORT SERVICE FOR POLY DEVICES

POLY+

Rest easy knowing Poly has your back, day or night. No one knows collaboration solutions better, especially given our expertise and alliances with leading ecosystem partners, including Microsoft, Zoom, GoTo, BlueJeans and others. Poly solutions are rock solid, but if an incident occurs, you're covered. Advance hardware replacement* with pre-paid next day shipping assures business continuity. Exclusive professional services discounts save your business time and money. And with upgraded access to premium software, elevating your collaborative experience for your entire enterprise couldn't be easier. Unlock the potential of the possible.

COMPREHENSIVE DEVICE SUPPORT AND VISIBILITY FOR YOUR HYBRID WORKFORCE

- Unlimited, global 24x7 technical support: Help how and when you need it: phone, chat, web, live video.
- Advance hardware replacement*: Replace your device with pre-paid next-business-day shipping, ensuring business continuity.
- Ecosystem Cloud Partner Support: Improved response times in Poly-enabled ecosystem cloud solutions.
- Exclusive Professional Services discounts: Save your business time and money with special discounts.
- Upgraded access to premium software: Elevate your collaborative experience with IT tools, device-specific enhancements, and capabilities all delivering a superior user experience and greater adoption across the entire enterprise.

SERVICE ELEMENTS

24X7 PRIORITY SUPPORT

Customers can contact Poly to receive 24x7 support for their solution. Support is available via chat, phone, web and video.

ADVANCE PARTS REPLACEMENT – NEXT BUSINESS DAY

Poly will provide advance hardware replacement* for any failed hardware component. If Poly's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, a replacement part will be shipped by Poly for next business day delivery using an expedited carrier service. Poly pays for all freight charges for advance parts replacement transactions.

ESCALATION MANAGEMENT

Poly has formal escalation procedures to resolve complex Customer problems. Poly's support management team coordinates the escalation of problems and rapidly engages the right solution specialists throughout Poly. Poly will execute internal notifications to alert Poly's service management when the Customer support cases age past established thresholds.

OPTIONAL FEE-BASED SERVICES

The following options are available to be purchased separately to enhance Poly+.

ONSITE SUPPORT

Upon remote diagnosis of a Poly Product failure by a Poly technical support engineer, Poly will dispatch an authorized technician to the Customer site during business hours to install the replacement part. Poly's technician will coordinate troubleshooting and testing activities with Poly technical support and the Customer's designated contact to resolve the problem.

BUSINESS CRITICAL SUPPORT

Provides the highest level of response and resolution for customers seeking the maximum degree of video network performance, with access to a specialized team of Poly technical, managerial, and administrative experts.

SOFTWARE UPGRADES AND UPDATES

Poly makes available system software upgrades and updates available at no additional charge.

POLY ONLINE SUPPORT CENTER

Poly provides 24x7 access to the Poly Online Support Center that includes the following functionality:

- Register products and look up product licensing.
- Create service requests and review Support Ticket status.
- Check the status of parts replacement including delivery tracking information.
- Perform Knowledge Base searches.
- Download the latest product documentation.
- Download the latest Poly endpoint software that is available for the current release and the latest version minus one.

DEDICATED ADMINISTRATIVE DEVICE PORTAL

24x7 availability to online portal providing cloud status, IT and end user documentation and user community portal.

ECOSYSTEM CLOUD PARTNER SUPPORT

Ecosystem Cloud Partner Support improves response times in Poly-enabled ecosystem cloud solutions by acting as a primary point of contact to the Customer. When the Poly support team receives an incident request for a Poly Product used in an approved Strategic Cloud Partner environment, a Support Ticket will be created in Poly's ticketing system for tracking purposes. Poly will work with our strategic cloud partners and customers to solve the problem.

UPGRADED ACCESS TO PREMIUM SOFTWARE

Elevate your collaborative experience with IT tools, device-specific enhancements, and capabilities all delivering a superior user experience and greater adoption across the entire enterprise.

SELECTED DISCOUNTS

Customers with a current Poly+ contract are eligible for exclusive Professional Services discounts.

BUSINESS RELATIONSHIP MANAGEMENT

Is ideally suited for customers seeking post-implementation support and assistance to grow, manage and optimize their Poly investment with a dedicated resource for all Poly service program activities.

REMOTE TECHNICAL SUPPORT ENGINEER

Acts as the primary technical point of contact, has immediate access to the Poly Knowledge Base, and is backed by 24x7 remote expertise—including Tier 3 technical support, research and development, lab systems, and management escalation support to ensure a high level of support and response times.

TECHNICAL ACCOUNT MANAGEMENT

A proactive, personalized support program for customers with mission critical Poly solutions. The Technical Account Manager serves as their dedicated consultant, helping them grow, manage, and optimize their Poly investment and achieve desired business outcomes.

support.polycom.com/content/support/service-policies/advparreplacements.html

LEARN MORE

For more information on Poly+ visit www.poly.com/plus