



## DATA SHEET

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# Polycom® Global Services

## Polycom Premier Service

Premier support is Polycom's entry-level service offering—enhancing your in-house resources with technical experts who are available to support your Polycom communication products. Premier offers the right level of support for those organizations that wish to work directly with Polycom to address their support needs, and want to keep up-to-date with the latest software upgrades and updates, but do not have a need for 24-hour support, 365 days per year.

With Premier support, if a problem occurs, a telephone technical support agent will first diagnose it, and, if needed, you will receive a replacement part the next business day for your technicians to install. Available through two service offerings—Premier and Premier Onsite—Premier support includes:

- Software upgrades and updates
- Advance parts replacement
- Telephone technical support during business hours (8x5)
- Access to the Polycom online support portal
- Optional uplift to onsite support

For Polycom's software-only solutions, meanwhile, Premier Software support enhances the basic manufacturer's 90-day software warranty to a full year of coverage, and includes:

- Major software releases (significant new features), minor software upgrades (new features and enhancements), and software updates (maintenance and patches)
- Telephone technical support during business hours (8x5) for the current major release and one previous version
- Access to the Polycom online support portal
- Option to uplift telephone technical support to 24x7 for more mission-critical solutions



### Benefits

- Improves system availability with continual software enhancements and outstanding responsiveness
- Increases solution uptime and expedites issue resolution by augmenting your internal technical resources with video collaboration specialists
- Enhances your investment in internal IT resources with access to technical telephone support and the Polycom online support portal
- Polycom Certified Service Partners are authorized to provide the complete solution, and are integral to the overall success of your collaboration solution
- Improves operational efficiency

## Features

### Software upgrades and updates

For products covered by a Premier support program, system software updates and upgrades are provided at no additional charge.

- Upgrades are new software releases containing enhancements improving the functionality or capabilities of the software.
- Updates are 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.

### Advance parts replacement – next business day

Polycom will provide advance replacement for any failed hardware component covered under a Premier support agreement. If Polycom's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, this will be shipped free of charge by Polycom for next business day delivery (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. Specific advance parts replacement timeframes and shipping terms are available on the Polycom Support Portal.

### Telephone technical support

Telephone technical support is available during business hours (9am to 5pm, 5 days a week, excluding recognized Polycom holidays) for Polycom products covered by a Premier support program. Polycom support engineers will remotely provide assistance in diagnosing, configuring, and troubleshooting Polycom products covered by the program. This support is available through regional phone numbers and in select local

languages. Full details are available on the Polycom Support Portal.

### Polycom Support Portal

Polycom provides 24x7 customer access to <http://support.polycom.com>. This enhanced support portal can assist you with:

- User-friendly product registration
- Product licensing lookup
- Knowledge Base searches
- Downloading the latest product documents and software
- Creating online service requests and checking their status
- RMA status check and delivery tracking information

### Premier Onsite (Optional)

Premier Onsite enhances Premier support with optional onsite support. Upon remote diagnosis of a product failure by a Polycom technical support engineer, Polycom will dispatch an authorized technician to your site to install the replacement part(s). The technician will also coordinate troubleshooting and testing activities with Polycom technical support and your designated contact in order to resolve the problem. The option does not include installing software upgrades, product enhancements, or product configuration support (although Polycom may install software updates which are required to restore the covered product to operational condition).

To check Premier Onsite availability, please contact your local Polycom Services Sales representative.

### Premier Software support

Our 8x5 telephone technical support is subject to the same conditions as Premier 8x5 support.

Need flexible financing?

Polycom **CAPITAL**  
Collaborative Financing

[www.polycom.com/polycom-capital](http://www.polycom.com/polycom-capital)

## About Polycom

Polycom helps organizations unleash the power of human collaboration. More than 400,000 companies and institutions worldwide defy distance with video, voice and content solutions from Polycom. Polycom and its global partner ecosystem provide flexible collaboration solutions for any environment that deliver the best user experience and unmatched investment protection.

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