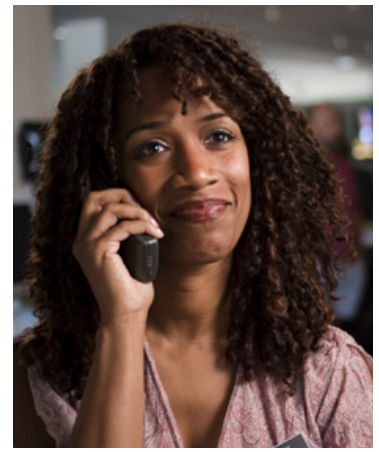


Polycom® Global Services Wireless Support Services



Supporting your wireless solutions wherever you are

Support options

Customers have realised a better return on investment when they take advantage of fast servicing and return of their wireless products. They experience more uptime and employee productivity because of enhanced communications. However, customers notice a significant change in support after a product's warranty expires when they do not have one of the varying levels of support contracts available. If uptime and productivity are important to you after your warranty expires, Polycom provides you with a variety of support options.

Why purchase wireless support?

Purchase wireless support services if you have:

- A mission-critical environment that requires maximum uptime
- Most of your other technology products are under support contracts
- Limited technical expertise at any of your locations
- Wireless products that are no longer under warranty

Which wireless support service best fits your needs?

If your environment fits the following description, then **Advanced Plus Wireless Support** is your best choice:

- Your environment requires maximum availability of communications with employees in various locations
- You require onsite response for your wireless infrastructure products due to their critical role in your core business

If your environment fits the following description, then **Advanced Wireless Support** is your best choice:

- Your environment does not have stringent uptime communications requirements
- You want rapid replacement of any wireless infrastructure and telephone products to minimise loss of communication and the effect on your business

If your environment fits the following description, then **Priority Wireless Support** is your best choice:

- You have technical expertise to resolve many of the infrastructure and wireless telephone questions
- You stock spare infrastructure and wireless telephone products

If you fit the following description, then **Assured Wireless Support** is your best choice:

- You use infrastructure and wireless telephone solutions in non-critical environments
- You have the technical expertise in house to address most infrastructure and wireless telephone questions

- ▶ Optimised uptime to support your mission-critical environment
- ▶ Predictable cost of ownership with unlimited repairs
- ▶ Options to support your specific environment and address your communication needs

Polycom Global Services **Wireless Support Services**

Polycom wireless support services options at a glance

	Advanced Plus	Advanced	Priority	Assured
24/7 unlimited phone technical support – Infrastructure products	▪	▪	▪	NA
Normal business hours phone technical support – Infrastructure products	▪	▪	▪	▪
Normal business hours unlimited phone technical support – Wireless telephones	▪	▪	▪	▪
On-site infrastructure products technical support – next business day	▪	NA	NA	NA
Advanced replacement infrastructure products parts	▪	▪	▪	▪
Advanced replacement wireless telephone & charger parts	▪	▪	NA	NA
One business day replacement wireless telephone & charger	NA	NA	▪	NA
Three business day replacement wireless telephone & charger	NA	NA	NA	▪
Escalation support	▪	▪	▪	▪
Software updates*	▪	▪	▪	▪

* Available on general release

Wireless telephone and charger parts replacement turnaround time starts from the time the unit is received at Polycom. RMA requests for advance replacements received after 4pm will be “best effort” for same-day shipment; otherwise, the replacement will be shipped the next business day.

Features

Advanced Plus – Provides next business day onsite service for infrastructure components and advanced replacement of wireless telephones. Includes software updates as available, remote testing and unlimited telephone technical support, 24/7.

Advanced – Includes advanced replacement of infrastructure components and wireless telephones, software updates as available and 24/7 unlimited technical phone support.

Priority – Provides advanced replacement of infrastructure components, one business day factory turnaround on wireless telephones, software updates as available and 24/7 unlimited technical phone support.

Assured - Provides advanced replacement of infrastructure components, three business day factory turnaround on wireless telephones, software updates as available and technical phone support during business hours.

Optional Service: Liquid Damage Coverage Maintenance and Warranty is available on all Polycom wireless telephones. Price is per handset and all Polycom wireless telephones must be covered. Coverage must be purchased with a new system or with a support maintenance contract.

Why Polycom?

Polycom Global Services has more than 20 years of communications and collaboration technical experience and knowledge. We can help you ensure that your investment in our solutions delivers real business benefits and accelerates your time to ROI.

Learn more

Polycom Global Services offers a wide variety of services worldwide, including Support Services, Professional Services, Training, Immersive Telepresence Services and Wireless Services.

For more information, please contact your authorised Polycom representative or visit www.polycom.eu/services.

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