

# Frequently Asked Questions

## Polycom<sup>®</sup> KIRK<sup>®</sup> Service Offerings

**Q: If I do not sign up for a KIRK Service Offering from January 1, 2011, what will the support consist of?**

A: In the case that you do not purchase one of the available KIRK Service Offerings, you will only have access to the KIRK Basic Support which is available at no additional charge and included in the basic service deliverables that are included with the purchase of KIRK products.

The KIRK Basic Support offers assistance via e-mail within a time frame of three working days and within normal business hours in the designated support centre's local time, Monday through Friday, or in accordance with your agreement, excluding national and local holidays.

Replacement of handset or infrastructure will take place within 30 days upon receipt of the faulty products.

**Q: Do I need a service contract?**

A: If you would like to have access to more service support than provided with the KIRK Basic Support, we strongly recommend you to purchase one of the KIRK Service Offerings.

**Q: For how long time is the KIRK Service Offerings valid?**

A: The KIRK Service Offerings are valid for one year upon contract signature, after which they must be renewed.

**Q: What can be covered by a KIRK Service Offering?**

A: The KIRK Service Offerings cover a given installation, not single products.

**Q: How is the KIRK Service Offering flow between Polycom, DECT Channels, Resellers and End-users?**

A: The KIRK Service Offerings are available for the DECT Channels to purchase for a given end-user installation. When there is a need for service support, the reseller or end-user contacts the Polycom Service Support Team.

**Q: How is KIRK Service Offerings connected to the KIRK Software Assurance?**

A: In order to get access to a KIRK Service Offering you must purchase the KIRK Software Assurance Service.