

## Polycom Global Services

### Service Description for Premier support

#### **Unlimited telephone technical support**

Polycom will provide access to expert technical support engineers who will assist in solving issues by phone. The Polycom hotline is available during normal business hours in the designated support center's local time, Monday through Friday, excluding national and local holidays recognized by Polycom.

#### **Escalation Support**

Polycom will provide access and involvement of higher-level engineering expertise for resolution of more complex technical problems.

#### **Advance Parts Replacement**

Polycom will provide expedited replacement of all covered, failed hardware parts. If Polycom's technical support representative determines that a replacement part is required to resolve a hardware malfunction, a replacement part will be dispatched on the same day for next business day delivery (subject to local pick-up time restrictions for overnight services). Despite the foregoing, customs delays may affect actual delivery time in certain regions. Customers are required to promptly return to Polycom any defective parts identified for replacement.

#### **Software Upgrades**

Software Upgrades consist of major feature enhancements and/or functionality releases for Polycom products. Customers are entitled to receive Software Upgrades for their then-current registered Polycom product upon Polycom's general release of such Software Upgrades.

#### **Software Updates**

Software Updates are designed to correct a software error that prevents the installed system from conforming to its published specifications. Customers are entitled to receive Software Updates for their then-current registered Polycom product upon Polycom's general release of such Software Updates.

#### **On-line Support**

Polycom will provide access to extensive technical information on the secure Polycom Resource Center (PRC) available via the Polycom Web site. The PRC provides technical tips, a search and query function on the Polycom Knowledge Base, access to software downloads, a RMA resource page, software activation assistance, a library of technology papers and product information, comprehensive 'how-to' videos, and Frequently Asked Questions (FAQs).

#### **Around-the clock video test facility**

Polycom will provide access to Polycom's video test facility, 24 hours a day, 365 days per year. The video test facility provides continuous motion and sound sources. Live face-to-face testing with a Polycom support engineer is also available. Visit the Polycom web site at [www.polycom.com](http://www.polycom.com) for instructions and numbers.

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 WW Service Program Terms and Conditions for End User Customers, The WW Service Program Terms and Conditions for End User Customers will apply. To view these Terms and Conditions, please visit [www.polycom.com/pgs/termsandconditions](http://www.polycom.com/pgs/termsandconditions)