



Polycom Partner Services for VoIP and PSTN Voice Solutions

Polycom offers partners a range of services to support our voice solutions. All are designed to give partners the flexibility to offer the right level of support to meet a customer's business need.

As a leader in voice technology, we have the experience, knowledge, infrastructure and resources to provide high quality, responsive hardware and software support for any Polycom voice solution environment. Our global network of information, tools, and most importantly people, delivers fast and effective support.

Polycom voice solutions include desktop and conference room VoIP, PSTN and wireless products, and depending on whether the customer wishes to improve productivity, reduce costs, or increase efficiencies, Polycom Support Services can help. For details about the comprehensive portfolio of Polycom Wireless Support Services, please refer to the separate datasheet. We will describe the support services available for desktop and conference room, VoIP and PSTN voice solutions here.



Product	Partner Warranty	Partner Premier	Premier
VoIP Phones			
Polycom® SoundPoint® IP desktop phone	▪	▪	▪
Polycom CX 200, CX 300 desktop phones	▪	▪	▪
Polycom CX 500 IP, 600 IP and 700 IP desktop phones	▪	Annual	N/A
Polycom CX 3000 IP conference phone	▪	Annual	N/A
Polycom CX 5000 conference phone	▪	Annual	Annual
Polycom SoundStation® IP wireless conference phone	▪	▪	▪
Polycom VVX® 1500 business media phone	▪	▪	▪
Polycom VVX® 1500D business media phone	N/A	▪	▪
PSTN Phones			
Polycom VoiceStation® 100, 300, and 500 conference phones	▪	▪	▪
Polycom SoundPoint® Pro SE220 and SE225 desktop phones	▪	▪	▪
Polycom SoundStation2® conference phone	▪	▪	▪
Polycom SoundStation VTX 1000® conference phone	▪	▪	▪
Polycom QSX® 300 and 400 Web conference appliances	N/A	▪	▪

Benefits

- Peace of Mind – Access to technical support when you need it
- Increased speed to resolution – Choice of parts replacement response times
- Value for Money – Cost effective solutions
- Choice – Gives customers a range of service offerings to meet their business needs

Figure 1: Service level available by VoIP and desktop products

Partner-branded Services

All products manufactured by Polycom are provided with a one-year manufacturer's warranty, but for those customers who require a longer warranty period or a faster service response we offer partners a choice of extending the hardware warranty services or upgrading to a Partner Premier Support contract. The features for these services are listed in Figure 3 table.

Partner Premier

Partner Premier Support provides partners with a faster hardware replacement response, by giving you direct access to Polycom technical support and providing an expedited phone replacement should the hardware be diagnosed as faulty. This service level keeps your customers' voice solutions running smoothly and efficiently.

Partner Three-Year Warranty

For customers who are not so concerned with the speed of response but would still like the security of knowing they can get a replacement phone should they have hardware issues, the Partner Three Year Warranty service provides just that. By enhancing the hardware warranty to a ten-day return to factory parts repair/replacement response and extending the hardware warranty service for a further two years to give a warranty period of three years from point of sale, partners can offer customers the reassurance that their voice solution is covered.

Polycom-branded Service

Premier

Should you need to leverage Polycom support services or for locations outside your territory, Polycom Premier Service offers you the ability to extend your support reach and leverage Polycom Global Support. Polycom will provide technical support direct to the customer and an expedited phone replacement should the hardware be diagnosed as faulty. Please see Figure 2 for ordering threshold details for voice solutions.

Product	Ordering Threshold (Units) ¹
Polycom SoundPoint IP desktop phone	100
Polycom CX desktop phones (excluding CX5000)	100
Polycom CX5000 speakerphone	No Threshold
Polycom SoundStation IP desktop phone	20
Polycom VVX 1500 business media phone	100
Polycom VVX 1500D business media phone	No Threshold ²
PSTN Phones	No Threshold

Figure 2: Polycom Premier Support ordering thresholds

¹ When purchasing support for IP phones, all (100%) of the phones on the order must be placed under support.

² The Polycom VVX 1500D business media phone is covered by the Required Support program, and a minimum of a one-year Partner Premier or Premier contract must be purchased with each phone.

Support Services	Product Warranty ²	Three-Year Partner Warranty	Partner Premier	Premier
VoIP Phones	1 year	3 years	Multi-year	Multi-year
Direct access to Polycom support	RMA support only	RMA support only	▪	▪
Hardware replacement	30-day return to factory	10-day return to factory	Advanced exchange	
Software updates (bug fixes)	First 90 days only	First 90 days only	▪	▪
Software upgrades	N/A	N/A	▪	▪
Telephone technical support	Limited ³ regular business hours-M-F	Limited ³ regular business hours-M-F	Unlimited regular business hours-M-F	Unlimited regular business hours-M-F
OS software telephone assistance	First 90 days only	First 90 days only	▪	▪
Entitlement	Per phone	Per phone	Per phone	Per phone

Figure 3: A comparison of service features¹

¹ Service descriptions for each service level are available from the Partner Resource Center (PRC).

² Product warranty statement is available from: http://www.polycom.com/support/service_policies.html

³ Products that are within the warranty period will be supported / diagnosed to the point of determination as to whether the Polycom hardware or software is at fault only.

Features

Unlimited Technical Telephone Support – Provides first-come, first-served access to technical support engineers who assist in solving issues by phone. Phone support is available during normal business hours in the designated support center's local time, Monday through Friday, or in accordance with your agreement, excluding national and local holidays observed by Polycom.

Limited Technical Telephone Support – During the warranty period telephone support for the phone is limited to Tier One Polycom Technical Support who will determine if the phone needs to be returned for a replacement. Phone support is available during normal business hours in the designated support center's local time, Monday through Friday, or in accordance with your agreement, excluding national and local holidays observed by Polycom.

Operating System Software Telephone Assistance – During the first 90 days of the warranty period, telephone support for the phone will be provided to assist with any installation issues with the software. Phone support is available during normal business hours in the designated support center's local time, Monday through Friday, or in accordance with your agreement, excluding national and local holidays observed by Polycom.

Software Updates and Upgrades – Provides you with both software updates and upgrades. Software updates correct software errors. Software upgrades provide you with major feature and functionality releases. You can download these yourself when ready, or set up automatic downloads.

Advance Replacement of Parts – Provides expedited replacement of all covered, failed hardware parts. If technical phone support determines that there is a hardware part failure or if there is an obvious malfunction, a replacement part will be dispatched on the same day for next business day delivery.

10-day Return-to-factory Parts Replacement – Provides a 10-day return-to-factory (RTF) repair or replacement of all covered failed hardware parts. If Polycom's Technical Support representative determines that a replacement part is required, the partner can send the phone back to Polycom for an exchange. The replacement phone will ship from Polycom within 10 days after receipt of the customer's phone.

30-day Return-to-factory Parts Replacement – Provides a 30-day return-to-factory (RTF) repair or replacement of all covered failed hardware parts. If Polycom's Technical Support representative determines that a replacement part is required, the partner can send the phone back to Polycom for an exchange. The replacement phone will ship from Polycom within 30 days after receipt of the customer's phone.

e-Support – Provides access to Polycom's extensive online support portal—<http://support.polycom.com>—including the technical KnowledgeBase, technical tips, search and query functions, access to software downloads, an RMA resource page, software activation assistance, frequently asked questions (FAQs) and many other features.

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 customer's investment in our solutions delivers real business benefits and accelerates their 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 visit www.polycom.com/services or contact your Polycom Channel Account Manager.

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