



# Polycom® Telepresence Maintenance Service

The Ultimate in High-Touch Support, When and Where You Need It

## Benefits

### **Unsurpassed end user experience—**

Assurance that the ultimate in support is there if and when it's needed

### **Flexibility and access to a wide range of services —**

Expert assistance with your issues, support needs and technology updates across your telepresence solution

### **Stay on the leading edge —**

System Upgrades and essential support services are included in Polycom Telepresence Maintenance Services

### **Save time and money —**

Ensure your upgrades are installed with minimum impact on your business

### **Receive valuable assistance —**

From Polycom Telepresence experts should it be needed

Polycom equipment is fundamental to the smooth running of your organization — so are service and support.

Polycom Telepresence Maintenance Service offers you the peace of mind that comes from knowing that your Polycom RPX™ HD or TPX™ HD Suite is backed by professional, reliable and easy-to-use services. This service provides a comprehensive portfolio of high-touch services and support for your Polycom telepresence experience deployment.

Polycom Telepresence Maintenance Services accommodates the full spectrum of your telepresence service requirements including telephone technical support, onsite support, parts replacement, software upgrades and updates, and preventative maintenance for your investment. Protect your Polycom telepresence deployment from potential risks, issues and uncertainties. This allows you to focus on the business at hand, not the technology.

Furthermore, the Telepresence Video Network Operations Center (VNOC) Service provides seamless operations management for your Polycom telepresence suites. This service, backed by a staff of telepresence experts ensures the highest level of the telepresence experience is attained.

Polycom Telepresence Maintenance Service consists of:

- Unlimited 24x7 telephone technical support
- Escalation support
- 8 x 5 onsite support with next business day response
- Advance parts replacement of technology components
- Parts replacement for telepresence furnishings
- Software upgrades and updates
- Preventative maintenance

## Make Great Things Happen with Polycom Telepresence Maintenance Service

In today's Internet driven world, the ability to conduct real time communication and collaboration has become critical to an organization's survival. As the market leader in voice, video and content collaboration and communications, our award-winning conference technology makes it easy for people to interact and maximize productivity — over any network, in just about any environment, anywhere around the globe. That's why more organizations worldwide use and prefer Polycom conferencing solutions. Because when people work together, great things happen. See how you, too, can achieve great things with Polycom Telepresence Maintenance Service.



VideoVoiceDataWeb

## **Polycom Global Services Service Description for Telepresence Maintenance Service**

### **Unlimited 24x7 Telephone Technical Support**

- Polycom will provide access to expert technical support engineers who will assist in solving issues by phone. Polycom telephone support is available 24x7

### **Escalation Support**

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

### **8x5 Onsite Support with Next Business Day Response**

- For technology component failures that cannot be resolved remotely to the customer's satisfaction, Polycom will provide next business day onsite response by a technical engineer to facilitate problem resolution
- Additional optional hours are available

### **Advance Parts Replacement for Technology Components**

- Polycom will provide expedited replacement of all failed technology components. If Polycom's technical support representative determines that a replacement part is required to resolve a technology component 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). In addition, customs delays may affect actual delivery time in certain countries. Please note that consumable items like light bulbs and projector lamps are not covered by this Maintenance contract

### **Parts Replacement for Telepresence Furnishings**

- Polycom will provide replacement of telepresence furnishings with defects in workmanship using "best effort" delivery. This process is typically completed within one business week. This maintenance contract does not cover accidental damage to Telepresence furnishings

### **Software Upgrades**

- Customers are entitled to receive qualified telepresence software upgrades under this maintenance contract. Implementation of software upgrades are scheduled and performed by Polycom with the agreement of the customer

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### **Preventative Maintenance**

- Polycom will execute onsite preventative maintenance for telepresence technology components twice a year

*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)*

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