



SERVICE DESCRIPTION

Three Year Partner Warranty Offering

This Service Description describes Polycom's Three Year Partner Warranty Support offering for VoIP and PSTN phones. By extending the one year manufacturer's warranty by a further two years, this offering provides a partner with a total of three years of hardware warranty for any new phone. This offering is ideal for the partner who wishes to add two additional years of hardware support to the manufacturers one year warranty.

Parts Replacement

Polycom offers, with this service, a 10-day Return-to-Factory (RTF) repair or replacement for three years from the date of purchase of the phone. 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. Replacement parts supplied by Polycom will be either new parts or parts equivalent in performance to new parts when used with the Polycom Product, and are warranted for 90 days or the remainder of the warranty contract.

Telephone Support

After the first year standard manufacturer's warranty expires, 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. Polycom will make available technical telephone support during business hours (9 am to 5 pm, 5 days a week excluding recognized government holidays) for Polycom products covered by the Polycom Warranty. This support will be made available through regional phone numbers, and in select local languages. Polycom will make such phone number and local language information available on the Polycom Support Portal site: <http://support.polycom.com>.

Further technical support or any escalation support is not offered as part of this service past the standard one year warranty period.

Polycom Support Portal

Polycom will provide 24x7 customer access to <http://support.polycom.com>. This enhanced support portal will include the following functionality for customer accounts:

- User friendly product registration
- Product licensing lookup
- Knowledgebase searches
- Downloading latest product documents and software

- Creating on-line service requests and checking status
- RMA status check and delivery tracking information

How to Order

This service option can only be purchased at the time the phone is ordered. Pricing for this service is per phone and is good for the first three years of the phones life. When placing an order 100% of the phones ordered must be purchased with this service option. Phones that do not require this service option should be listed on a separate order.

Terms & Conditions

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 Worldwide Service Program Terms and Conditions for End User Customers, The Worldwide Service Program Terms and Conditions for End User Customers will apply. To view these Terms and Conditions, please access the following web link: <http://www.polycom.com/products-services/services/services-terms-and-conditions.html>

