



Polycom® Service Reactivation Promotion

Protect your Polycom system! Up to 100% Waiver of Service Reactivation Fee



NST: 2011-05-59170

Many customers leverage the expertise of Polycom Global Services to ensure their Polycom system is available and optimized to realize a faster return on investment. It's time to extend the service coverage on your Polycom system, and let the experts from Polycom Global Services help to enhance your system performance.

It is important to keep all your systems under a support contract to ensure you are eligible to receive the latest software updates and upgrades, giving you access to the latest features and enhancements.

For a limited time, the Service Reactivation Promotion makes it easy to get Polycom products with lapsed service contracts back under the care of Polycom support experts. Better still, consider placing your Polycom products under a three-year Support Contract. You will enjoy multi-year discount and a complete waiver of the reactivation fee without the trouble of renewing it yearly!

100% waiver of Services Reactivation Fee when signing a new, three-year Support Contract on end points; all backdating requirements waived on UC Intelligent Core™ products

50% waiver of Services Reactivation Fee when signing a new, one-year Support Contract on end points; 50% reduction in backdating requirements on UC Intelligent Core products

Support Offering Feature Comparison

Support Offerings		Premier Onsite			Premier	
		Premier Onsite 24x7x4	Premier Onsite 24x7	Premier Onsite	Premier 24x7	Premier
Polycom Onsite Technician	4 Hour Onsite Response	✓				
	Onsite Response		✓	✓		
Replacement Parts	4 Hour Response	✓				
	Advance Exchange		✓	✓	✓	✓
Telephone Support	24x7	✓	✓		✓	
	Business Hours			✓		✓
Additional Features	Software Upgrades & Updates	✓	✓	✓	✓	✓
	Online Support Tools	✓	✓	✓	✓	✓

Increase the reliability and availability of your Polycom system! Call your Polycom Reseller or Polycom Service Sales Representative today!

Frequently Asked Questions

What happens if I have an odd number of months of lapsed service?

This scenario is only applicable if the customer is buying a one-year support contract on Polycom UC Intelligent Core™ products. In this case, the Service Reactivation Promotion would cut the backdating requirements by 50%, and round up to the nearest month.

For example, a customer is purchasing a one-year Premier Onsite contract on their Polycom RMX® 4000. Their previous support contract expired 9 months ago. By referencing this NST on their purchase order, they could reduce the backdating requirement to five months, or nine divided by two (4.5) rounded up to five.

Does this promotion cover Partner branded services?

Yes, this promotion can be applied to Partner branded Premier, Premier Onsite and AdvancedAccess support contracts.

Can I purchase a prorated support contract?

The minimum contract length is one year. To prorate a term longer than one year, contact your Service Sales Representative.

Can this promotion be combined with other offers from Polycom?

In some cases, customers may be allowed to combine this promotion with others from Polycom. Please contact your Service Sales Representative to find out more.

Can I use this promotion to reduce the backdating requirements on my MGC?

The advantages of upgrading to Polycom's UC Intelligent Core products, and specifically the RMX, are tremendous and in many cases outweigh the cost of maintaining legacy products. However, if upgrading is not appropriate for your business, you can still use this promotion to make reactivating your service contract more accessible.

Can this promotion be used for solution-level support services, i.e. AdvancedAccess and Elite?

Yes, this promotion can be applied to all levels of Polycom and Partner branded support.

Example Scenarios

Scenario One

RMX with a support contract that expired on 11/31/10.

If a new, three-year support contract is purchased on June 1, 2011:

- All backdating is waived
- Service term is from 6/1/11 to 5/31/14

If a new, one-year support contract is purchased on June 1, 2011:

- Backdating period is three months calculated as 12/1/10 through 5/31/11 or six months, with 50% waived for the promotion
- Total service term is 15 months with contract dates on the PO of 3/1/11 through 5/31/12

Scenario Two

CMA with a support contract that expired 11/11/10.

If a new, three-year support contract is purchased on June 1, 2011:

- All backdating is waived
- Service term is from 6/1/11 to 5/31/14

If a new, one-year support contract is purchased on June 1, 2011:

- Backdating period is four months, calculated as 11/12/10 through 5/31/11 or a little over 6 ½ months, with 50% waived and rounded up to the nearest month
- Total contract term is 16 months with contract dates on the PO of 2/1/11 through 5/31/12

Scenario Three

MGC that never had maintenance was shipped on 3/1/09.

If a new, three-year support contract is purchased on June 1, 2011:

- All backdating is waived
- Service term is from 6/1/11 to 5/31/14

If a new, one-year support contract is purchased on June 1, 2011:

- Backdating period is 12 months, calculated as starting on 6/1/09 - backdating starts 90 days after ship date - through 5/31/11 or 24 months, with 50% waived
- Total contract term is 24 months with contract dates on the PO of 6/1/10 through 5/31/12

To Learn More:

Contact your Polycom Service Sales Representative, or:

1.800.POLYCOM

pgsmarketing@polycom.com

Terms and Conditions

1. Offer expires September 30, 2011.
2. NST must be included on the purchase order with the one year or three-year support contract(s).
3. This NST will also apply to backdating requirements for UC Intelligent Core products that do not have a reactivation fee. For a one-year agreement, the promotion will reduce the number of months to be backdated by 50%, for a three-year agreement the promotion will waive all backdating requirements.
4. This offer is only available to end user customers who purchase from a certified Polycom Channel Partner.
5. This offer may not be combined with any other promotional offer or discounts, and Polycom reserves the right to modify or cancel this program at any time.
6. Any questions regarding this discount may be emailed to pgsmarketing@polycom.com.
7. Contract to be invoiced in advance.

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