

► Frequently Asked Questions

Polycom[®] Required Support Program

General Questions

Q: Why is Polycom requiring services on video products?

A: Requiring a support contract with the sale of every video, infrastructure, and select voice solutions ensures our customers receive the best experience from their Polycom investment. It also ensures they are receiving consistent levels of service support during the first year, including important software upgrades and updates, technical telephone support, and advance parts replacement.

Q: When will the Required Support Program go into effect?

A: Effective November 2, 2009 a service order line item will be required with the sale of every Polycom video product, infrastructure product, and Polycom VVX 1500 C in North America and CALA. EMEA and APAC regions will require a support contract on or after November 2, 2009.

Q: Are there any video or infrastructure products exempt from this requirement?

A: Due to the nature of the Polycom[®] PVX[™], services will not be required.

Q: What about Polycom Voice products?

A: The Polycom VVX 1500 C business media phone is included in this policy. A support contract will be required with the purchase of these business media phones.

Q: At a minimum, which service support contract level is required?

A: Polycom will require a minimum 1-year Polycom or Partner branded Premier support contract. Polycom or Partner branded Premier Plus, Elite Service and multi-year support contracts provide an opportunity for you to up sell from the Premier and/or 1-year term.



Q: What if I do not feel this is the right time to include services on my sales of video and infrastructure products?

A: The Required Support Program will be a standard Polycom policy and no exceptions will be made.

Q: Is this action being taken worldwide?

A: Yes, Polycom is taking this action in all regions across the globe. Some countries currently include services on video solutions.

Q: Does this affect all Polycom Partners?

A: Yes, this will be required from all of our Partners, whether you purchase directly from Polycom or through one of our Distribution Partners.

Q: How will Polycom enforce this?

A: Implementation details are currently being developed and will be communicated as available over the next several weeks. This information will be communicated via the Partner Post, on the PRC, and through your Polycom sales team. Program announcements will allow for greater than 30-day notification to our partners.

Q: Will Polycom be communicating this to end users?

A: In most cases, Polycom relies on our channel partners to reach out to the end user. Polycom will be utilizing our direct touch sales force, Polycom website and select organizations such as the Polycom User Group to communicate this change in policy. Polycom does not plan to proactively market this to end user customers.

Sales Questions

Q: What if I have an existing bid or contract?

A: Bids are typically valid for a period of 30-days. To ensure a seamless transition, we encourage you to include a Polycom or Partner branded 1-year support contract – at a minimum – in all quotes and bids starting October 1, 2009.

Q: What if we have a contractual obligation to give a Partner more than 30 days notice of a pricing change?

A: We will honor our contractual obligations to our partners. Please contact your Sales Management team for proper handling.

Q: What about my Government customers?

A: Our contractual obligations to our government partners and customers vary. Government customers requiring greater than a 30 day notification will be addressed in a manner consistent with the terms of their contract.

Q: What if I have a situation that requires special attention or I am not sure how to handle a specific situation?

A: Please contact your Polycom Channel Account Manager or Services Business Development Manager. If you are unsure who to contact, please send an email to Services Marketing at pgsmarketing@polycom.com. Your inquiry will be given immediate attention.

Process Related Questions

Q: As of November 2nd, will the system serial number become the support contract number?

A. No. There is no change to the system entitlement or look up processes. While a contract number is created during the entitlement process, the call center uses the system serial number as the primary search mechanism in Siebel.

Program Related Questions

Q: We participate in SHARP (Service High Attach Rate and Renewal Program). Will this program continue?

A: SHARP will continue to be a program offered by Polycom. However, modifications will be made to the terms of the current program. Additional details will be forthcoming.

Q: Will Polycom continue the PAYS rewards for 3-year Polycom and Partner branded support contracts?

A: Yes. No changes are planned for the current PAYS program. For additional details, please log into PAYS at www.polycomrewards.com.