



CUSTOMER GUIDE

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## Support and Deployment Services



## Welcome to Polycom® Global Services!

Polycom® Global Services offers an extensive portfolio of industry leading professional and support-based services, designed with our valued customer’s in mind. Whether it is system planning, deployment, or ongoing maintenance – Polycom has the expertise to assist you with any aspect of your Polycom solution.

Your continued satisfaction is our primary concern. With Polycom Global Services, expert support is a phone call away, no matter where in the world you are located. This Customer Guide to Polycom Services provides an overview of major Polycom services, as well as our comprehensive Global Support Directory. The directory provides important information for your regional Polycom Support Team, as well as Parts Replacement information. Please take note of the Regional Technical Support location nearest to you. We advise you to keep this information, along with your product serial number and company name in a convenient location. You will be asked for this information, should you have a need to contact Polycom Global Services via the telephone or online for support.

We are committed to providing consistent, world-class service to help ensure you get the most from your Polycom solution. Once again, welcome to Polycom Global Services and thank you for entrusting us to support your solution. Please do not hesitate to contact your local Polycom Technical Support Center or visit us online at [www.polycom.com/pgs](http://www.polycom.com/pgs) if you have additional questions about our services portfolio.

Polycom Global Services Useful Links	
Worldwide terms and conditions	<a href="http://www.polycom.com/services/global_services/terms_conditions.html">http://www.polycom.com/services/global_services/terms_conditions.html</a>
Policy Information	
North America	<a href="http://www.polycom.com/support/service_policies.html">http://www.polycom.com/support/service_policies.html</a>
EMEA	<a href="http://www.polycom.eu/support/service_policies.html">http://www.polycom.eu/support/service_policies.html</a>
Asia	<a href="http://www.polycom.com/apac/en/support/service_policies.html">http://www.polycom.com/apac/en/support/service_policies.html</a>

Polycom Support Services Summary			
	Elite*	AdvancedAccess*	Premier
Elite Service Manager	•		
Assigned Support Resources	Elite Service Engineer	AdvancedAccess Support Engineer	
Regular Business Review Meetings	•		
Software Version Control	•		
Upgrade Management	•		
Monthly Utilization Reporting	•		
Root Cause Analysis	•		
Asset Management	•		
Asset List	•	•	
Account Specific Telephone Access	•	•	
Advance Parts Replacement	•	•	•
24x7 Telephone Support 365 Days/YearHolidays and Weekends	•	•	
Local Business Hours (M-F) Telephone Support	•	•	•
Software Updates and Upgrades	•	•	•
Escalation Support	•	•	•
Online Support Tools	•	•	•
4-Hour Onsite Response Includes Replacement Parts	Optional	Optional	
Onsite Service Engineer	Optional	Optional	Optional

\* Elite Service and AdvancedAccess are sold as an upgrade to either Premier or Premier Onsite and includes their respective services.

Polycom Product Deployment Services Summary		
	Installation and Training	Implementation
Client Expectation Review		•
Pre-Installation Survey	•	•
Field Engineer	•	•
Update of Server Software	Installed on shipped version	Recommended version from Project team
Installation of Client Software	1 PC	As defined within Project deliverables
Orientation Session	Up to 2 hours per system	Up to 4 hours per system
Project Manager		•
Technical Specialist		•
Provide Project Documents		•
Full Implementation Readiness Analysis		•
Progress Reports		•
Customised Test Protocol		•
Provide Welcome Pack		•

**How to log a service request**

For technical assistance, please contact your local Polycom Technical Support Center. You can contact us through the web at: <http://support.polycom.com> or by calling us on the relevant support number as listed in the Global Support directory, on pages 8 and 9. In both cases please have your system’s serial number to hand, as entitlement to service is confirmed by your number.

The process defined on the next page is for Polycom Branded Services, if you purchased service from an Authorised Partner then please contact your Partner for support.

When you contact our call center your service request will be logged. It is important that you log all service requests, online or over the phone to receive the best level of service. A service request will be routed through our support process and escalated accordingly.

Note that our 24 hours, 7 days a week service offerings are delivered in English.

**Escalation policy**

The Escalation Process outlines the procedure that Polycom has in place to respond to incidents that are reported to the Support Center with respect to providing a resolution that is prioritised according to the seriousness of the issue reported.

In some instances additional support is required and the case is escalated to Polycom ‘Escalation’ support. Triggers for escalating cases to the Escalation team may include one or more of the following:

- Parts replacement does not resolve the problem
- A software bug has been identified
- No significant progress is being made to resolve the case
- Additional support is required due to the complex nature of the problem

Once escalated to the Escalation team, the assigned ‘Escalations engineer’ maintains case ownership and works directly with the customer to resolve the issue.

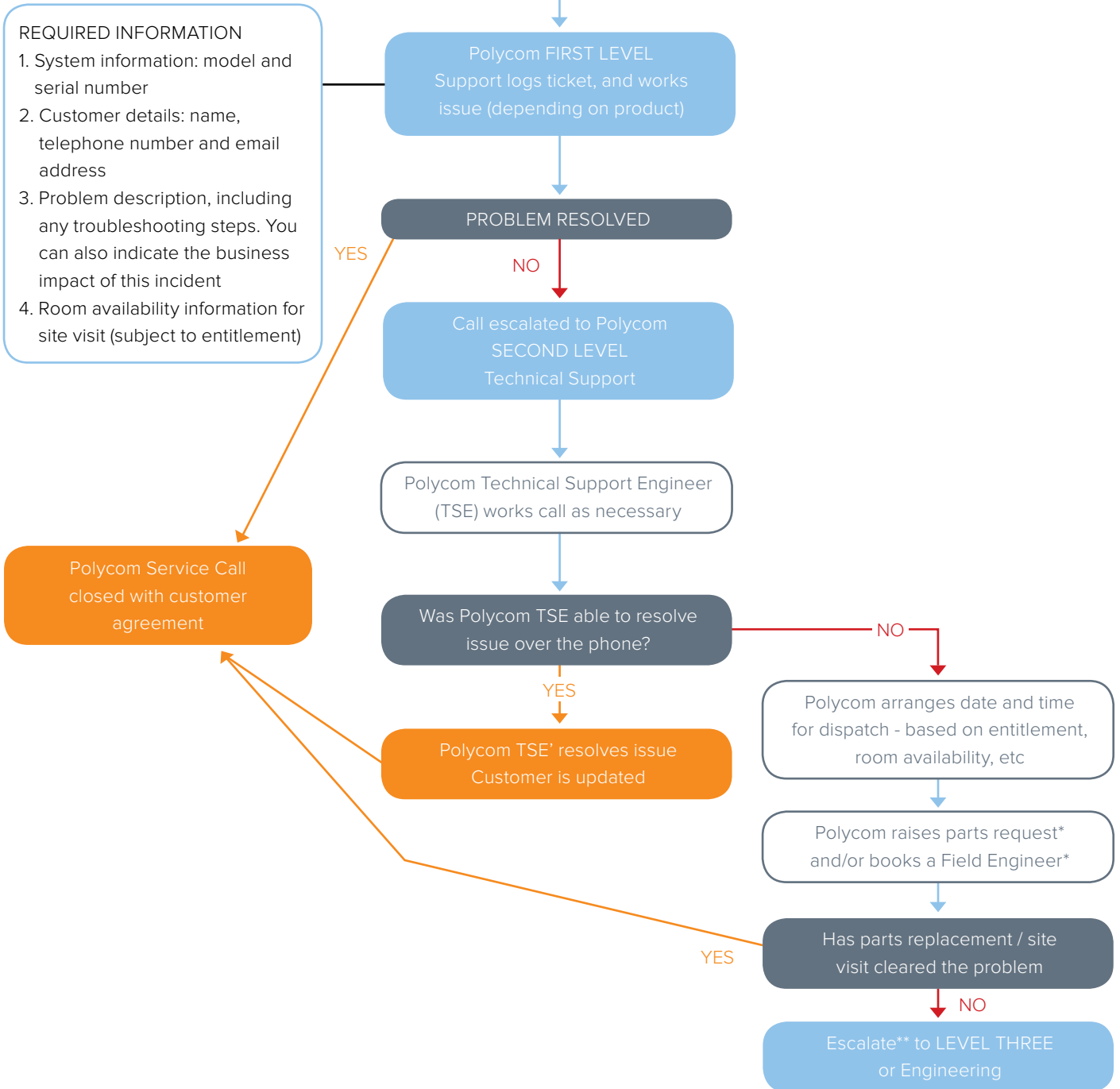
## Overview for Support Request Logging with Polycom's Regional Technical Support Centres

Customer contacts their regional Polycom Technical Support Centre or calls:

**US: 888 248 4143 / +1 408 474 2050**

**ASIA PACIFIC: +612 997 88098**

**EMEA: +44 1753 723020**



**Notes**

\*Onsite visit arrangements and parts subject to entitlement

\*\*Entry conditions for Polycom Technical Escalation are observed

**Technical support contact information by region**

Note that Polycom technical support is delivered by the regional support team where your product is located.

<b>North and South America</b>			
User Location	Regional Support Number	Support Hours	Support Language
United States	888-248-4143	8:00 am to 8:00 pm Eastern time	English
Canada	888-248-4143	8:00 am to 8:00 pm Eastern time	English & French
Argentina	0-800-666-2832	8:00 am to 8:00 pm Eastern time	Spanish & English
Brazil	0-800-891-5786	8:00 am to 8:00 pm Eastern time	Portuguese & English
Chile	800-510-011	8:00 am to 8:00 pm Eastern time	Spanish & English
Colombia	01-800-700-1911	8:00 am to 8:00 pm Eastern time	Spanish & English
Mexico	001-888-248-4143	8:00 am to 8:00pm Eastern time	Spanish & English
Rest of Central & South America	+978-292-5516	8:00 am to 8:00 pm Eastern time	Spanish, Portuguese & English

<b>Europe, Middle East and Africa</b>			
User Location	Regional Support Number	Support Hours	Support Language
France	+33-(0)-1-4132-1820	8:30 am to 5:00 pm Central European time	French & English
Germany, Austria, Switzerland	+49-(0)-811-999-4222	8:30 am to 5:00 pm Central European time	German & English
UK, Scandinavia, Rest of Europe, Middle East, Africa	+44-(0)-1753-723020	8:30 am to 5:00 pm UK time	English
Russia	+7-495-213-1222	9:00 am to 6:00 pm Moscow time	русский / ruskiyi & English

<b>Asia</b>			
User Location	Regional Support Number	Support Hours	Support Language
Japan	0066-3361-2146	9:00 am to 6:00 pm Japan time	Japanese & English
South Korea	00-30-861-00-97	8:30 am to 5:30 pm local time	Korean & English
New Zealand	0800-507-856	8:30 am to 5:30 pm local time	English
India	1800-200-6555	8:30 am to 5:30 pm local time	English
Singapore	800-616-1958	8:30 am to 5:30 pm local time	English
Thailand	00-1-800-611-2919	8:30 am to 5:30 pm local time	English
Hong Kong	800-966-391	8:30 am to 5:30 pm local time	English
Indonesia	00-1-803-618-17	8:30 am to 5:30 pm local time	English
South China	10-800-261-0394	8:30 am to 5:30 pm local time	Mandarin & English
North China	10-800-610-0394	8:30 am to 5:30 pm local time	Mandarin & English
Australia	1800-725-598	8:30 am to 5:30 pm local time	English
Taiwan	008-0161-1449	8:30 am to 5:30 pm local time	English
Rest of Asia Pacific (Singapore time)	+65-6389-9200	9:00a m to 5:30 pm Singapore time	English
Rest of Asia Pacific (Sydney time)	+61-2-9978-8098	9:00 am to 5:30 pm Sydney time	English

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<b>Delivery Guidelines</b>		
User Location	Regional Parts Depot Location	Deadline for Same-Day Shipment of Replacement Parts*
United States	United States	6:00 pm Eastern time
Canada	Canada	6:00 pm Eastern time
Brazil	Brazil	3:00 pm Sao Paulo time
Chile	Santiago	2:00 pm Santiago time
Colombia	Bogota	6:00 pm Bogota time
Mexico	Mexico City	4:00 pm Mexico City time
Rest of Central & South America	United States	6:00 pm Eastern time
France	UK	4:00 pm Central European time
Germany	UK	4:00 pm Central European time
South Africa	Johannesburg	3:00 pm South Africa time
UK, Rest of Europe, Middle East and Africa	UK	3:00 pm UK time
Japan	Tokyo	3:00 pm Tokyo time
New Zealand	Sydney	3:00 pm Sydney time
India	Mumbai	3:00 pm Mumbai time
Singapore	Singapore	3:00 pm Singapore time
Thailand	Singapore	3:00 pm Singapore time
Hong Kong	Singapore	3:00 pm Singapore time
Indonesia	Singapore	3:00 pm Singapore time
South China	Shanghai	4:00 pm Beijing time
North China	Shanghai	4:00 pm Beijing time
Australia	Sydney	3:00 pm Sydney time
Taiwan	Singapore	3:00 pm Singapore time
Rest of Asia-Pacific region	Singapore	3:00 pm Singapore time

\* All RMA transactions will be processed by Polycom and a replacement part will be dispatched on the same day when the order is placed before the specified time (subject to local pick-up time restrictions for overnight services). Despite the foregoing, customs delays may affect actual delivery time in certain regions.

CRT, LCD, and plasma displays require 2-7 business days for replacement through the RMA process, depending on the customer location.

**Service charges matrix**

The matrix below shows when the Courier or Tax and duties fees are the responsibility of Polycom or the Customer.

Shipping terms and transit times may be found at:

[http://support.polycom.com/PolycomService/support/us/support/Advance\\_Parts\\_Replacement.html](http://support.polycom.com/PolycomService/support/us/support/Advance_Parts_Replacement.html)

<b>Service Charges Matrix – What is Included</b>					
Situation	Service Level	Courier Part Outbound	Courier Part Inbound	Tax & Duties Outbound	Tax & Duties Inbound
DOA	Advance Exchange	Yes	Yes	Yes	Yes
Maintenance Contract	Advance Exchange	Yes	Yes	No	Yes
In Warranty	Return to Factory Repair	Yes	No	No	Yes
Out of Warranty/Chargeable	Return to Factory Repair	Yes	No	No	Yes
Out of Warranty/Chargeable	Advance Exchange	Yes	Yes	No	Yes

## About Polycom

Polycom is the global leader in standards-based unified communications (UC) solutions for telepresence, video, and voice powered by the Polycom® RealPresence® Platform. The RealPresence Platform interoperates with the broadest range of business, mobile, and social applications and devices. More than 400,000 organizations trust Polycom solutions to collaborate and meet face-to-face from any location for more productive and effective engagement with colleagues, partners, customers, specialists, and prospects. Polycom, together with its broad partner ecosystem, provides customers with the best TCO, scalability, and security for video collaboration, whether on-premises, hosted, or cloud-delivered. Visit [www.polycom.com](http://www.polycom.com) or connect with Polycom on Twitter, Facebook, and LinkedIn.

Polycom, Inc.  
1.800.POLYCOM  
[www.polycom.com](http://www.polycom.com)

