

Customer Guide

Support and Deployment Services

Version 2.0, January 2008



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Welcome

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 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 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 if you have additional questions about our services portfolio.

POLYCOM GLOBAL SERVICES USEFUL LINKS	
Worldwide terms and conditions	http://www.polycom.com/pgs/termsandconditions
Policy information	
North America	http://www.polycom.com/usa/en/support/service_policies.html
EMEA	http://www.polycom.com/emea/en/support/service_policies.html
Asia	http://www.polycom.com/apac/en/support/service_policies.html

Polycom Support Services Summary – Premier, Premier Plus, Elite

Support features	Premier	Premier Plus	Elite
Advance Parts Replacement	✓	✓	✓
8x5 Telephone Support	✓	✓	✓
Software Updates	✓	✓	✓
Software Upgrades	✓	✓	✓
8x5 NBD On-Site Support		✓	(Optional)
7x24 Phone Support	(Optional)	(Optional)	✓
Enterprise Support Manager			✓
Enterprise Support Engineer			✓
Periodic Status Meetings			✓
Dedicated Access Line			✓
Version Control			✓

Polycom Product Deployment Services Summary – Installation and Implementation

Deployment features	Installation	Implementation
On-site system installation	✓	✓
Assignment of senior Polycom project manager		✓
Assignment of experts from Polycom’s field engineering and Tier 3 technical service teams		✓
Development of specific project plan for each system deployment		✓
Development of pre-planned test criteria for customer acceptance		✓
Periodic status reports as necessary during project		✓
Enhancements available through Professional Services (custom quote)		✓

Polycom Global Support Directory

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

North and South America

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

Europe, Middle East and Africa

User Location	Regional Support Number	Support Hours	Support Language
France	+33 (0) 1 4132 1820	8:30am to 5:00pm Central European time	French & English
Germany, Austria, Switzerland	+49 (0) 811 999 4222	8:00am to 5:00pm Central European time	German & English
UK, Scandinavia, Rest of Europe, Middle East, Africa	+44 (0) 1753 723020	8:30am to 5:00pm Central European time	English

Asia

User Location	Regional Support Number	Support Hours	Support Language
Japan	0044-2261-2146	9:00am to 6:00pm Japan time	Japanese
South Korea	00 30 861 00 97	8:30am to 5:30pm local time	Korean & English
New Zealand	0800 507 856	8:30am to 5:30pm local time	English
India	00 0800 610 1049	8:30am to 5:30pm local time	English
Singapore	800 616 1958	8:30am to 5:30pm local time	English
Thailand	00 1 800 611 2919	8:30am to 5:30pm local time	English
Hong Kong	800 966 391	8:30am to 5:30pm local time	English
Indonesia	00 1 803 618 17	8:30am to 5:30pm local time	English
South China	10 800 261 0394	8:30am to 5:30pm local time	Mandarin & English
North China	10 800 610 0394	8:30am to 5:30pm local time	Mandarin & English
Australia	1800 725 598	8:30am to 5:30pm local time	English
Taiwan	008 0161 1449	8:30am to 5:30pm local time	English
Rest of Asia Pacific (Singapore time)	+65 6389 9200	9:00am to 5:30pm Singapore time	English
Rest of Asia Pacific (Sydney time)	+61 2 9978 8098	9:00am to 5:30pm Sydney time	English

Information correct at time of publication.

Parts replacement – delivery guidelines

User Location	Regional Parts Depot Location	Deadline for same-day shipment of replacement parts *
United States	United States	6:00pm Eastern time
Canada	Canada	5:30pm Eastern time
Brazil	Brazil	3:00pm Sao Paulo time
Mexico	Mexico	4:30pm Mexico City time
Rest of Central & South America	United States	6:00pm Eastern time
France	UK	4:00pm Central European time
Germany	UK	4:00pm Central European time
South Africa	Johannesburg	3:00pm South Africa time
UK, Rest of Europe, Middle East and Africa	UK	3:00pm UK time
Japan	Japan	3:00pm Japan time
New Zealand	Sydney	4:00pm Sydney time
India	India	4:00pm Sydney time
Singapore	Singapore	3:00pm Singapore time
Thailand	Singapore	3:00pm Singapore time
Hong Kong	Singapore	3:00pm Singapore time
Indonesia	Sydney/Singapore	4:00pm Sydney time
South China	Shanghai	4:00pm Beijing time
North China	Shanghai	4:00pm Beijing time
Australia	Sydney	4:00pm Sydney time
Taiwan	Singapore	3:00pm Singapore time
Rest of Asia-Pacific region	Sydney/Singapore	3:00pm Singapore time

* All RMA transactions will be processed by Polycom and shipped out for next business day delivery when the order is placed before the specified time. Actual arrival time of replacement parts may be delayed due to customs or other local conditions.

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

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