



COMPREHENSIVE, HASSLE-FREE SUPPORT FOR EVERYTHING POLY

POLY+ ENTERPRISE

It's peace of mind only Poly can deliver. Poly+ Enterprise gives you hassle-free asset management, automatic coverage, designated support, and premium software for your entire Poly estate. You can even purchase your choice of devices at a fixed support price without the hassle of tracking serial numbers. Get advanced hardware replacement* wherever you need it with pre-paid next-day shipping for minimal downtime. Rely on 24x7 priority access for your Poly and leading ecosystem solutions and your own designated Poly Customer Success Manager. Supply your IT staff with integration features and tools that empower them to serve your teams proactively. It's everything you get from Poly+, turbo-charged to keep your enterprise running smoothly.

SUPPORT FOR EVERYTHING POLY, NO SERIAL NUMBERS NEEDED

- Unlimited, global priority 24x7 technical support with a dedicated support number and unique PIN code: allows for rapid access to your assigned support team and ecosystem cloud partner support.
- No need to track serial numbers: use a single Master Account ID for your entire Poly estate.
- Advance hardware replacement*: replace your device with pre-paid next-business-day shipping, ensuring business continuity.
- Coverage for your entire Poly estate: and get automatic coverage as new devices are added.
- A designated Customer Success Manager: dedicated to making sure Poly service program activities are optimized.
- Enterprise integration and IT tools for maximum success: take a proactive position on monitoring and device management.

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SERVICE ELEMENTS

24X7 PRIORITY SUPPORT

Enterprise Service customers are provided priority around-the-clock access to Poly Technical Support via a dedicated support number and unique pin code allowing for rapid access to their assigned support team.

ADVANCE PARTS REPLACEMENT - NEXT BUSINESS DAY

Poly will provide advance replacement* for any failed hardware component covered under this Service. If Poly's technical support representative determines that a replacement part is required to resolve a reported or diagnosed problem, a replacement part will be shipped by Poly for next business day delivery for advance replacement using an expedited carrier service. Poly pays for all freight charges for advance parts replacement transactions.

ESCALATION MANAGEMENT

Poly has formal escalation procedures to resolve complex Customer problems. Poly's support management team coordinates the escalation of problems and rapidly engages the right solution specialists throughout Poly. Poly will execute internal notifications to alert Poly's service management when the Customer support cases age past established thresholds.

SOFTWARE UPGRADES AND UPDATES

Poly will make available system Software Upgrades and Updates at no additional charge. Poly will post all Generally Available ("GA") Software at: www.poly.com/support or via [Poly Lens](#). Poly Lens and [Poly Lens Desktop](#) can be used to deploy the latest device software updates.

CUSTOMER SUCCESS MANAGEMENT

Poly will designate a Customer Success Manager (CSM) who serves as the non-technical management interface to a designated Customer representative for all Poly+ Enterprise service program activities. Serving as the Customer advocate within Poly, the CSM will monitor, analyze, and report on aspects related to the service and support of the Customer's Poly production solution. The CSM objectives are: ensuring that all service program deliverables are completed to the Customer's satisfaction, monitoring service deliverables are on time and in accordance with current Poly standard operating procedures, policies and practices, continued effective communication with the Customer, and adherence to reporting schedules.

POLY SUPPORT PORTAL

Poly will provide 24x7 access to the Poly Support Portal at: www.poly.com/support. The Poly Support Portal will include the following functionality for Customer accounts:

- Register Products and look up Product licensing.
- Create service requests and review Support Ticket status.
- Check the status of parts replacement including delivery tracking information.
- Perform Knowledge Base searches.
- Download the latest Product documentation.
- Download the latest Poly Endpoint Software that is available for the current release and the latest version minus one.

POLY LENS PREMIUM FEATURES

Customer will have access to Poly Lens Premium features as part of this service offer. For details about Poly Lens Premium features please visit:

<https://info.lens.poly.com/docs/licenses/poly-plus-features>

ECOSYSTEM CLOUD PARTNER SUPPORT (ECPS)

ECPS improves response times in Poly-enabled ecosystem cloud solutions by acting as a primary point of contact to the Customer. The Poly global support team has the skills, training, experience, and processes needed to resolve technical issues in these complex environments. When the Poly support team receives an incident request for a Poly Product used in an approved Strategic Cloud Partner environment, a Support Ticket will be created in Poly's ticketing system for tracking purposes. Support Tickets are escalated and managed with appropriate internal Poly teams, including engineering if deemed necessary, to determine cause and plan to reach resolution.

SELECTED DISCOUNTS

Customers with a current Poly+ Enterprise contract are eligible for selected discounts. Contact your local reseller for discounts available.

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TRUE-UP PROCESS

At commencement of the service, the Customer must identify (in conjunction with Poly) all devices within each particular category. Poly will accept calls for all devices without checking the serial number so the base line for the number of devices to be supported needs to be confirmed. Poly will capture the actual install base and the estimated growth in the upcoming year. By estimating growth of the customer install base, Poly will charge (via its channel partners) for a percentage of expected additions in advance, reducing the need for mid-term true-ups.

OPTIONAL FEE-BASED SERVICES

The following options are available to be purchased separately to enhance Poly+ Enterprise:

- **Additional Customer Success Manager Time**
Additional eight (8) hour per month blocks of Customer Success Manager time may be added to the support contract.
- **Technical Account Management**
A proactive, personalized support program assisting Customers to maintain their Poly solution and achieve desired response and reliability goals when technical assistance is required.
- **Field Replace Unit Return and Destroy (FRURAD)**
For Government, Federal and Security conscious customers who cannot return hardware units when faulty, a FRURAD option is available at an additional charge. A separate Service Description for deliverables is available on request.

LEARN MORE

For more information on Poly+ Enterprise visit www.poly.com/support