



External PMP and Hub End of Commercial Sale Notice and FAQ

March 31, 2022

This is a public communication to announce that PMP and Hub is entering the End of Commercial Sale phase on March 31, 2022.

On March 31, 2022, notice was posted partners and customers describing Poly's intention and plans to discontinue new sales and renewals for all Plantronics Manager Pro (PMP) and Plantronics Manager (PM) licenses. Hub is a at no charge product, so it does not require renewals. The purpose of this memo is provide notice to channel partners and administrators of PMP, PM and Hub to address frequently asked questions (FAQ).

Services affected are:

- Plantronics Manager Pro (PMP)
- Plantronics Hub
- Plantronics Manager (PM)

The End of Commercial Sale will enable Poly to streamline our management platforms into Poly Lens, bringing customers a more modern device management platform architecture and support for other Poly device families under one single pane of glass.

Since we are replacing PMP, PM and Hub with Poly Lens, we understand that customers might need time to migrate to the new platform. At the same time, we do not want to be further contractually obligated to support these products longer term. Therefore, we are allowing customers to use the platform until March 31, 2023 at no charge.

Product Discontinuation Bulletins from Poly have been issued through the official communication channels.

Details related to the affected PMP, PM and Hub service, the End of Commercial Sale dates, extension periods, and migration to Poly Lens are provided in the FAQ below.

Frequently Asked Questions

Q1: What PMP and PM SKUs are being discontinued?

A: Please refer to the table below for all of the 1 year skus as well as the onboarding service sku. There are 63 more monthly upgrade SKUs (stated as UPx-xxx-xx-xx) that will also be discontinued during this process. Hub does not have SKUs, as it is a free-to-download product.

TYPE	SKU NUMBER	PRODUCT DESCRIPTION	USER BAND	USER QTY	TERM	MSRP (LIST) \$USD 1 YEAR
Full Term	BUN-PMP-EA-1Y	Plantronics Manager	N/A	Unlimited	1 Yr - ea	\$2,000
ASSET MANAGEMENT AND ADOPTION (ASA)		ASSET MANAGEMENT AND ADOPTION SUITE				
Full Term	BUN-ASA-B1-1Y	Plantronics Manager Pro -- Asset Management and Adoption, including API	BAND 1	Up to 250 users	1 Yr - ea	\$1,875
Full Term	BUN-ASA-B2-1Y	Plantronics Manager Pro -- Asset Management and Adoption, including API	BAND 2	Up to 550 users	1 Yr - ea	\$3,100
Full Term	BUN-ASA-B3-1Y	Plantronics Manager Pro -- Asset Management and Adoption, including API	BAND 3	Up to 1,100 users	1 Yr - ea	\$5,500
Full Term	BUN-ASA-B4-1Y	Plantronics Manager Pro -- Asset Management and Adoption, including API	BAND 4	Up to 2,700 users	1 Yr - ea	\$10,000
Full Term	BUN-ASA-B5-1Y	Plantronics Manager Pro -- Asset Management and Adoption, including API	BAND 5	Up to 11,000 users	1 Yr - ea	\$17,500
Full Term	BUN-ASA-B6-1Y	Plantronics Manager Pro -- Asset Management and Adoption, including API	BAND 6	Over 10,000+ users	1 Yr - ea	\$31,000
CALL QUALITY AND ANALYTICS (CVA)		CALL QUALITY AND ANALYTICS SUITE (pricing includes Asset Management and Adoption Suite and API access-ASA)				
Full Term	BUN-CVA-B1-1Y	Plantronics Manager Pro -- Call Quality and Analytics, including API	BAND 1	Up to 250 users	1 Yr - ea	\$3,000
Full Term	BUN-CVA-B2-1Y	Plantronics Manager Pro -- Call Quality and Analytics, including API	BAND 2	Up to 550 users	1 Yr - ea	\$5,000
Full Term	BUN-CVA-B3-1Y	Plantronics Manager Pro -- Call Quality and Analytics, including API	BAND 3	Up to 1,100 users	1 Yr - ea	\$9,000
Full Term	BUN-CVA-B4-1Y	Plantronics Manager Pro -- Call Quality and Analytics, including API	BAND 4	Up to 2,700 users	1 Yr - ea	\$16,000
Full Term	BUN-CVA-B5-1Y	Plantronics Manager Pro -- Call Quality and Analytics, including API	BAND 5	Up to 11,000 users	1 Yr - ea	\$28,000
Full Term	BUN-CVA-B6-1Y	Plantronics Manager Pro -- Call Quality and Analytics, including API	BAND 6	Over 10,000+ users	1 Yr - ea	\$50,000
HEALTH AND SAFETY (ACA)		HEALTH AND SAFETY SUITE (pricing includes Asset Management and Adoption Suite, Call Quality and Analytics Suite and API access-ASA/CVA)				
Full Term	BUN-ACA-B1-1Y	Plantronics Manager Pro -- Health and Safety, including API	BAND 1	Up to 250 users	1 Yr - ea	\$4,500
Full Term	BUN-ACA-B2-1Y	Plantronics Manager Pro -- Health and Safety, including API	BAND 2	Up to 550 users	1 Yr - ea	\$7,500
Full Term	BUN-ACA-B3-1Y	Plantronics Manager Pro -- Health and Safety, including API	BAND 3	Up to 1,100 users	1 Yr - ea	\$14,000
Full Term	BUN-ACA-B4-1Y	Plantronics Manager Pro -- Health and Safety, including API	BAND 4	Up to 2,700 users	1 Yr - ea	\$24,000
Full Term	BUN-ACA-B5-1Y	Plantronics Manager Pro -- Health and Safety, including API	BAND 5	Up to 11,000 users	1 Yr - ea	\$42,000
Full Term	BUN-ACA-B6-1Y	Plantronics Manager Pro -- Health and Safety, including API	BAND 6	Over 10,000+ users	1 Yr - ea	\$75,000

Plantronics Manager Pro Onboarding and Adoption Service

SKU NUMBER	PRODUCT DESCRIPTION	PERSONAS	HEADSETS CONNECTED GOAL	MONTHLY CHECK-IN	MSRP (LIST) \$USD
6867-BUNMP-100	Plantronics Manager Pro Onboarding and Adoption Service	10	10% of license band	3 Months	\$3,950

Q2: What formal notification was given to the channel?

A: Product Management posted a Product Discontinuation Bulletin (PDB) #20109 on March 31 2022, covering the End of Commercial Sale of Plantronics Manager Pro subscription SKUs worldwide.

Q3: What products are replacing the discontinued products?

A: The replacement products for PMP, PM and Hub is Poly Lens Cloud and Desktop (<https://lens.poly.com>). For more information on Poly Lens, please go to the Poly product page at <https://www.poly.com/us/en/products/services/cloud/poly-lens>.

Q4: Do the replacement products provide value parity in features and capabilities?

A: The replacement products will provide value parity or better in features and capabilities.

Compared to PMP/PM and Hub, Poly Lens offers more benefits for administrators who deploy Poly devices, including:

- No charge basic device management with easy web account signup and application download.
- Single pane of glass for all Poly devices – not only for headsets and personal speakerphones, but also for USB and IP video devices and even desktop and conference phones.
- Room management
- Group management by Device Group

- Individual Device Management
- Account Role – Device Manager
- Device and room usage insights
- Alerting of Offline Devices and Software Upgrades
- Network Insights (using Poly Lens Desktop App)

Meanwhile, Poly Lens also supports the features that PMP and PM users are familiar with:

- Device Inventory
- Device Firmware Upgrades
- Device Settings Changes
- Group Management by Device, Model, and Site
- Account Roles – Admin and Guest (Read Only)

Q5: Are there devices that Poly Lens does not support that PMP and Hub do support?

A: Yes, there will be devices Poly Lens will not support due to the headset and personal speakerphone products already reaching their End of Support phase. The Poly product and engineering teams are currently working to finalize support of the last remaining headset device families in Poly Lens (EncorePro, MDA and APU). There are also devices that only Lens supports and not PMP/Hub which include any new headset or personal speakerphone that Poly launches in 2022 going forward.

Our most up-to-date list of supported devices can be found here:

- Poly Lens: <https://info.lens.poly.com/docs/supported-devices>

Q6: What are the minimum firmware requirements for headsets and personal speakerphones to work with Poly Lens?

A: There is no firmware requirement for headsets and personal speakerphones to work with Lens. Lens automatically identifies which version the USB or Bluetooth device has and will notify users if a newer firmware version is available.

Headset connectivity does require Poly Lens Desktop to connect to the Poly Lens cloud, however. To download Poly Lens, please go here: <https://www.poly.com/us/en/products/services/cloud/poly-lens/app>

Q7: How long will support be provided for these SKUs following the End of Commercial Sale?

A: The End of Life support plans for these product SKUs are as follows:

Public Announcement	End of Sale/End of Life	Migration Period
(EOL notice posted on PDB)	(SKU made unorderable and unbookable)	(The period Poly will extend licenses, at no charge, so customers have time to migrate to Poly Lens)
March 31, 2022	May 31, 2022	June 1, 2023 - March 31, 2023

All existing customers will still be able to continue using PMP and Hub until the extended date of March 31, 2023. There will be no plan for new features on PMP and Hub, however Poly will still support releases

to address critical security issues and bug fixes at Poly's discretion until the end of the customer's contract term.

Q8: Can I still book PMP Trial orders?

A: No. In the spirit of ending the PMP service and consolidating all management platform customers to Poly Lens, please do not place any at no charge Try and Buy (TAB) orders. Any entitlement requests made will be rejected.

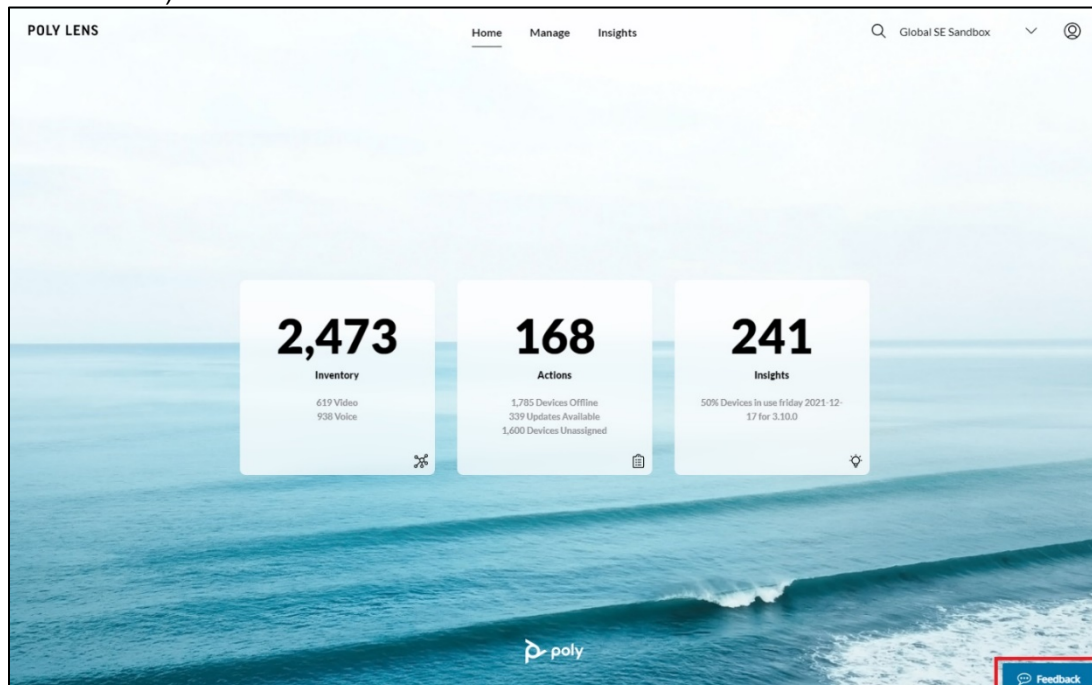
Q9: If I am a new customer of PMP and Hub, can I still sign up before the End-of-Commercial Sale (EOCS) date of May 31, 2022?

A: Given that we want to move everyone to Poly Lens, please sign-up for Poly Lens instead of PMP and Hub. This will give the customer the most benefit since this will be our go forward device management platform.

If Poly Lens does not meet your needs yet in this pre-EOCS timeframe, a no cost PMP Asset Management license can be requested through the Poly Partner Portal by the reseller. This license will end at the End-of-Support date (i.e. March 31, 2023). Poly will not approve requests for other types of PMP licenses (e.g. Health and Safety, Call Quality, end date after March 31, 2023).

For EDI and iStore orders: If the new customer's order came through EDI or iStore, there is no way to reject this before the End of Commercial Sale date. Please advise your partners and end-user customers to stop ordering from there. Any orders that came through, we will still have to support them until the end of their 1-year contract. For these new orders, if the customer will agree to cancel the order, we will process a credit for them. We will require the reseller or end-user's written consent (e.g., email) while at the same time notifying the distributors to request credit from Poly Order Management.

If there are specific features they need that we do not support in Lens, please use the Feedback tool in Lens, as we capture all feedback here (refer to the red box in the screenshot below for the location of the feedback tool).



Q10: Can I still request a PMP Try and Buy (TAB) at no charge 60-day trial for my customer?

A: No, please do not have the customer's reseller request a PMP TAB after March 15, 2022 and encourage your customer instead to try Lens for no charge.

Q11: Can a reseller still request new and renewal licenses of PMP for the customer on or after End of Commercial Sale date of May 31, 2022?

A: No, we will be removing the PMP License Request form on the Poly Partner Portal and the Poly order management system will reject the PMP order referencing the EOL SKUs starting the End of Commercial Sale date on May 31, 2022.

Q12: How do we guide our customers on what to do with their existing PMP licenses or if they are considering a PMP license?

A: See below table to find your unique customer case, whether they are a current PMP customer or considering PMP as a new customer. The table will share guidance on how to handle the situation. For any specific PMP licensing questions, please email entitlement-management@poly.com.

Existing PMP Customers		New Customers considering Headset Device Mgt	
Customers with expired licenses	Automatic at no charge extension to March 31, 2023. Customer/Reseller/Distributor will receive an email from Poly notifying them of the at no charge license setup.	New license request for Try-and-Buy (TAB), the PMP at no charge 60-day trial.	No new PMP at no charge trial requests from resellers will be approved on March 15, 2022 or after.
Customers with license end dates (renewals) between March 2022 and March 2023.	Automatic at no charge extension to March 31, 2023. Customer/Reseller/Distributor will receive an email from Poly notifying them of the at no charge license setup. For any PMP renewal paid on March 15 th , 2022 or after, the channel partner can request a credit.	New 1 year license request received by May 31, 2022 with license end dates on or before March 31, 2023.	Encourage your customer to try Lens at no charge first. If that is not an option for the customer, a no cost PMP Asset Management license can be requested through the Poly Partner Portal by the reseller with an end date on or before March 31, 2023. Any requests for Health and Safety or Call Quality will not be approved.
Customers with license end dates (renewals) after March 2023.	Poly will work with these customers to migrate to Lens prior to the PMP end of support date of March 31, 2023.	New 1 year license request received by May 31, 2022 with license end dates after March 2023.	Encourage your customer to try Lens at no charge first. If that is not an option for the customer, a no cost PMP Asset Management license can be requested through the Poly Partner Portal by the reseller however an end date after March 31, 2023 or requests for Health and Safety and Call Quality will not be approved.

Q13: If my customer is eligible for a PMP credit, what is the next step?

A: If these licenses have already been paid for by the distributor (i.e. Sales Order created by Poly and money accepted by Poly), these PMP renewal licenses paid to Poly after March 15th 2022 and before the End of Commercial Sale Date May 31, 2022 can be requested to be credited. If the license is not yet paid for by the distributor, no credits will be given. The PMP Licensing Manager will automatically extend all current PMP licenses until March 31, 2023, at no charge to the customer.

To get credit for the order that has been placed, please ask the end-user, reseller, or partner for a written consent (e.g., an email) and send this to your Order Management representative. In parallel, the reseller of the account should contact the distributor that this order was placed through, who can then contact the distributor to work with our Order Management team to request the credit. Since Poly will only give refunds to distributors who sent in the PMP order, please allow the channel partners (distributor and reseller) to communicate the way they want to handle the possible reimbursement back to the customer.

Q14: Where can I get more information and support for my customer on Poly Lens?

A: Reach out to your assigned Poly Sales Engineer for how to demo Poly Lens to your customer. For technical support, please login to the Poly Online Support Center to open a Web Service Request (<https://support.polycom.com/PolycomService/servicerequest/index.htm>). To submit feedback regarding Poly Lens, please direct them to the Lens Feedback tool addressed in Q9.

Q15: What are the general timelines for this migration process from PMP to Poly Lens?

A: Please see below. This is the plan as of March 15, 2022 and maybe subject to change.

PLANTRONICS MANAGER PRO AND HUB EOS TIMELINE

MARCH 15, 2022 INTERNAL TO POLY ANNOUNCEMENT	MARCH 31, 2022 EXTERNAL POLY ANNOUNCEMENT	MAY 31, 2022 PMP/HUB END OF SALE	JUNE 2022- MAR 2023 LENS MIGRATION	MARCH-31-2023 PMP/HUB END OF SUPPORT
<ul style="list-style-type: none"> Start sending emails to current PMP customers that expire focused on March, April and May first. They will receive at no charge auto extensions to end of support date March 31, 2023. All PMP entitlement requests will be rejected except new customer requests requesting Asset Mgt with end date before March 31, 2023 which will be setup at no charge. All existing renewals will be auto extended to March 31, 2023 at no charge. If money is received on or after March 15, 2023 for any approved PMP licensing entitlement, the channel partner can request a credit. Start process to stop renewal quotes/reminder emails 	<ul style="list-style-type: none"> Announce externally to customer and partners that May 31, 2022 is End of Sale and March 31, 2023 is End of Support. Continue process of at no charge auto extensions for every PMP renewal customer. Continue process of accepted new PMP requests only for Asset Mgt and with an end date on or before March 31, 2023. 	<ul style="list-style-type: none"> Partner Portal PMP license request taken down for resellers. PMP <u>skus</u> taken off Poly price lists Consumer Desktop Hub removed from Poly website. 	<ul style="list-style-type: none"> Priority roadmap features built into Lens Choose beta customers for pilot migration 	<ul style="list-style-type: none"> Delete customer data Delete all PMP documentation Shut down PMP services



Q16: What are the premium Lens features that are offered at a charge?

A: All Lens premium features are included with a Poly + subscription. Currently those premium features are network insights and notification center. The product team will continue to add Lens premium features as well. See more details in the blog articles below.

<https://info.lens.poly.com/blog/2021/03/04/ntwk-insights-poly-plus>

<https://info.lens.poly.com/blog/2021/03/16/notifications>

Q17: Will there be a choice of a data center outside of the United States for Lens?

A: The Lens team is evaluating this option and will be reaching out to key stakeholders to gather input on requirements for what is being requested from customers outside of the United States.

Q18: How will my PMP data be moved to Lens?

A: Once the Lens team builds out more headset management features, they will look at the options for current PMP customers to minimize the work to recreate their current policy structure and data. The team will first start with volunteer beta customers during the migration period between June 2022 and March 2023.

Q19: Will there be a similar product to replace Plantronics Manager for on prem headset mgt?

A: The Lens team is already working on developing a cloudless Lens desktop app that would support Lens supported Poly USB and Bluetooth headsets and video products. The first focus is to allow for customers to customize the location where firmware is pulled from their chosen local network (on prem) location. Next the team will work on device settings management. After more approved Beta customer input the Lens team will officially announce support for this product as part of the Lens roadmap.