

Polycom Support Offerings Summary

Feature Comparison

| | | Elite | Advantage | Premier |
|---------------------------------|---|----------|-----------|----------|
| Support resources | Dedicated Elite Service Manager | • | | |
| | Dedicated Elite Service Engineer | • | | |
| Proactive account management | Software version control & upgrade management | • | | |
| | Asset management | • | | |
| | Program reviews | • | | |
| | Root cause analysis | • | | |
| | Video network readiness | • | | |
| | Network monitoring | • | | |
| | Utilization reporting | • | • | |
| | Benchmark reporting | • | • | |
| | Adoption Portal Starter Edition | • | • | |
| Telephone support | Priority access | • | • | |
| | 24x7 | • | • | |
| | 8x5 business hours | • | • | ٠ |
| Standard features | Software upgrades & updates | • | • | ٠ |
| | Advance parts replacement | • | • | ٠ |
| | Escalation support | • | • | ٠ |
| | Online support tools | • | • | ٠ |
| Onsite options | Onsite support with 4-hour response | Optional | Optional | |
| | Onsite support | Optional | Optional | Optional |

About Polycom

Polycom is the global leader in open standards-based unified communications and collaboration (UC&C) solutions for voice and video collaboration, trusted by more than 415,000 customers around the world. Polycom solutions are powered by the Polycom[®] RealPresence[®] Platform, comprehensive software infrastructure and rich APIs that interoperate with the broadest set of communication, business, mobile and cloud applications and devices to deliver secure face-to-face video collaboration in any environment.

Polycom, Inc. 1.800.POLYCOM www.polycom.com Polycom Asia Pacific Pte Ltd +65 6389 9200 www.polycom.asia Polycom EMEA +44 (0)1753 723282 www.polycom.co.uk



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