

# Polycom Support Options



## GoldSeal Support for Polycom

Offering	GoldSeal Advantage	GoldSeal Premier	GoldSeal BOH	GoldSeal Incident
Office Hours	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2	9 a.m. – 5 p.m. local time (Continental U.S.) 24x7 P1 and P2 afterhours will be charged at time an half	9 a.m. – 5 p.m. local time (Continental U.S.)
Language	ENG	ENG	ENG	ENG
Documentation	Access to product documentation including: product manuals, technical guides, FAQs, software release notes			
Online Tools	Access to online tools and customer support case management; access to Polycom Adoption Portal Starter Edition	Access to online tools and customer support case management	Access to online tools including; problem resolution and customer support case management	Access to online tools including; problem resolution and customer support case management
Usage			BH: 30 min minimum, 15 min increments per call; OOH: 1 hr min, 30 min increments per call	One incident per issue
Updates	Access to feature releases and software updates			
<b>Support Resources</b>				
Service Desk Engineer	•	•	•	•
Designated Technical Support Engineer	Optional	Optional		
Upgrade and Release Planning	Optional	Optional	•	
<b>Reporting</b>				
Customer Generated Reports	•	•	•	•
Service Delivery Reporting, Quarterly	Optional	Optional	•	Optional
Service Delivery Reporting, Quarterly Review, Remote	Optional	Optional	•	Optional
Annual Health Check and Report	Optional	Optional	•	
Utilization Benchmarking Report	•			
<b>Access Method</b>				
Online Portal Access	•	•	•	•
<b>Hardware Replacement</b>				
Advanced Replacement – Next Business Day Ship	•	•		
<b>On-Site Resources</b>				
On-site Technician for Replacement Part Install, Scheduled	Optional	Optional	Optional	Optional
Smart Hands Dispatch	Optional	Optional	Optional	Optional

## GoldSeal Support for Polycom (continued)

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<b>Training</b>				
Help-Desk Assistance Remedial – Knowledge Transfer	•	•	•	
Customized Product Training	Optional	Optional	•	
Scheduled End-User Training (Audio & Video only)	•	•	•	
<b>Service Type</b>				
Annual Support Agreement	•	•		
Prepaid Block of Time			•	
Pre-Purchased Incidents				•
<b>Support Elements</b>				
Email Support – 1 Business Day	•	•	•	•
Tier I Support	•	•	•	•
Tier II Support	•	•	•	•
Tier III Support	•	•		
Tier IV Support	•	•		
TAC Engagement – Web Portal and Telephone Support	•	•		
Software Support – Current Major Release and Two Major Releases	•	•		
Software Updates	•	•		
Resource Reservation	• <sup>2</sup>	• <sup>2</sup>	•	
Escalation Support, 8x5	•	•	Optional <sup>1</sup>	Optional <sup>1</sup>
Escalation Support, 24x7	•			
<b>Additional Support Features</b>				
24/7 Video Testing Facility	•	•	Optional	Optional
Assisted Remote Access	•	•	•	•
<b>Service Level</b>				
Standard Service Level Objectives	•	•	•	•
<b>Additional Services</b>				
Asset Tracking	Optional	Optional		
MAC Assist – Basic	•	•	•	
MAC Assistance – Complex	Optional	Optional	•	
Proactive End-of-Life Monitoring	Optional	Optional		

<sup>1</sup> Requires an existing manufacture maintenance contract and letter of agency

<sup>2</sup> For break fix issues during business hours only