

► Frequently Asked Questions

Polycom[®] Pay-Per-Incident

Polycom Global Services



Q: Why is Polycom moving to a pay for support model for out of warranty products?

A: This is another support option available to you on a per incident basis. Polycom has always had this support model but we now enforce it to better serve our contracted and warranty customers.

Q: How can I sign up to be alerted as Polycom adds product lines to the Pay-Per-Incident model?

A: Communications are sent to our customers and partners with registered products that will be affected by pending changes in services.

Q: How do I get contract coverage?

A: Please contact your Authorized Polycom Reseller or Polycom Sales Representative regarding contract pricing. Support contracts on circuit switched and PC voice products are available for 100 units or greater.

Q: What regions does Pay-Per-Incident affect?

A: This is a global policy. Due to the global nature of our business, slight differences in process may occur from region to region.

Q: Do Polycom Partners have to pay for this level of support?

A: Yes, if the product in question is out of warranty and not covered by an active support contract.

Q: What if I just want an RMA? Do I need to use the Pay-Per-Incident service?

A: Yes. Troubleshooting or processing the order costs the same – and is separate from parts repair/replacement. We strongly recommend you troubleshoot first. You may not need an RMA.

Q: What other support options are available for my out of warranty - out of support contract - voice, video, and network products?

A: Polycom offers several options for you to troubleshoot your issue to resolution. We offer an extensive Knowledge Base on our website containing manuals, technical tips, and release notes. You may also contact your Authorized Polycom Reseller or Polycom Sales Representative to learn about the benefits of a service support contract.