

Pay-Per-Incident Service

Effective November 3, 2008 for Polycom Video and Network Products

Polycom strives to provide world-class service and support to all of our Customers, and to our Reseller community. In order to facilitate our efforts to supply our valued Customers and Resellers with the highest quality of support, we will be modifying our service offerings for Video and Network products not covered by a current support contract or warranty.

Effective November 3, 2008, Polycom Call Centers will offer **video and network product** technical support only to Resellers and Customers with active service contracts or product warrantees. Resellers and Customers without current support contracts or coverage by a valid warranty will have the following options to receive support:

1. Pay Per-Incident phone support. Video and Network product Resellers and Customers who select this option will have direct access to work with Polycom technical experts. Due to the nature of this service, you will incur the following charge per incident:

- Video Products: \$150 per incident
- Network Products: \$300 per incident

2. Complimentary Knowledge Base Support at the following link: <http://www.polycom.com/support>

3. Learn the Benefits of Polycom Service Support Contracts. For information on purchasing a Service Contract, please contact a Partner Certified in providing Services or a Polycom Reseller. For additional guidance, you may contact Polycom at scontractsteam@polycom.com.

A credit card number – or form of payment - will be requested at the time of the call for Pay-Per-Incident Service.* This fee-based service will entitle the Reseller and Customer to technical phone support until the issue has been resolved. Please note that this phone support fee does not include the cost of any necessary replacement parts. The Reseller or Customer will incur an additional charge should parts be necessary.

Until November 3, 2008 Polycom will continue to provide access to our Technical Call Centers. After November 3, 2008 you must possess a valid video or network product service contract to receive support directly from a Polycom Technical Support Center. For those without a service contract, the option to receive pay-per incident support will be available.