



# 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                            | •        | •         | •        |
| Standard features            | Software upgrades & updates                   | •        | •         | •        |
|                              | Advance parts replacement                     | •        | •         | •        |
|                              | Escalation support                            | •        | •         | •        |
|                              | Online support tools                          | •        | •         | •        |
| 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.

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