



## Poly Device as a Service

In today's competitive marketplace, maintaining a robust collaborative communications solution is critical - and securing alternative capital is crucial. The Poly Device as a Service (DaaS) program offers our Certified Partners the opportunity to grow revenue by providing a combined offer of hardware and service in a simply monthly payment.<sup>1</sup>

### 8x5 Tier One telephone support

Poly Device as a Service provides Tier 1 support<sup>2</sup> to determine if the eligible device has a hardware defect or failure and, if applicable, assist the Partner with processing the hardware return.

### We'll have your customer up and running in no time

Poly provides advance hardware replacement<sup>3</sup> for any failed hardware component covered by this service with freight charges covered by Poly for next business day delivery, before your customer returns the faulty one.

# Poly Device as a Service

## Features

### Designated Support Portal Access

Access to your designated Support Portal includes functionality for product registration, search licensing, create and review service tickets, check parts replacements, download product documentation and download Poly software.

### Optional Extended Coverage

Available at time of sale this option includes coverage for liquid and food spills and damage due to drops and falls. It has an annual Return Materials Authorization (RMA) threshold of 2%.<sup>4</sup>

<sup>1</sup> This Service is only offered in North America and EMEA regions. The term of this Service commences for each eligible device on the date when the first new device is delivered by the distributor to the customer. The eligible device may then be replaced only during the same term as the original eligible device. If Poly announces that an eligible device model covered by this Service has an end-of-support date that falls within the term of Service for an eligible device, the Service for that eligible model will continue uninterrupted for the duration of the term. The Service is available prior to the product end of sale (EOS) announcement. Once the product is announced EOS it should be removed from the DaaS program.

<sup>2</sup> Poly will not accept calls from Partner's end user customers. The Partner remains solely responsible for handling all support calls from their end user customers and for performing initial troubleshooting tasks for the eligible devices. Tier 1 support is available during normal, local, business hours (Monday through Friday 9am to 5pm excluding recognized holidays).

<sup>3</sup> [poly.com/support/service-policies/advance-parts-replacement](https://poly.com/support/service-policies/advance-parts-replacement). Defective devices being returned for replacement will become the property of Poly, and must be returned to the local Poly service facility (to the location listed on the pre-addressed return package provided by Poly, if applicable) within ten business days of receipt of the replacement part, or the Customer will be invoiced at Poly's then-current list price for the product, as published in Poly's price book.

<sup>4</sup> Available for voice endpoints only. This coverage excludes: fire, intentional damage, normal wear, cosmetic, theft, or loss. If the customers Return Materials Authorization (RMA) rate exceed 2% in a calendar year for the installed base under contract, Poly reserves the right to invoice the customer at Poly's then-current list price for the product, as published in Poly's price book. To check service offering availability, contact your local services sales representatives.

## Data sheet

