GoldSeal Support Options for Poly

Offering	GoldSeal Advantage	GoldSeal Premier	GoldSeal BOH	GoldSeal Incident
Support 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	English			
Documentation	Access to product documentation including: product manuals, technical guides, FAQs, software release notes		N/A	N/A
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		
Limits	Unlimited	Unlimited	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			
Support Resources				
Service Desk Engineer	●	●	●	●
Designated Technical Support Engineer	Optional	Optional	Optional	N/A
Dedicated Technical Support Engineer	Optional	Optional	N/A	N/A
Upgrade and Release Planning	Optional	Optional	●	N/A
Reporting				
Customer Generated Reports	●	●	●	●
Service Delivery Reporting Quarterly	Optional	Optional	●	N/A
Service Delivery Reporting Quarterly Review, Remote	Optional	Optional	●	N/A
BI -Annual Benchmarking Report	●	N/A	N/A	N/A
Utilization Report	●	N/A	N/A	N/A
Access Method				
Online Portal Access	●	●	●	●
Hardware Replacement				
Advanced Replacement - Next Business Day Ship	●	●	N/A	N/A
OnSite Resources				
On-site Technician for Replacement Part Install, Scheduled	Optional	Optional	Optional	Optional
Smart Hands Dispatch	Optional	Optional	Optional	Optional

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Offering	GoldSeal Advantage	GoldSeal Premier	GoldSeal BOH	GoldSeal Incident
Training				
Help-Desk Assistance Remedial - Knowledge Transfer	●	●	●	N/A
Customized Product Training	Optional	Optional	●	N/A
Scheduled End-User Training (Audio & Video only)	●	●	●	N/A
Service Type				
Annual Support Agreement	●	●	N/A	N/A
Prepaid Block of Time	N/A	N/A	●	N/A
Pre-Purchased Incidents	N/A	N/A	N/A	●
Support Elements				
Email Support - 1 Business Day	●	●	●	●
Tier I Support	●	●	●	●
Tier II Support	●	●	●	●
Tier III Support	●	●	●[1]	●[1]
Tier IV Support	●	●	●[1]	●[1]
TAC Engagement - Web Portal and Telephone Support	●	●	●[1]	●[1]
Software Updates	●	●	●[1]	N/A
Resource Reservation	●[2]	●[2]	●[1]	N/A
Escalation Support 8x5	●	●	●[1]	●[1]
Escalation Support 24/7	●	N/A	●[1]	●[1]
Additional Support Features				
24/7 Video Testing Facility	●	●	Optional	N/A
Assisted Remote Access	●	●	●	●
Service Level				
Standard Service Level Objectives	●	●	●	●
Additional Services				
Asset Tracking	Optional	Optional	N/A	N/A
MAC Assist - Basic	●	●	●	N/A
MAC Assistance - Complex	Optional	Optional	●	N/A
Startup Installation Assistance (Audio and Video only)	●	●	●	N/A
Proactive End-of-Life Monitoring	Optional	Optional	N/A	N/A

[1]Requires an existing manufacturer maintenance contract

[2]For break fix issues during business hours only