ScanSource and Poly Service Offerings

There are 5 brands of maintenance contracts that Scansource sells for Poly:

1. **Scansource Branded – Poly Care,** 24x7 Telephone Support

2. **Poly Branded - Poly Plus,** 24x7 Telephone Support

3. **Poly Branded – Premier and Advantage** <u>for a limited amount of hardware</u>**.**

   A. <u>8x5 Business Day Telephone Support – Poly Premier</u>
      Poly techs perform this service.
   B. <u>24x7 Telephone Support - Poly Advantage</u>
      Poly techs perform this service.

4. **"Partner" Poly Plus – Partner has their own tech support, and they are taking the calls.**
   There will be a "D" on the end of the vendor part # in SAP.

   A. <u>8x5 Business Day Telephone Support</u>
      Partner's Techs perform this service.
   B. <u>24x7 Telephone Support</u>
      Partner's techs perform this service.

5. **Poly "Elite" – Poly branded Onsite 24x7 support**
   A. Poly techs perform this service. We do not have an equivalent service.
   B. Scansource does not have an equivalent offering for this onsite service.

   **Co-term contracts:
   Variable skus are used for any contract term that is not exactly 1 or 3 years, also for 5 year terms. These vendor part numbers will have a suffix of either a "V" or "VAR" in SAP.

   <u>**5 Year contracts:**</u> These are allowed, but we have to ask Poly first to make sure that none of the products are going end of service life during the contract term.
   - We use the 3 year variable sku for 5 year quotes and orders because there is a deeper discount attached to these skus that you do not get when you use the 1 year variable sku.

<u>Professional Services</u>

Examples of our offerings: Solution Design, Envisioning, Installation, Remote Installation, Implementation, Adoption

Poly Professional Services: Contact your Poly sales rep or Cecilio Rincon at
      ceclilo.rincon@poly.com for quotes and instruction.