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POLYCOM GLOBAL SERVICES  
**Certified Service Partner program**

**FREQUENTLY ASKED QUESTIONS**



## Program Overview

**Q. Why has Polycom developed this program?**

A. To ensure that end-users of Polycom solutions receive consistent high quality support from our certified service partners. Initial roll out of the program will be in North America.

**Q. Does the Polycom Certified Service Partner (CSP) program differ from other Polycom Certification programs?**

A. The CSP program is the only Polycom certification program with such strict service and support requirements. The CSP program requires that interested partners meet a rigorous set of service and support performance metrics, and maintain and operate specific service infrastructure components as well as meet minimum customer satisfaction requirements.

**Q. Do partners need to enroll in the Polycom CSP program in addition to other Polycom certification programs?**

A. Yes. Partners must hold a Polycom Gold or Platinum certification.

**Q. Are there different certification levels in the CSP program?**

A. No. There is just one level in the CSP program as it is announced today. In the future, we may find the need to expand the levels.

**Q. What types of partners should apply in the Polycom CSP program?**

A. Partners that have a Polycom certification at the Gold or Platinum level or a Distributor Agreement and can demonstrate that they meet and maintain the highest quality of service and customer satisfaction standards of the CSP program.

**Q. What choice in services does a Polycom channel partner have if they choose not to participate in the CSP program?**

A. Those partners can resell Polycom's service offerings to their end-users.

**Q. Can a CSP certified partner resell Polycom branded service in the sales territory where they are authorized to resell Polycom products?**

A. No

**Q. Will there be international implementation of the CSP program?**

A. At a future date.

## **Program Requirements**

- Q. Once a partner achieves the Polycom CSP certification, do they stay at that level for the rest of the certification year?
- A. Yes, if the CSP partner is in compliance with all of the certification requirements during the certification year including a bi-annual customer satisfaction survey measurement.
- Q. How will Polycom assist partners achieve the CVE and technical training and testing requirements?
- A. Polycom will continue to offer training and testing that provide partners with reasonably priced opportunities to acquire the knowledge and education they need to meet the requirements. Training and testing information can be accessed at the **Polycom Learning Center** section of the Polycom Web site at: [www.polycom.com/training](http://www.polycom.com/training) and by calling 1-888-248-4143.

## **Customer Satisfaction Survey**

- Q. What is the Customer Satisfaction survey?
- A. The Customer Satisfaction survey provides Polycom partners access to a third-party vendor for surveying and measuring customer satisfaction for the CSP partners service calls. The survey takes about 5 minutes to complete and is conducted by telephone. All detailed customer information is held confidential by the third party and not shared with Polycom, except for the overall satisfaction measurement.
- Q. How is customer satisfaction measured?
- A. Polycom has retained a third-party to survey end-users using an industry-proven methodology to track customer satisfaction. The telephone-based survey is conducted twice per year.
- Q. If a partner is interested in applying for CSP certification, is participation in the CSP customer satisfaction survey required?
- A. Yes. It is a key element for achieving and maintaining CSP certification.
- Q. Will Polycom ever see a partner's customer contact lists?
- A. No. Polycom only sees the overall customer satisfaction rate. The CSP partner customer contact details are not shared with Polycom by the survey company.
- Q. How were the questions developed?
- A. The questions were developed by Polycom Global Services and the third party survey company to include questions that are industry standard measurements of customer satisfaction based on the service delivery methods that Polycom partners deliver to their end users.
- Q. Can a partner use their own third-party vendor or in-house survey results to meet the customer satisfaction rate requirement?
- A. No. Doing so would not allow for a comparison of the results and may remove some of the objectivity.

## Program Enrollment

**Q. How does a partner apply to enroll in the CSP program?**

A. Partners must submit a CSP application. The application and instruction on how to submit are located in the Polycom Partner Resource Center.

**Q. How will a partner know that their application has been received?**

A. They will be notified by phone and/or written correspondence of the application acceptance and processing.

**Q. How long is the Polycom CSP program certification term?**

A. The CSP program is an annual certification that requires recertification on the annual anniversary date.

**Q. How will a partner know when they need to re-certify?**

A. A written notice will be sent to CSP certified partners with instructions on how to re-apply for certification.



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2/9/2005