



REALCONNECT SERVICE FOR TEAMS INTEROP SERVICES AT NO CHARGE THROUGH JUNE 30, 2020, FOR POLY ENDPOINTS

Poly is currently working to deliver more complete native Microsoft Teams video solutions in 2020. The RealConnect interop service will provide a bridge for customers to purchase endpoints now, with the opportunity to renew the RealConnect service and/or shift to the native Teams device, based on the prevailing offer.

If an eligible customer owns a qualifying endpoint, or purchases one before the end of the program period, they will be eligible to receive RealConnect Service for Microsoft Teams video interop service, at no charge from June 1, 2019 through June 30, 2020. Qualifying eligible customers will be eligible to receive one subscription for each eligible endpoint. See program offering materials for complete terms and conditions.

The following are frequently asked questions.

How does this promotion differ from the existing promotion?

Currently running RealConnect promotion available through June 30th provides 9 months service at no charge at the time of activation for new Group Series or Trio Visual+/ Visual Pro. This new offer provides any existing or new Group Series, Trio Visual+/Visual Pro, or G7500 customers at no charge RealConnect interop subscription until June 30th, 2020. Regardless of purchase or activation date, the service at no charge will expire on June 30th, 2020.

How do we include the at not charge RealConnect for Teams SKU?

For the new Poly endpoint purchase, add 4877-09900-653 SKU in the purchase order. This will alert the team that helps with the POC and onboarding.

For existing endpoints, use the RealConnect for Teams Promo flyer and the application form (to be posted on Partner Connect) to include the serial number of endpoints (for Trio, include Visual+ or Visual Pro serial number as well), and we will get back to you.

What about G7500? We will be pushing G7500 once launched? Will it qualify for this offer?

Yes, G7500 will be eligible for the new promotion and will be included as part of the at no charge service through June 30th, 2020.

FREQUENTLY ASKED QUESTIONS (FAQ) FOR POLY PARTNERS

This offer includes One Touch Dial for Poly endpoints only. What if there are Cisco endpoints?

Customers that have Cisco endpoints need to buy the paid service. This paid service will also support One Touch Dial for their Cisco Endpoints. If customers have both Poly and Cisco endpoints, they can get the interop service for the number of Poly endpoints they have at no charge – however, they will need to buy OTD support for the Cisco endpoints (4870-09902-671).

Do we still have a Trial SKU?

Yes, the 60-day trial SKU is still available to customers wanting to try the service as part of Poly or non-Poly endpoints.

Who is my point of contact if I have questions?

For questions please contact us at TeamMicrosoft@poly.com.



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