

JABRA CARE

Support plans providing assurance to work anytime, anywhere

Maximize customer investments, with improved user adoption and minimal downtime



WHAT IS JABRA CARE?

Jabra Care is a support plan designed to solve support challenges while providing assurance to work anytime, anywhere. For customer and end-user support, Jabra Care has you covered.



Unlimited access to the Jabra enterprise installed base



Enhanced support access

- Premium 24/5 or 24/7 support access
- Dedicated support team (phone and email)
- Personalized support portal
- Video call enablement



Faster device replacement

- Same day, express shipping¹, device replacement, including for people working from home



Training and reporting

- Online training events and at home support
- Engagement and insights meetings and reports
- Jabra software assistance

HOW JABRA CARE BENEFITS CHANNEL PARTNERS

End-to-end solution providers are increasingly attractive to customers, due to the added value they offer.

- +** **Improve customer retention**
Improve customer retention and lifetime value by increasing the costs associated with switching support service vendors.
- +** **Leave it to the experts**
Reduce your customers support workload by passing support tickets and return handling to us.
- +** **Beyond an average hardware provider**
Offer reliable, end-to-end solutions and increase your revenues throughout product lifecycles.
- +** **Show them the bigger picture**
Maximize their investment. Improve user adoption and minimize downtime.

¹. Plan dependent

SERVICE PLANS

Jabra Care Advanced and Jabra Care Ultimate

		Standard free for all customers	Advanced	Ultimate
Support Access	Dedicated support portal	-	Yes	Yes
	Hours of operation ¹	Standard Office Hours 9am – 5pm	24/5	24/7
	Phone response time	Within 5 minutes	Within 2 minutes	Within 1 minute
	Written first time response	Within 1 business day	Within 4 business hours	Within 2 business hours
	Dedicated support team	-	-	Yes
	Support via video call ²	-	-	Yes
	Device Replacement³	Replacement product ship-out	Standard shipping within 48 hours	Standard shipping within 24 hours
RMA		Replace upon receipt	Accelerated	Accelerated
Support Engagement	Jabra software management support	-	Yes	Yes
	Engagement and insights report	-	Quarterly	Quarterly
	Engagement and insights meetings	-	Quarterly	Quarterly
	Online training events	-	10 times per year	20 times per year

1. Eastern Standard Time 2. Only available during standard business days, M-F 3. Products with standard warranty only. Terms and conditions apply. www.jabra.com/business-services-terms All support is provided in English. Translation services are available upon request

1

Define the Jabra Care support plan and geographical coverage

Choose between two Jabra Care support plans: Jabra Care Advanced and Jabra Care Ultimate¹ and define the geographical coverage (global, regional or country specific).

2

Estimate the number of Jabra end-users

Define the number of Jabra end-users in the selected geography to determine the right pricing level.

Level 1: More than 30,000 Jabra end-users / **Level 2:** Between 10,000 and 30,000 Jabra end-users

Level 3: Up to 10,000 Jabra end-users / **Level 4:** Up to 3,000 Jabra end-users

3

Select the right Jabra Care item number

After determining the correct pricing level, select the item number and the corresponding MSRP¹:

	Advanced		Ultimate	
	Item Number	MSRP ¹	Item Number	MSRP ¹
Level 1	500-227-231	\$35,000 / €30,000 / £26,000	500-227-851	\$38,500 / €32,900 / £28,000
Level 2	500-227-232	\$28,000 / €24,000 / £21,000	500-227-852	\$32,200 / €27,300 / £23,800
Level 3	500-227-233	\$20,000 / €17,000 / £15,000	500-227-853	\$24,500 / €21,000 / £18,200
Level 4	500-227-234	\$10,000 / €9,000 / £8,000	500-227-854	\$12,600 / €11,200 / £9,100

1. Manufacturer's Suggested Retail Price 2. Assuming 30,000 end-users, 3. Assuming 20,000 end-users, 4. Assuming 10,000 end-users, 5. Assuming 3,000 end-users Terms and Conditions apply www.jabra.com/business-services-terms