



Plantronics Global Customer Care

One global team, one unified service experience

Our customers depend on our headsets day in and day out. We know that. That's why when they have a problem with our products or a question about how to use them, we have tools and resources available 24/7. We provide local language support from seven service centers around the world. And our associates can work with you using whatever channel you prefer—phone, email, chat, or text. So we're there not only *when* you need us, we're there *where* and *how* you need us too.¹

[plantronics.com/services](https://www.plantronics.com/services)

PERSONALIZED SUPPORT. RESPONSIVE CARE.

To provide great customer care, you need people who know what they're talking about. Ours do. We know because we hire and train every one of them—we don't outsource any calls to other companies.

Another thing: our associates don't use scripts. This means that every support conversation is focused on your needs, not our patter. In our service centers, how we listen is as important as what we say.

Our associates are ready to work with you—by phone, email, chat, even by text. With seven service centers around the world, we provide support in local languages. And technology and subject matter experts are standing by with specialized knowledge about our products and the best way to use them.

We're a diverse group and proud of it. But we're all focused on a single goal: providing superior care tailored to your needs in the most efficient way possible.

GLOBAL CARE. UNIFIED SERVICE.

Wherever you need our support, you can expect the same attentive, knowledgeable service. Because, while we have service centers on three continents, our training and processes are standardized around the globe.

All of our associates are part of a single, unified team that receives consistent training, management, and oversight. And we evolve as a team too. That means we develop new features and capabilities as a global unit in response to situations wherever they happen. So you can have the same confidence in our customer care that you do in our products.

GLOBAL DIRECT WARRANTY

We believe in accountability, so if something goes wrong with one of our products, we fix the problem ourselves. Don't worry about contacting the partner that sold you the equipment. You can come to us directly. That's what our Global Direct Warranty is all about.

Our online system is available to log issues that arise anytime and anywhere. And we understand that business can take you many places, so our warranty program will ship replacements wherever you happen to be—home, the office, even a hotel.

A PERSONALIZED APPROACH TO CUSTOMER CARE

- No outsourced calls. We train every associate.
- No scripts for our associates, only real conversations.
- Seven global service centers, one consistent customer care experience.
- Local language support.
- Support by phone, email, chat or text
- Warranty replacements sent anywhere—even your hotel.
- Replacement headsets sent before we receive your broken one.

For us, engineering great experiences and great communication doesn't end when we sell our products. We're there to help you use our products correctly and replace equipment if anything goes wrong. It's all part of creating the best communication environment possible. That's who we are. That's what we do.

To learn more, contact your Plantronics sales representative today or plantronics.com/services.

¹Services may vary by country.

ONE

TEAM
CONNECTED PROCESS
GLOBAL SERVICES SOLUTION

Everything you need to enjoy award-winning service and support—in one place.

Because we train all our own associates, you can expect the same consistent service experience anywhere in the world.

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