



# Escalation Support Program Customer Guidelines

## What you need to know to enroll in the Palm Escalation Support program

### Step One

Inform your reseller of the Palm Escalation Support service offerings you would like to purchase. Your reseller can advise you on the service offerings that best fit your business needs and will also help you determine total cost based on the service offerings you want to purchase.

Detailed descriptions of each service offering are included in the Palm Escalation Support program folder. Below is a quick glance at the service offerings available today:

#### Palm Escalation Support Service Offerings

- Training (required for technical support options)
- Technical Escalation Support (via web, phone and e-mail)
  - Comprehensive bundle including hardware replacement option
  - Incident-based option
- Hardware Replacement
  - Advance exchange
  - Hardware replacement 10-packs

### Step Two

Review the terms and conditions of the program provided by your reseller. A copy of the terms and conditions can also be found in the program folder and at the Palm website at <http://www.palm.com/support/enterprise>.

### Step Three

If you accept the terms and conditions of the program, submit your purchase order to your reseller. You will be asked to confirm your acceptance before your account can be activated (Step 4).

### Step Four

You will be contacted by a Palm service administrator via e-mail. The e-mail will include:

- Welcome message
- Confirmation of what you have ordered; and
- Instructions on completing the customer information document

The customer information document provides Palm with critical information to successfully set up your escalation support services. We appreciate your cooperation in completing this as soon as possible or it will delay the commencement of your organization's Palm Escalation Support program. This document is also used to confirm your understanding and agreement to the terms and conditions of the Palm Escalation Support program.

### Step Five

Once the customer information document is completed, a Palm service administrator will contact you to gather any other necessary information. For example, if you selected the Advance Hardware Replacement option, Palm will need to collect serial number information on all Palm handheld devices installed at your company.

You will also be contacted by Palm to schedule the mandatory two days of training. Please note that the sooner you complete this training, the sooner you will be able to confidently provide Level 1 support to your Palm users with a defined escalation path back to Palm.

### Step Six

Once training is complete, Palm Escalation Support commences.

*For additional program information, please contact your reseller or visit our website at <http://www.palm.com/support/enterprise>.*

*You may also send an e-mail to Palm's enterprise sales support at [palm\\_enterprise@palm.com](mailto:palm_enterprise@palm.com)*



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