

LISTENUP

Frequently Asked Questions – End Users and Contact Centers

1. What is the Listen Up campaign?
Listen Up is a campaign sponsored by Plantronics that we designed for Contact Centers. It provides two distinct and compelling offers that will allow you to get state of the art products at a significant discount. You may find additional information at www.plantronics.com/ListenUp
2. What are the two offers that will allow me to get state-of-the-art products at significant discounts?
You have two options: Trade Up and Upgrade options.
3. What is the Trade Up in Listen Up?
Trade Up: In the Trade Up option you get a free EncorePro headset for every qualifying Audio Processor purchased (with a minimum purchase of 12 or more). However, you will have to return the same number of non-Plantronics professional office telecommunication headsets to Plantronics.
4. What is the Upgrade option?
Upgrade: In the Upgrade option you get a free EncorePro headset for every qualifying Audio Processor and EncorePro headset purchased (minimum purchase of 12 Audio Processors and EncorePro headsets). There is no requirement for them to return anything in this option.
5. Can I purchase only 10 headsets and take advantage of Listen Up?
No, Listen Up is only for purchases of 12 or more on the same invoice.
6. Can I return Plantronics products and take advantage of the Trade Up option?
The Trade Up option is only for non-Plantronics headset returns. However, you still may take advantage of the Upgrade option.
7. What happens if I take advantage of the Trade Up option and do not return non-Plantronics office telecommunications headset as required by the program?
You will be billed after 30 days for the EncorePro headsets you received for free at the rate of about \$160/unit.
8. I only have 14 non-Plantronics headsets to return but I need to purchase 24 headsets, can I take advantage of the Listen Up program?
Yes, you may combine the Trade Up and Upgrade options. You may purchase 14 headsets under Trade Up and 10 under Upgrade options; i.e. you will purchase 14 Audio Processors and 10 each of the qualifying Audio Processors and EncorePro headsets to get 24 free EncorePro headsets. You must return the 14 non-Plantronics professional office telecommunication headsets within 30 days of receiving the RMA.
9. Where can I buy the products to participate in Listen Up?
You may purchase from any participating reseller in the US or Canada.

10. Where do I ship the non-Plantronics office telecommunications headsets?
You will receive that information in e-mail form. Make sure you include the correct e-mail address in the order so we can send you return instructions with the RMA number. Remember that if we do not receive the non-Plantronics professional office telecommunications headsets within 30 days of us sending you the RMA number with instructions you will be billed for the free EncorePro headsets.
11. My reseller does not know about the Listen Up program. Where can he/she get more information?
Although, Plantronics has proactively communicated the program through mailers and webinars, some resellers may not know about the program. Resellers may get all the information they need at www.plantronics.com/ListenUpPartner or by calling Plantronics.
12. I would like to buy a combination of Audio Processors. Can I order 3 different kinds of Audio Processors and still participate in Listen Up?
Yes, as long as all the Audio Processors are on the qualifying list and the total is at least 12 or more you can.
13. Is there a limit as to how many units can be purchased under Listen Up?
There is no limit. You may purchase as many products as you want under Listen Up.
14. In Trade Up, how much time do I have to return the non-Plantronics professional office telecommunications headsets?
You have 30 days from receipt of the RMA e-mail notification and return instructions.
15. I ordered several products on the Listen Up order. Will all products arrive at the same time?
Listen Up products will be drop shipped directly from Plantronics to you, to the mailing address on the order, all remaining products will be shipped from the distributor. Hence, you may receive more than one package. However, all the Audio Processors and EncorePro headsets orderd under the Listen Up campaign should arrive together.