

JABRA CARE

Support plans providing assurance to work anytime, anywhere

Maximize 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.



Full coverage

on all Jabra enterprise products in use.



Premium support access

with 24/5 (advanced) or 24/7 (ultimate) personalized support by a dedicated telephone and email support team.



Faster device replacement

with same day, express shipping,¹ including for people working from home.



Enhanced support engagement

through online training, insights meetings, reports, and software assistance.

HOW JABRA CARE BENEFITS CUSTOMERS



Always in your corner

Jabra Care boosts productivity by providing professional support across all Jabra enterprise audio and video solutions outside standard opening hours.



Work smarter. Not harder.

Offer fast, hassle-free device replacement. Jabra Care Ultimate customers also benefit from express return shipment of replacement devices.



Speedy and supportive

Premium support access provides faster response times and ticket escalation.



Personalized and adaptive

Jabra Care is personalized to you. It includes specialized training events, and for Ultimate customers a dedicated support team and scheduled video calls.

JABRA CARE SERVICE PLANS

Jabra Care Advanced and Jabra Care Ultimate

Advanced

24/5 support



Phone support within **2 minutes**



Written response within **4 hours or less**



Replacement product shipped within **24 hours**



10 online training events/year



Ultimate

24/7 support

Phone support within **60 seconds**

Written response within **2 hours or less**

Replacement product shipped **within the same day**

20 online training events/year

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How to get started

1

Customer

purchases Jabra Care from the preferred reseller.¹

2

Reseller

provides registration form to the customer.

3

Customer

completes the registration form including proof of purchase.

4

Jabra

activates subscription and provides access to Jabra Care and the personalized support portal.

¹ End-customer should estimate the number of end-users using any Jabra enterprise product in the selected geography for which the end-customer wants to purchase Jabra Care
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