

### **COMPLETE SUPPORT FOR THE LIFE OF YOUR SOUNDSHIELD**

The Polaris Customer Service Program is a Polaris Communications health and safety initiative that aims to provide ongoing education and support for business and contact centre operators who have purchased Soundshield products for the acoustic safety and comfort of their staff.

The Polaris Customer Service Program is a complimentary service that provides thorough and regular site audits, field support site visits, product training and unparalleled product support and consultation with experienced Customer Service Representatives.

Through this free-of-charge program, our customers benefit from professional, effective and efficient product support and training to ensure all agents using a Soundshield are provided with the utmost in acoustic safety and comfort for a better overall communication experience.

### **DEDICATED CUSTOMER SERVICE REPRESENTATIVES**

Polaris has always made the needs and interests of its customers the company's exclusive priority. As part of the Polaris Customer Service Program we provide, Polaris assigns every Soundshield client a dedicated Customer Service Representative who is available to assist them with any issues, queries or support for the life of their Soundshield. A Customer Service Representative may aid clients in the following ways:

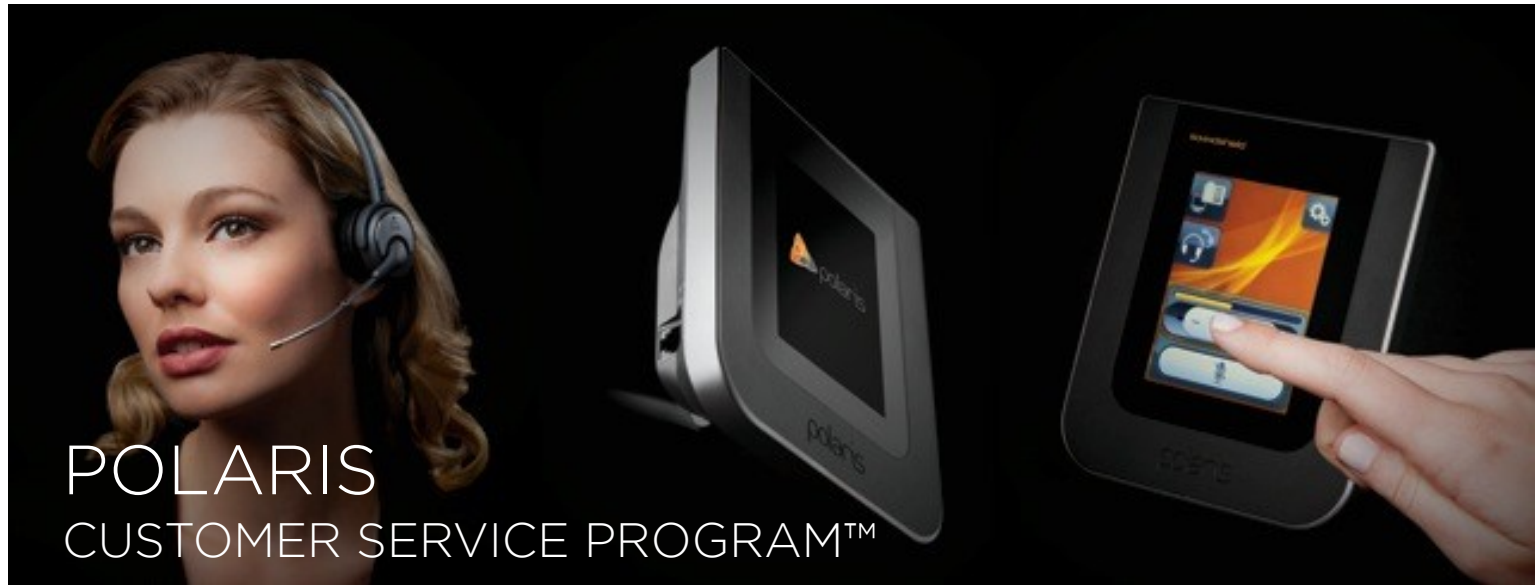
- Conduct regular Site Audits to recommend the ideal communication solution for a client (see below)
- Staff training and education in Soundshield acoustic safety
- Provide troubleshooting and technical support
- Additional, unscheduled field support site visits where requested/necessary

Soundshield clients will benefit greatly from having a dedicated Customer Service Representative to interact with. By having someone who thoroughly understands their business and communication needs, clients will find that the continuity and knowledge of their Customer Service Representative helps ensure that their staff's acoustic safety and comfort are properly addressed with only the best solution.

### **SITE AUDITS**

Polaris provides regular Site Audits to Soundshield client sites as part of the Polaris Customer Service Program. A Site Audit generally includes:

1. Testing and inspection of all headsets and Soundshields at each workstation to ensure:
  - Soundshield settings and installation are correct
  - All headsets, cords and related equipment are in good condition and working optimally
  - Soundstat is correctly installed and users are comfortable and educated in its use (if applicable)
2. Training sessions that are conducted with our experienced Account Managers and the site's Team Leaders and/or designated senior personnel to ensure they are knowledgeable about Soundshield, acoustic safety and the necessary procedures following an acoustic incident



At the conclusion of each Site Audit, Polaris will provide a written report detailing the following aspects:

- **Equipment Summary** - this records what equipment was inspected and tested at the audit and what condition it is in; e.g. damaged or distressed
- **Discoveries** - risk assessment; acoustic safety issues that need to be addressed; practices that can lead to a better and safer communication experience
- **Recommendations** - preventative measures and solutions are provided by the auditor based on the audit's findings

We recommend an audit every six months to ensure you are receiving the very best communication solution for your site.

#### **POLARIS CUSTOMER SERVICE TEAM**

All customers have access to the Polaris Customer Service team which is an experienced group of customer service executives able to handle all enquiries relating to:

- Technical Assistance
- Products
- Compatibility
- Repairs
- Order Queries

**Our Customer Service team is available Mon - Fri, 8:30am to 5:00pm  
and can be reached on 1800 626 505.**

Polaris is proud to offer the Polaris Customer Service Program to its Soundshield customers to ensure they receive the very best support and training to create a better and safer communication experience in the workplace.

Please don't hesitate to contact your Customer Service Representative directly or our Customer Service team on 1800 626 505.



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