**AT&T RMA process for Warranty replacement of Audio Codes and Polycom SIP Telephones**

AT&T provides a 1-year warranty on phones purchased from them. If and Agency leases the phones from AT&T, then they provide 3 years of maintenance. Verify age of phone before opening a ticket.

1. Open a ticket with the following resources to triage/troubleshoot the issue to determine whether issue is the telephone hardware.
   1. Agency Help Desk
   2. Agency Desktop / Telecom resources
   3. Enterprise Service Desk (ESD)
   4. DET Network
   5. AT&T UCS
2. If phone hardware is “bad out of box” or warranty issue, open a ticket with AT&T UCS by sending an email to [wisconsin@attucs.com](mailto:wisconsin@attucs.com) to order a replacement phone.
3. Provide AT&T with the following information to AT&T in the email.
   1. Phone make and model. (Eg…Audio Codes 405HD)
   2. Serial number (SN) of the phone (typically on a label on bottom of phone.
   3. Description of the phone issue.
   4. Ship to address for replacement phone.
4. AT&T has different RMA processes depending on phone manufacturer as shown below:
   1. Audio Codes Telephones
      1. AT&T will no longer require that defective AudioCodes phones be sent back unless the RMA includes more than five (5) phones.
         1. Dispose / recycle defective non-returnable phones per Agency policy and procedure.
      2. If the AudioCodes RMA contains 6+ phones and it is determined they need to be returned, AT&T will send a box with a pre-paid return shipping label to the address listed on the RMA request.
         1. Return all defective phones on RMA immediately after receiving RMA.
   2. Polycom Telephones
      1. Polycom Skype for Business phone RMA’s will continue to require that the State send back the defective Polycom phones.
      2. The replacement Polycom phone or phones will arrive with a return shipping label to return the defective phone or phones to Polycom. It will be sent to the address listed on the RMA request.