

LifeSize® Assurance Services

Customer Services Overview

LifeSize Assurance Services

Version 2.2, July 2008

Welcome to LifeSize Assurance Services!

LifeSize Assurance Services offers an extensive portfolio of industry leading services, designed with our valued customer's in mind as you deploy our solutions on a global base. Whether it is standard warranty, advanced replacement, global deployment or ongoing Total Assurance Service Bundles ? LifeSize and its global partner base have the expertise to implement the communications solutions that fits your organizations needs.

Your continued satisfaction is the primary concern of Lifesize Communications, Inc, its subsidiaries and its partner base. With LifeSize Assurance Services, technical services support is a click away from you. Attached below are the extended services you may purchase, contact information and overview to services that can be purchased with Lifesize products. The directory provides important information for your regional Lifesize support technical support numbers and contact information for technical support.

Your Lifesize Communications products come with a standard warranty, additional support services can be purchased and are documented in the program overview below. We advise you keep this information, along with your product serial number and company name in a convenient location. You will be asked for this information, should you have a need to contact Lifesize technical support either via telephone or electronic. Lifesize is committed to insuring that your product experience is world class and the services provides around those product provide you with a superior communications experience.

Once again, thank you for your purchase of Lifesize products and the support services that surround those products.

ASSURANCE SERVICES USEFUL LINKS

LifeSize Support Technical Information: <http://www.lifesize.com/support/>

LifeSize Global End User License Agreement (EULA):

http://www.lifesize.com/downloads/pdf/EULA_HW_English.pdf

LifeSize Support Trouble Tickets: <http://www.lifesize.com/support/contactform.php>

Assurance Services Overview:

Experience Communication in High Definition.

Customer Service Assurance

The LifeSize Assurance Services program provides a core suite of services designed to select, deploy, and provide ongoing support for the LifeSize products that meet the needs of your enterprise, small and medium business, or educational facility. Assurance Services provide investment protection, extend the use of your LifeSize product, and optimize your installation for insured quality to your end-user base. Choose from the service level that best suits your voice and video needs:

LifeSize Total Assurance Services Bundles (Bundled Extended Warranty, Advanced Replacement and Helpdesk services):

- Ensure your technology investment; includes both hardware and software warranty.
- Receive e-mail notification when new software updates become available.
- Obtain product support for software up to five years after product "end of life".
- Access both current and previous software releases.
- Receive software upgrades for new functionality, standards, and features, as they are available.
- Acquire 24/7 access to the LifeSize knowledgebase, including LifeSize Tech Notes.
- Ensure your technology investment; includes both hardware and software warranty.
- Receive e-mail notification when new software updates become available.
- Obtain product support for software (software upgrades) up to five years after product "end of life".
- Access both current and previous software releases.
- Receive software upgrades for new functionality, standards, and features as they are available.
- Acquire 24/7 access to the LifeSize knowledgebase, including LifeSize Tech Notes.
- Consult LifeSize technical representatives, including tier 1, 2, and 3 support and solution engineers in conjunction with your authorized Lifesize partner.
- Ensure your technology investment; includes both hardware and software warranty.
- Receive e-mail notification when new software updates become available.

Standard Extended Warranty Assurance (extended warranty):

- Ensure your technology investment; includes both hardware and software warranty.
- Receive e-mail notification when new software updates become available.
- Obtain product support for software up to five years after product "end of life".
- Access both current and previous software releases.
- Receive software upgrades for new functionality, standards, and features as they are available.
- Acquire 24/7 access to the LifeSize knowledgebase, including LifeSize Tech Notes.

Helpdesk Assurance (Where Available):

- Consult LifeSize technical representatives, including tier 1, 2, and 3 support and solution engineers.
- Ensure your technology investment; includes both hardware and software warranty.
- Receive e-mail notification when new software updates become available.
- Obtain product support for up to five years (purchase required) after product "end of life".
- Access both current and previous software releases.
- Receive software upgrades for new functionality, standards, and features as they are available.
- Acquire 24/7 access to the LifeSize knowledgebase, including LifeSize Tech Notes.

Remote Installation Assurance (Where Available):

- Obtain pre-installation advice for configuration of your environment, including: - Room layout and lighting - Optimal display technologies - Network topology options and configuration.
- Attain installation assistance via telephone or video.
- Receive basic training on end user and administration functions for the LifeSize products you have selected.

Advanced Replacement Assurance

- Advanced parts replacement.

Lifesize Global Deployment Services (Lifesize GDP)

Global deployment of products and services with a single implementation and point of contact through your authorized Lifesize partner. (For more information about the Lifesize GDP program please contact your local Lifesize partner.)

Lifesize Global Support Directory

Technical support contact information by region. Note Lifesize technical support is provided from multiple support centers across the world, operational hours per location are Monday through Friday 8 AM to 5 PM local times with additional support hours cover from the global support centers. Lifesize. Customers will be assigned a support case, please refer to this case when communicating with Lifesize technical support to better expedite your request. Your authorized Lifesize partner may provide extended services within your region that augment the core suite of services offered by Lifesize, please contact your authorized Lifesize partner for additional information in your region for more details around their solution set.

Lifesize Tech Support Contact Information

Electronic Case Submission

<http://www.lifesize.com/support/contactform.php>

Telephone Support by Region:

AMERICAS	1(877) LIFESIZE
Americas	1(877) Lifesize
EUROPE	(800-5433-7493)
Belgium	00-800-5433-7493
Finland	990-800-5433-7493
France	00-800-5433-7493
Germany	00-800-5433-7493
Italy	00-800-5433-7493
Norway	00-800-5433-7493
Netherlands	00-800-5433-7493
Spain	00-800-5433-7493
Sweden	00-800-5433-7493
Switzerland	00-800-5433-7493
United Kingdom	00-800-5433-7493
ASIA	(800-2573-6668)
China	00-800-2573-6668
Hong Kong	001-800-2573-6668
Japan	010-800-2573-6668
Singapore	001800-2573-6668