

# Lifesize Assurance Maintenance Services (AMS)

## Description of Services For Lifesize® Icon™ and 220™ Conference Room Systems

Welcome to Lifesize! This guide is designed to help you learn more about safeguarding your investment with our Lifesize Assurance Maintenance Services (AMS).

Lifesize has two distinct AMS policies — one for customers with conference room systems paired to Lifesize® Cloud and one for customers with products, accessories and conference room systems NOT paired to Lifesize Cloud.

While most of the protections and services offered in these policies are similar, there are important differences between the two. Please be sure you are referencing the correct policy for your Lifesize implementation.

Conference room systems paired to Lifesize Cloud

Products, accessories and conference room  
systems NOT paired to Lifesize Cloud

## The AMS Policy for Customers with Lifesize Conference Room Systems Paired to Lifesize Cloud

The Lifesize AMS Plan provides a comprehensive suite of services that help protect your investment, maximize its value and ensure optimal performance throughout the life of your Lifesize conference room system. You are required to purchase a Lifesize AMS Plan when you purchase your conference room system. The plan includes Help Desk Support, Software Maintenance, Pairing to Lifesize Cloud and Hardware Advanced Replacement.

A Lifesize conference room system paired to a Lifesize Cloud subscription must have an active Lifesize AMS Plan or Lifesize AMS Basic Plan contract at all times. This ensures that the conference room system can stay current on software updates, which is necessary when paired to the service, and that it is entitled for Help Desk Support. When your initial AMS Plan contract is nearing expiration, you have the option of renewing that AMS Plan or choosing to purchase the AMS Basic Plan. The AMS Basic Plan includes Help Desk Support, Software Maintenance and Pairing to Lifesize Cloud but does not include Hardware Advanced Replacement.

Should you allow your AMS Plan to expire, your conference room systems will be disconnected from the Lifesize Cloud service and lose access to Software Updates, Help Desk Support and Hardware Advanced Replacement. Please keep your systems current on an AMS Plan to ensure that your conference room systems retain access to Lifesize Cloud for these services.

## Distributor & Reseller Policy Description of Services

For Lifesize® Icon™ and 220™ Conference Room Systems Paired to Lifesize® Cloud

### **YEAR 1 (LIFESIZE AMS PLAN — CONTRACT REQUIRED)**

- Help Desk Support<sup>1</sup>
- Software Maintenance
- Pairing to Lifesize Cloud
- Hardware Advanced Replacement

### **YEARS 2–5 (AMS — CONTRACT REQUIRED)**

#### **PLEASE CHOOSE ONE OF THE OPTIONS BELOW:**

OPTION 1: Lifesize AMS Plan

- Help Desk Support<sup>1</sup>
- Software Maintenance
- Pairing to Lifesize Cloud
- Hardware Advanced Replacement

OPTION 2: Lifesize AMS Basic Plan

- Help Desk Support<sup>1</sup>
- Software Maintenance
- Pairing to Lifesize Cloud

### **YEARS 6 THROUGH END OF LIFE (EOL) (CONTRACT REQUIRED)**

- Lifesize AMS Basic Plan
- Help Desk Support<sup>1</sup>
- Software Maintenance
- Pairing to Lifesize Cloud

We do not offer hardware replacement after five years from purchase of the conference room system.

## AMS Policy Description of Services

For Lifesize® Icon™ and 220™ Conference Room Systems Paired to Lifesize® Cloud

### LIFESIZE AMS PLAN INCLUDES:

- Help Desk Support<sup>1</sup>
  - Phone
  - Email
  - Live chat
  - Web
  - Lifesize Community
- Software Maintenance
  - Access to the latest software updates and enhancements
- Pairing to Lifesize Cloud
- Hardware Advanced Replacement
  - Expedited shipment of a product replacement should an incident require it

### LIFESIZE AMS BASIC PLAN INCLUDES:

- Help Desk Support<sup>1</sup>
  - Phone
  - Email
  - Live chat
  - Web
  - Lifesize Community
- Software Maintenance
  - Access to the latest software updates and enhancements
- Pairing to Lifesize Cloud

<sup>1</sup>The Help Desk Support level for your Lifesize conference room system under an active AMS contract and paired to Lifesize Cloud will be determined based on your Lifesize Cloud Subscription Plan.

## Help Desk Support

Dedicated Support by Trained Lifesize Support Professionals

Your Lifesize AMS Plan provides you direct access via phone, live chat, email and web and via our Lifesize Community to award-winning Lifesize Support professionals who have been trained and certified on all Lifesize products.<sup>2</sup> Your Lifesize Support professional will deliver proactive and personalized results until your incident has been resolved. With this expert at your disposal, your IT department can leave the troubleshooting to us, allowing them to focus on their business objectives.

<sup>2</sup>Help Desk Support will vary based on your Lifesize Cloud Subscription Plan.

## Software Maintenance

Keep Applications Current

All customers covered under a current Lifesize AMS Plan will have complete access to the latest software updates and enhancements, ensuring that your Lifesize conference room systems are always up to date and performing optimally. For Lifesize customers with Lifesize conference room systems paired to Lifesize Cloud, this includes automatic software updates. And for customers who have Lifesize conference room systems that are not paired to Lifesize Cloud, updates are available for download from our website.

## Pairing with Lifesize Cloud

An Unparalleled Conference Room Experience

New Lifesize Icon conference room systems come with Lifesize Cloud preinstalled so it works right out of the box. Simply plug the cables into the system and follow the onscreen instructions, and your conference room system will be activated automatically. With your paid Lifesize AMS Plan, your Lifesize Icon system will always be current with automatic software updates.



## Hardware Advanced Replacement

### RAPID PRODUCT REPLACEMENTS

We understand how quickly downtime can impact an organization — that's why we'll expedite shipment of a product replacement to our Hardware Advanced Replacement customers should an incident require it.

A Lifesize conference room system paired to a Lifesize Cloud subscription requires an active AMS contract. The service level that the conference room system receives can improve based on the level of service of the Lifesize Cloud subscription. For example, Lifesize Cloud Enterprise Subscription Plan customers will receive 24x7x365 support with a one-hour meaningful response time on their Lifesize conference room system paired to their Lifesize Cloud subscription. Lifesize Premium and Core Subscription Plan customers will remain at the level of service entitled on their Lifesize Icon or 220 Series conference room system AMS contract.

### RENEWAL POLICY

The easiest and safest way to ensure that your investment is always protected is to renew your Lifesize AMS Plan *before* it expires. This ensures that you receive uninterrupted support throughout the covered life of your conference room system. Your reseller should be discussing your renewal with you three to four months prior to its due date. If the conversation hasn't started within that time frame, we encourage you to contact your reseller or local Lifesize sales representative.

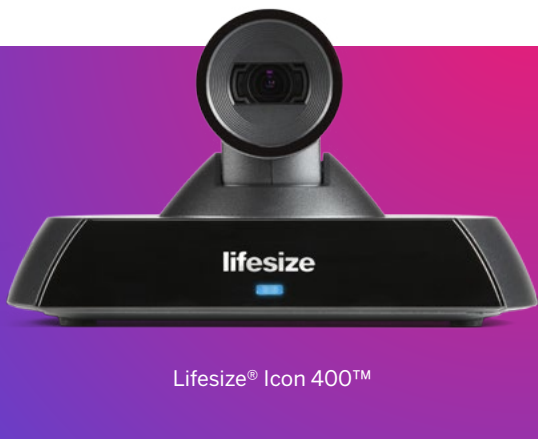
Should your Lifesize AMS Plan expire, you will no longer be eligible to receive support services. There may be special circumstances when we allow a customer to renew an AMS contract after expiration. In this situation, at our discretion, we may offer one or both of the following options:

- Renew your Lifesize AMS Plan. In order to do so, you must:
  - Demonstrate that the conference room system is in proper working order
  - Pay the prorated cost of the AMS Plan for the entire lapsed period
- Purchase a Lifesize AMS Basic Plan
  - This does not include Hardware Advanced Replacement

If your conference room systems are covered by the Lifesize AMS Basic Plan or your Lifesize AMS Plan has lapsed, you cannot return a conference room system through the Return Merchandise Authorization (RMA) process. If you encounter a hardware failure with your conference room system, then you must replace the conference room system through one of the following processes:

- Out-of-Warranty Replacement program — You may trade in an existing conference room system and purchase a refurbished conference room system (ask your Lifesize reseller or local Lifesize sales representative for additional details)
- Purchase of a new conference room system

If you opt to cover your conference room system under the Lifesize AMS Basic Plan, you cannot subsequently renew your coverage for the system under the Lifesize AMS Plan.



Lifesize® Icon 400™

## The AMS Policy for Customers with Products, Accessories and/or Conference Room Systems Not Paired to Lifesize Cloud

Lifesize Assurance Maintenance Services (AMS) provides a comprehensive suite of services that help protect your investment, maximize its value and ensure optimal performance throughout the life of the product. You are required to purchase a Lifesize AMS Plan when you purchase your conference room system or other Lifesize product or accessory. The plan includes Help Desk Support, Software Maintenance, Pairing to Lifesize Cloud and Hardware Advanced Replacement.

When your initial AMS Plan contract is nearing expiration, you have the option of renewing that AMS Plan. For eligible Lifesize products, you have the option to instead purchase the AMS Basic Plan.<sup>3</sup> The AMS Basic Plan includes Help Desk Support and Software Maintenance but does not include Hardware Advanced Replacement.

**NOTE:** For conference room systems paired to Lifesize Cloud, see Lifesize Assurance Maintenance Services Distributor & Reseller Policy for Lifesize® Icon™ and 220™ Conference Room Systems Paired to Lifesize® Cloud beginning on page 2 of this document.

## Distributor & Reseller Policy Description of Services

For Products and Accessories, as well as Conference Room Systems not Paired to Lifesize Cloud

### YEAR 1 (LIFESIZE AMS PLAN — CONTRACT REQUIRED)

- Help Desk Support
- Software Maintenance
- Hardware Advanced Replacement

### YEARS 2–5 (AMS) PLEASE CHOOSE ONE OF THE OPTIONS BELOW:

#### OPTION 1: Lifesize AMS Plan

- Help Desk Support
- Software Maintenance
- Hardware Advanced Replacement

#### OPTION 2: Lifesize AMS Basic Plan (for eligible products<sup>3</sup>)

- Help Desk Support
- Software Maintenance

### YEARS 6 THROUGH END OF LIFE (EOL) (FOR ELIGIBLE PRODUCTS<sup>3</sup>)

- Lifesize AMS Basic Plan
- Help Desk Support
- Software Maintenance

<sup>3</sup>Lifesize AMS Basic Plan is available for Lifesize Icon and 220 Series conference room systems and other selected products. Please contact your local Lifesize sales representative for details.

We do not offer hardware replacement after five years from purchase of the conference room system.



## AMS Policy Description of Services

For Products and Accessories, as well as Conference Room Systems not Paired to Lifesize Cloud

### LIFESIZE AMS PLAN INCLUDES:

- Help Desk Support
  - Phone
  - Email
  - Live chat
  - Web
  - Lifesize Community
- Software Maintenance
  - Access to the latest software updates and enhancements
- Hardware Advanced Replacement
  - Expedited shipment of a product replacement should an incident require it

### LIFESIZE AMS BASIC PLAN INCLUDES:

- Help Desk Support
  - Phone
  - Email
  - Live chat
  - Web
  - Lifesize Community
- Software Maintenance
  - Access to the latest software updates and enhancements

## Help Desk Support

Dedicated Support by Trained Lifesize Support Professionals

Your Lifesize AMS Plan provides you direct access via phone, live chat, email and web and via our Lifesize Community to award-winning Lifesize Support professionals who have been trained and certified on all Lifesize products.<sup>4</sup> Your Lifesize Support professional will deliver proactive and personalized results until your incident has been resolved. With this expert at your disposal, your IT department can leave the troubleshooting to us, allowing them to focus on their business objectives.

<sup>4</sup>Help Desk Support will vary based on your Lifesize Cloud Subscription Plan

## Software Maintenance

Keep Applications Current

All customers covered under a current Lifesize AMS Plan will have complete access to the latest software updates and enhancements, ensuring that your Lifesize conference room systems are always up to date and performing optimally. For Lifesize customers with Lifesize conference room systems paired to Lifesize Cloud, this includes

automatic software updates. And for customers who have Lifesize conference room systems that are not paired to Lifesize Cloud, updates are available for download from our website.

## Hardware Advanced Replacement<sup>5</sup>

### RAPID PRODUCT REPLACEMENTS

We understand how quickly downtime can impact an organization — that's why we'll expedite shipment of a product replacement to our Hardware Advanced Replacement customers should an incident require it.

<sup>5</sup> Hardware Advanced Replacement is available with the Lifesize AMS Plan only for the first five years of the product's life.

### RENEWAL POLICY

The easiest and safest way to ensure that your investment is always protected is to renew your Lifesize AMS Plan *before* it expires. This ensures that you receive uninterrupted support throughout the covered life of your conference room system. Your reseller should be discussing your renewal with you three to four months prior to its due date. If the conversation hasn't started within that time frame, we encourage you to contact your reseller or local Lifesize sales representative.

Should your Lifesize AMS Plan expire, you will no longer be eligible to receive support services. There may be special circumstances when we allow a customer to renew an AMS contract after expiration. In this situation, at our discretion, we may offer one or both of the following options:

- Renew your Lifesize AMS Plan. In order to do so, you must:
  - Demonstrate that the conference room system or other eligible product is in proper working order
  - Pay the prorated cost of the AMS Plan for the entire lapsed period
- Purchase a Lifesize AMS Basic Plan (for eligible products<sup>6</sup>)
  - This does not include Hardware Advanced Replacement

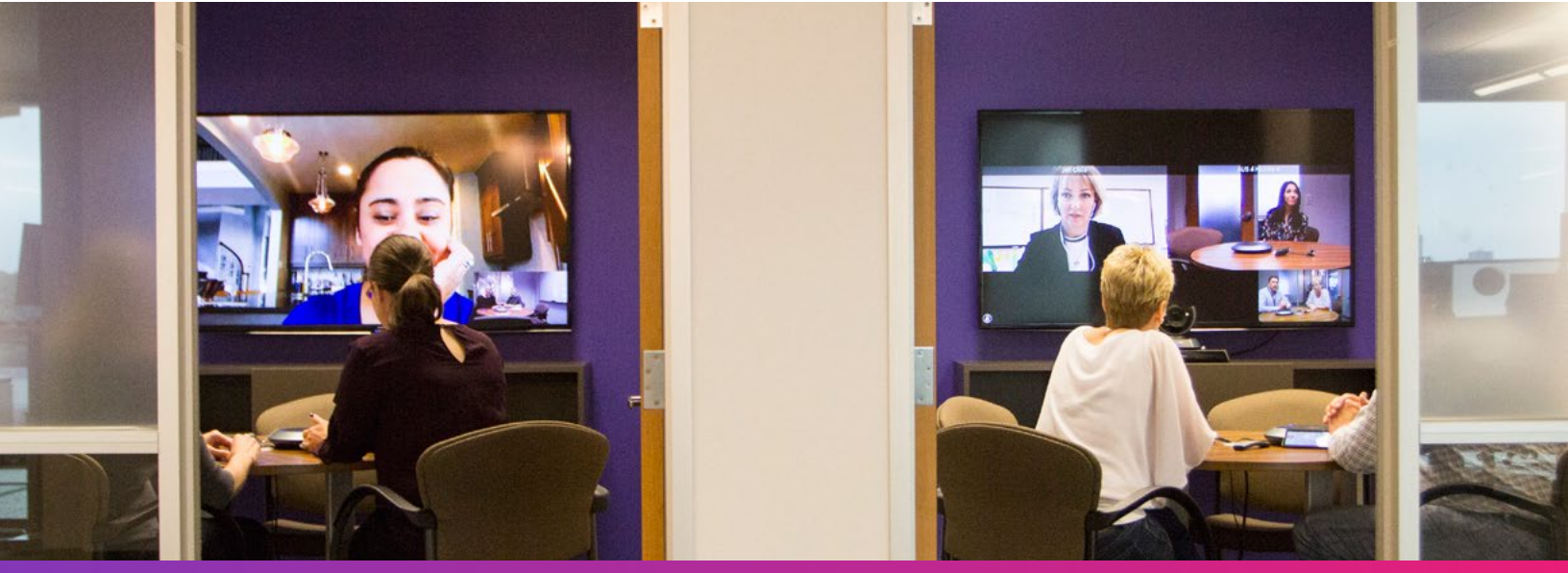
<sup>6</sup>Lifesize AMS Basic Plan is available for Lifesize Icon and 220 Series conference room systems and other selected products. Please contact your local Lifesize sales representative for details.

If your conference room systems are covered by the Lifesize AMS Basic Plan or your Lifesize AMS Plan has lapsed, you cannot return a conference room system through the Return Merchandise Authorization (RMA) process. If you encounter a hardware failure with your conference room system, then you must replace the conference room system through one of the following processes:

- Out-of-Warranty Replacement program — You may trade in an existing conference room system and purchase a refurbished conference room system (ask your Lifesize reseller or local Lifesize sales representative for additional details)
- Purchase of a new conference room system

If you opt to cover your conference room system under the Lifesize AMS Basic Plan, you cannot subsequently renew your coverage for the system under the Lifesize AMS Plan.

# Lifesize Assurance Maintenance Services



## Protect Your Investment & Receive Ongoing Value

It is in your best interest to purchase a Lifesize AMS Plan and renew on time so that your conference room system, product or accessory is always covered. As soon as you receive that first renewal email, contact your reseller or your local Lifesize sales representative. Protect your investment, maximize its value and ensure optimal performance throughout its operating life.

If you have any questions about the Lifesize AMS Plan, the Lifesize AMS Basic Plan or the EOL Policy document, please contact your reseller or your local Lifesize sales representative.

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