



Experience Communication in High Definition

Customer Service Assurance

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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:

Extended Warranty Assurance:

- 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:

- 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 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

- 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

To learn more about LifeSize Customer Assurance Services in the Americas refer to www.lifesize.com or ask your local authorized LifeSize partner.

The LifeSize Difference

Technical Expertise

Assisted in the design and deployment of thousands of LifeSize installations

Product Knowledge

Deep domain expertise in supporting and installing enterprise class voice and video solutions

High Definition Expertise

Pioneered early adoption of high definition communications deployment

Customer Centric

Exceptional service to both the technical and non-technical user

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