

# LIFESIZE EXTREME SUPPORT

We love our customers! Helping you achieve success and earning your business for life are our goals. To do this, we have built a world-class support offering to help you realize the most from your investment.

You mean the world to us; to prove it, we have staffed our global support team with skilled technical support engineers who are experts in our products. This Extreme Support team is yours 24 hours a day, 7 days a week, 365 days a year and is accessible — really accessible. You can chat, email, call, submit a request online and ask a question in Lifesize Community.

And if that isn't enough, you get priority access to our support team, a one-hour meaningful response time (by one of our skilled engineers) and access to special Community groups.

For Extreme Support customers we also offer a 99.9% uptime service level agreement, giving you assurance that our service will be there when you need it.

Contacting us is fast and easy! Simply submit a support ticket and you'll be prioritized to the top of the queue. You'll receive a response within the hour!

The Lifesize Community is your one-stop resource for all kinds of great information, from self-help to getting new product announcements to requesting new features, because we want to hear from you!



## What support do I get as an Extreme Support customer?

Extreme Support with 99.9% uptime service level agreement <sup>1</sup>	Included
Access to Lifesize Community	✓
Online access to onboarding and training materials	✓
Global support	Phone, live chat and online
Support hours	24x7x365
Initial meaningful response <sup>2</sup> time	1 hour <sup>3</sup>
Prioritized support queue	✓

<sup>1</sup> Please see the official Lifesize Extreme Support Service Level Agreement for full details.

<sup>2</sup> A Lifesize support engineer provides a meaningful response or resolution to your issue.

<sup>3</sup> Includes holidays and weekends

NOTE: Feature availability and price vary by subscription plan, selected options, and paired devices.