

The FCC's Sixth Report and Order (FCC 10-175) ruled that for E-rate funding year 2011, an unbundled warranty is an ineligible service for Basic Maintenance of Internal Connections (BMIC). LifeSize offers Assurance Maintenance Services for E-rate entities that align to new Basic Maintenance eligible services.

The FCC defines an unbundled warranty service as a type of retainer and not an actual maintenance service. Therefore, such a service contract requires upfront payment which is required regardless of whether any service is actually performed.

Basic Maintenance services are eligible for universal service E-rate support as a Priority Two if the maintenance service returns the internal connection back to normal function and serves its intended purpose with the degree of reliability ordinarily provided in the marketplace.

Services such as software upgrade and patches, including bug fixes and security patches as well as online and telephone-based technical assistance and tools that are typically standard fixed priced offerings will continue to be funded. Replacing defective parts and equipment is eligible for discounts if applicants use an estimate of time and materials cost on their application for Basic Maintenance support. Reimbursements will be paid only for actual work performed or for hours of labor actually used.

LifeSize offers the Assurance Maintenance Services that fall within the Basic Maintenance framework. The services offering include:

Keep Applications Current

All customers engaged in an AMS Plan will have complete access to the latest product updates and enhancements, ensuring your LifeSize products are always up to date and performing optimally. Upon enrollment in our Software Update Notification Program, you will receive an e-mail notification with instructions on how to access and download your update. Because we know how busy life can be, updates are always available for download from our website.

Rapid Product Replacements

We know that sometimes a problem isn't due to the software but rather with the hardware. And because we understand how quickly downtime can impact an organization, we will immediately expedite shipment of a product replacement to our AMS Plan customers should an incident require it. This service is not eligible for e-rate funding and has been removed from the allocation determination.

Protection against Downtime

The services provided by your AMS Plan can help protect you against downtime by providing you access to a dedicated support professional who will work with you to manage all aspects of your LifeSize solution. From ensuring your applications are always current to confirming that your products are performing optimally, these combined services can provide quicker time to resolution and have less impact on your environment.

Full Coverage

Each LifeSize AMS Plan protects your LifeSize product, hardware and software alike, during the agreement period. With an agreement in place you can rest assured that we will quickly identify, diagnose and resolve any incident you may experience with your product. AMS Plans can be purchased in yearly increments, from 1 to 5 years.

Dedicated Support by LifeSize Services Professionals

Your maintenance agreement provides you direct access to a LifeSize Services Professional who has been trained and certified on the LifeSize product line. Your LifeSize Services Professional will deliver proactive and personalized results until your incident has been resolved. With this expert



LifeSize Assurance Maintenance Services E-rate Eligibility

11/2011

Product ID	Product Description	E-rate Eligibility
1000-2100-1126	Assurance maintenance services (1 year) for Room 220-10x	79%
1000-2200-1126	Assurance maintenance services (2 year) for Room 220-10x	79%
1000-2300-1126	Assurance maintenance services (3 year) for Room 220-10x	79%
1000-2100-1126	Assurance maintenance services (1 year) for Room 220-10x-Integrator-No Phone	85%
1000-2200-1126	Assurance maintenance services (2 year) for Room 220-10x-Intergrater-No Phone	85%
1000-2300-1126	Assurance maintenance services (3 year) for Room 220-10x-Integrator-No Phone	85%
1000-2100-1126	Assurance maintenance services (1 year) for Room 220	85%
1000-2200-1126	Assurance maintenance services (2 year) for Room 220	85%
1000-2300-1126	Assurance maintenance services (3 year) for Room 220	85%
1000-2100-1126	Assurance maintenance services (1 year) for Room 220 -Integrator-No Phone	85%
1000-2200-1126	Assurance maintenance services (2 year) for Room 220 -Integrator-No Phone	85%
1000-2300-1126	Assurance maintenance services (3 year) for Room 220-Intergrator-No phone	85%
1000-2100-1126	Assurance maintenance services (1 year) for Room 220 -Integrator-No Camera	85%
1000-2200-1126	Assurance maintenance services (2 year) for Room 220 -Integrator-No Camera	85%
1000-2300-1126	Assurance maintenance services (3 year) for Room 220-Intergrator-No phone	85%
1000-2100-1126	Assurance maintenance services (1 year) for Room 220 -Codec only	90%
1000-2200-1126	Assurance maintenance services (2 year) for Room 220 -Codec only	90%
1000-2300-1126	Assurance maintenance services (3 year) for Room 220-Codec only	90%
1000-2100-1126	Assurance maintenance services (1 year) for Room 220	78%
1000-2200-1126	Assurance maintenance services (2 year) for Room 220	78%
1000-2300-1126	Assurance maintenance services (3 year) for Room 220	78%
1000-2100-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (1 year) 10x Phone	70%
1000-2200-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (2 year) 10x Phone	70%
1000-2300-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (3 year) 10x Phone	70%
1000-2100-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (1 year) - Phone	76%
1000-2200-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (2 year) - Phone	76%
1000-2300-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (3 year) - Phone	76%
1000-2100-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (1 year) - 10x-Dual MicPod	76%
1000-2200-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (2 year) - 10x-Dual MicPod	76%
1000-2300-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (3 year) - 10x-Dual MicPod	76%
1000-2100-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (1 year) - Dual MicPod	83%
1000-2200-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (2 year) - Dual MicPod	83%
1000-2300-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (3 year) - Dual MicPod	83%
1000-2100-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (1 year) - Codec only	90%
1000-2200-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (2 year) - Codec only	90%
1000-2300-1129	LifeSize Team 220 - Lifesize Assurance Maintenance Services (3 year) - Codec only	90%
1000-2100-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (1 year) 10x - Phone	60%
1000-2200-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (2 year) 10x - Phone	60%
1000-2300-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (3 year) 10x - Phone	60%
1000-2100-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (1 year) 10x- MicPod	67%
1000-2200-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (2 year) 10x- MicPod	67%
1000-2300-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (3 year) 10x- MicPod	67%

LifeSize Assurance Maintenance Services E-rate Eligibility

Product ID	Product Description	E-rate Eligibility
1000-2100-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (1 year)-Phone	67%
1000-2200-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (2 year)-Phone	67%
1000-2300-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (3 year)-Phone	67%
1000-2100-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (1 year)- MicPod	77%
1000-2200-1132	LifeSize Express 220-LifeSize Assurance maintenance services (2 year) MicPod	77%
1000-2100-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (1 year)-Codec	90%
1000-2200-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (2 year)Codec	90%
1000-2300-1132	LifeSize Express 220-LifeSize Assurance Maintenance Services (3 year)Codec	90%
1000-2100-1124	LifeSize Passport-LifeSize Assurance Maintenance Services (1-year) MicPod with Camera	74%
1000-2200-1124	LifeSize Passport-LifeSize Assurance Maintenance Services (2-year) MicPod with Camera	74%
1000-2300-1124	LifeSize Passport-LifeSize Assurance Maintenance services (3-year) MicPod with Camera	74%
1000-2100-1124	LifeSize Passport -LifeSize Assurance Maintenance Services (1-year) Focus camera with built in mic	86%
1000-2200-0432	LifeSize Passport -LifeSize Assurance Maintenance Services (2-year) Focus camera with built in mic	86%
1000-2300-0432	LifeSize Passport -LifeSize Assurance Maintenance Services (3-year) Focus camera with built in mic	86%
1000-210H-0384	LG Executive All in One-LifeSize Assurance Maintenance Services (1-year)	74%
1000-220H-0384	LG Executive All in One-LifeSize Assurance Maintenance Services (2-year)	74%
1000-230H-0384	LG Executive All in One-LifeSize Assurance Maintenance Services (3-year)	74%
1000-0000-0372	LifeSize Video Center 2200	97%
1000-2100-0372	LifeSize Video Center 2200-LifeSize Assurance Maintenance Services (1-year)	74%
1000-2200-0372	LifeSize Video Center 2200-LifeSize Assurance Maintenance Services (2-year)	74%
1000-2300-0372	LifeSize Video Center 2200-LifeSize Assurance Maintenance Services (3-year)	74%
1000-2100-0103	LifeSize Networker - S/T-LifeSize Assurance Maintenance Services (1-year)	90%
1000-2200-0103	LifeSize Networker - S/T-LifeSize Assurance Maintenance Services (2-year)	90%
1000-2300-0109	LifeSize Networker - S/T-LifeSize Assurance Maintenance Services (3-year)	90%
1000-2100-0245	LifeSize Transit Server -LifeSize Assurance Maintenance Services (1-year)	90%
1000-2200-0245	LifeSize Transit Server -LifeSize Assurance Maintenance Services (2-year)	90%
1000-2300-0245	LifeSize Transit Server -LifeSize Assurance Maintenance Services (3-year)	90%
1000-2100-0391	LifeSize Transit Client -LifeSize Assurance Maintenance Services (1-year)	90%
1000-2200-0391	LifeSize Transit Client -LifeSize Assurance Maintenance Services (2-year)	90%
1000-2300-0391	LifeSize Transit Client -LifeSize Assurance Maintenance Services (3-year)	90%
1000-2100-0392	LifeSize Transit Client-LifeSize Assurance Maintenance Services (1-year)	100%
1000-2200-0392	LifeSize Transit Client-LifeSize Assurance Maintenance Services (2-year)	100%
1000-2300-0392	LifeSize Transit Client-LifeSize Assurance Maintenance Services (3-year)	100%
1000-1000-0005	LifeSize Control-Single device license-Assurance Maintenance Services (1-year)	100%
1000-0000-0006	LifeSize Control - Enterprise license	100%
1000-1000-0006	LifeSize Control-Enterprise license-Assurance Maintenance Services	100%

*** Please note the E-rate eligibility percentages are for reference only. The Schools and Libraries Corporation (SLD) will make the final determination during the E-rate application review process.**

For additional information please email grants@lifesize.com or call 877-233-1701