

## Lifesize® Premium Subscription Plan

# Get an enhanced experience for every person and meeting room connected to Lifesize in your organization



At Lifesize, we believe that every person and every meeting room in your organization deserves to be video-enabled with the best communication tool available, the Lifesize app. And now you can get an enhanced experience with our Premium Subscription Plan.

With our Premium Subscription Plan, you get access to premium features like Skype for Business support, 40-way calling, SSO (Single Sign-on), the option to purchase Lifesize Record & Share—our recording and sharing solution—and much more. You have the option to upgrade to Lifesize Extreme Support where you'll gain 24/7/365 support, priority in our support queue, a financially backed service level agreement and account reviews. With the Premium Subscription Plan, you can also add on more virtual meeting rooms independent of users. Best of all, you can purchase a multiyear Premium Subscription Plan now, saving you money and giving you price protection.



### Who is it ideal for?

It is ideal for organizations of all sizes, from small businesses to global businesses, that are looking for an enhanced experience with the most powerful communication and collaboration tool available.



### How does it work?

Contact your local Lifesize Sales Representative, who will provide a quote based on the number of users and rooms you'd like to entitle.



### What is so great about this plan?

Now every user gets access to the premium version of the Lifesize app packed full of enhanced features, on their laptop, tablet and smartphone, and every meeting room gets our award-winning video systems connected to Lifesize.

### Features included in all plans:

- One-on-one and group calls
- Paired HD camera systems
- Instant and scheduled meetings
- Unlimited meetings
- Unlimited audio
- Unlimited guest calling
- Directory-based calling
- Screen sharing
- One-on-one chat
- Group chat in a meeting room
- Mobile apps
- Presence status

# Lifesize Premium Subscription Plan

## What key features do I get as a Premium Subscription Plan customer?

	Enterprise	Premium
Group video calls	50-way	40-way
Unlimited Lifesize HD camera systems paired to Lifesize cloud-based service <small>(Does not impact subscription level)</small>	✓	
Virtual meeting rooms	Unlimited	1 per user <small>(Extra virtual meeting rooms can be added for an additional fee)</small>
Skype for Business interoperability	✓	✓
Lifesize Record & Share	10 hours per account included	Option to purchase for additional fee
Lifesize Live Stream	Option to purchase for additional fee	Option to purchase for additional fee
SSO (Single Sign-on)	✓	✓
Calendar for paired Lifesize Icon conference room systems	✓	✓
Lifesize Icon Health Monitoring	✓	✓

## What support do I get as a Premium Subscription Plan customer?

	Enterprise	Premium
Extreme Support with 99.9% uptime service level agreement <sup>1</sup>	Included	Optional upgrade
Access to Lifesize Community	✓	✓
Online access to onboarding and training materials	✓	✓
Global support	Phone, live chat and online	Phone, live chat and online
Support hours	24x7x365	Business hours <sup>2</sup>
Initial meaningful response <sup>3</sup> time	1 hour <sup>4</sup>	6 hours <sup>2</sup>
Prioritized support queue	✓	
Dedicated Customer Obsession Team for onboarding, training and success	✓	✓
Account reviews <small>(Drive value and ROI through adoption, capacity management, product roadmap, customer support analysis and learning, product feedback and more)</small>	✓	

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

<sup>2</sup>Business hours: Sunday, 10 pm–Friday, 7 pm, Central Time, excluding holidays

<sup>3</sup>A Lifesize support engineer provides a meaningful response or resolution to your issue.

<sup>4</sup>Includes holidays and weekends

Premium Subscription Plan customers also have the option of upgrading their support plan to Lifesize Extreme Support for an additional fee.

There's never been a better time to try Lifesize. Contact us to start a [free trial](#) or to [book a demo](#)!

### HEADQUARTERS

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