

3. Question: What are the key benefits and features of LifeSize Connections?

Answer: **Rapidly deploy video conferencing across the organization in minutes**

- Easy and streamlined provisioning, management and administration
- Auto-configuration of endpoints

Securely call inside and outside your organization with no configuration

- Built-in firewall traversal
- Connects conference rooms and remote users on PCs and Macs
- Call inside and outside the organization

Anyone can start video conferencing now

- Hosted solution with no IT support needed
- Simple three-step sign up, no training required

Grows as your needs grow

- Automatic turnkey
- Lowest TCO
- Monthly pricing, pay as you go

Complete administrative control

- Secure Web-based administrator's console to add, reduce or reassign user accounts
- Rich reporting with full call data records
- Manage appropriate bandwidth settings for your IT network



Enhanced collaboration and productivity

- Data sharing
- Nine-way multiparty calling
- Voice, video, chat options

Call anyone, anywhere, anytime

- Connect from the conference room to remote users on PCs or Macs
- Guest invitation capability for ad-hoc video calling with new video users

High quality and reliable

- 720p30 HD video for genuine human interaction

Minimal up-front commitment

- Pay-as-you-go pricing
- Scale your organization's/team's Connections access and use as needs grow

4. Question: Does LifeSize Connections include a service level agreement (SLA)?

Answer: Use of LifeSize Connections relies heavily on Customer on-Premise Equipment (CPE), including networking, computers and access to the Internet. LifeSize Connections has a service level objective (SLO) of 99.9% uptime for the availability of the service and the connectivity between components of the service. 99.9% uptime or “three 9’s” equates to fewer than 9 hours of downtime per calendar year. This SLO is comparable or better than most industry leading cloud services available today.

5. Question: How do I know if LifeSize Connections is right for me?

Answer: LifeSize Connections is best suited for customers with unmet video collaboration needs:

- Companies that are new to video, looking for something that is simple and easy to deploy
- Companies that are without the expertise in video or the IT resources to deploy and configure video infrastructure
- Existing video users that want to extend their reach and communicate with clients, partners or suppliers who don’t have video endpoints
- Verticals with a high level of client interaction and a mobile, distributed workforce such as: Professional Services, Management Consulting, Insurance, Financial Services, Healthcare, IT Consulting



6. Question: How much is LifeSize Connections?

Answer: Desktop Client: \$30/seat per month

Endpoint: \$100/seat per month

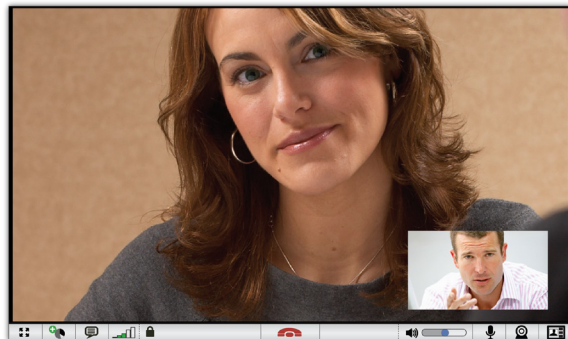
Pricing includes unlimited usage,
9-way 720p video bridging for
every seat

7. Question: Is there a cost for the software?
Are there usage-based fees for users on the service?

Answer: The software is free, and users are encouraged to install it on as many systems as they like. The subscription is tied to the user account. A holder of a LifeSize Connections seat subscription is entitled to make unlimited calls.

8. Question: Why is the price different for individual user (people) accounts and room accounts?

Answer: Individual user accounts are for use with PCs and Macs (and soon with tablets and smartphones), which are almost certainly personal devices. Room accounts, however, are resources that are meant to be shared by many employees during the day. In our experience, meeting rooms incur many times the utilization of individual user seats. The room seats, therefore, are priced higher to reflect this greater use and achieved value from this shared resource.



9. Question: Which endpoints are supported on LifeSize Connections?

Answer: LifeSize 220 Series video systems (Express, Team, Room), LifeSize® Passport™, LifeSize® Passport Connect™ and LGExecutive, powered by LifeSize™, all interoperate with LifeSize Connections with software version 4.9.0 or later.

10. Question: Will LifeSize Connections work with other communications platforms such as Microsoft Lync or Skype? Does LifeSize Connections work with other brands of endpoints or software clients, such as Polycom or Tandberg?

Answer: At launch LifeSize Connections will not have integrations in place with Lync, Skype or other services. We will attempt to add these within 6-12 months as business relationships allow. LifeSize Connections is a standards-based service that will start with cloud infrastructure support for LifeSize endpoints and LifeSize Connections software clients. We are working on Connections support for third-party clients and endpoints and plan to introduce this capability in the near future. That said, registering your room endpoint to the Connections network will in no way limit you from making video calls as you have in the past by dialing IP addresses.

11. Question: How do I call someone who does not subscribe to LifeSize Connections?

Answer: From the software client, inviting a guest is part of the Add Contact function. Click on Add Contact, enter the email address of the contact and follow the on-screen prompts. You can begin video conferencing with new video users instantly.



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