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|                    |                 |
|--------------------|-----------------|
| Authorized Partner | DWPRO           |
| PO Number:         | COM034566-36510 |
| Order Number:      | SO1331005       |

**Billing Address**

DWPRO 400 RUE PIERRE  
BERTHIER POLE D'AIX LES MILLES  
CEDEX 3 13290 AIX EN PROVENCE  
France

**Shipping Address**

DWPRO 400 RUE PIERRE  
BERTHIER POLE D'AIX LES MILLES  
CEDEX 3 AIX EN PROVENCE 13290  
France

**End Customer**

IFFORTHECC

**End Customer Address**

IFFORTHECC 90 AVENUE  
NAPOLEON BONAPARTE 13100 AIX  
EN PROVENCE France

|                   |                       |
|-------------------|-----------------------|
| Agreement Number: | LS-C00582971          |
| Coverage:         | LIFESIZE ICON 500,DSS |

| Line | Product                    | Start Date | End Date   | Serial Number |
|------|----------------------------|------------|------------|---------------|
| 1    | LIFESIZE ICON 500,PHONE HD | 09/22/2021 | 09/21/2022 | TS6F280C46DC8 |

## Device Software Subscription (DSS) Overview

Welcome to Lifesize DSS!

The Lifesize Device Software Subscription provides a comprehensive suite of services that help protect your investment, maximize its value and ensure optimal performance throughout the life of your Lifesize conference room system.

The plan includes Help Desk Support, Automatic Software Updates, Pairing to the Lifesize Service and Hardware Advanced Replacement.

A Lifesize conference room system paired to a Lifesize subscription must have an active Lifesize DSS contract at all times to be paired to the Lifesize cloud-based service. This ensures that the conference room system can stay current on software updates, which is necessary when paired to the service, and that it is entitled for Help Desk Support. When your initial DSS contract is nearing expiration, you have the option to renew. As long as you maintain an active DSS contract, your systems will stay paired to the Lifesize service and you can benefit from DSS-specific product features.

## Description of Services for Conference Room Systems

- Help Desk Support
  - Phone
  - Email
  - Live chat
  - Web
  - Lifesize Community
- Automatic Software Updates
  - Access to the latest software updates and enhancements
- Pairing to Lifesize Service
  - Centralized device management
  - NAT/firewall traversal
  - Point-to-point calling
- Hardware Advanced Replacement (not included in some plans)
  - Expedited shipment of a product replacement should an incident require it (not included in some plans)

Create your DSS account and pair your devices here: <http://www.lifesize.com/ldp/dss-starter-pack>

## Description of Services for Lifesize Share

Your Lifesize Share device comes with a Device Software Subscription (DSS). The term of the included DSS is either two or three years, depending on the version that was purchased.

- DSS for Lifesize Share Includes:
  - Hardware advanced replacement

- Help desk support
- Automatic software updates
- Centralized cloud management

### **Telephone Support by Region:**

If a phone number for your region is not listed below, or if you cannot connect using the number provided, please call the US line directly at +1 512 347 9300.

#### **AMERICAS +877-543-3749**

- Canada +877-543-3749
- United States +1-512-347-9300
- Latin America +1-512-347-9300
- South America +1-512-347-9300

#### **ASIA PACIFIC +800-5433-7493**

- China 00-800-2573-6668
- Australia 0011-800-2573-6668
- India 000-800-100-3515
- Hong Kong 001-800-2573-6668
- Japan 010-800-2573-6668
- Singapore 001800-2573-6668

#### **EUROPE +800-5433-7493**

- Belgium 00-800-5433-7493
- Finland 990-800-5433-7493
- France 00-800-5433-7493
- Germany 00-800-5433-7493
- Italy 00-800-5433-7493
- Netherlands 00-800-5433-7493
- Norway 00-800-5433-7493
- Spain 00-800-5433-7493
- Belgium 00-800-5433-7493
- Sweden +46-85-000-8664
- Switzerland 00-800-5433-7493
- United Kingdom 00-800-5433-7493

### **Useful Links**

- Lifesize Support Technical Information: <http://www.lifesize.com/support/>
- Electronic Support Case Submission: <http://www.lifesize.com/support/contactform.php>
- Lifesize Software Portal: <http://software.lifesize.com>
- Lifesize Community: <http://community.lifesize.com>