

LifeSize Video Price List



Please note the following:

To better serve our customers and meet the evolving needs of the business, LifeSize is consolidating and simplifying the Assurance Maintenance Service. Effective February 6th, 2010, all LifeSize products will include a 1 year hardware warranty and a 90 day software warranty of fitness. Current service pricing and warranty structure will be honoured through February 6, 2010 and previously purchased service and warranty will be respected.

Customers are required to purchase at least 1 year of Assurance Maintenance Services upon hardware purchase. Warranty start dates will begin upon sales out reporting from LifeSize channel partner.

Assurance Maintenance Service includes:

- Software and hardware maintenance
- Advanced Replacement (where available)
- Help desk service




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Official distributor for The Netherlands
GO Telecom BV
T. +31 (0) 78 88 00 700
F. +31 (0) 78 88 00 777
E. lifesize@gotele.com



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Official distributor for Belgium & Luxembourg
GO Telecom BVBA / SPRL
T. +32 (0) 2 403 1152
F. +32 (0) 2 403 1212
E. lifesize@gotele.com

Part Number	Description	List Price €
LifeSize Room Series		
GOT-TP-2xyz	 <p>TelePresence 2000 Series GO Telecom Telepresence 2000 series systems deliver a complete solution for conferencing in practically any meeting room. Based on a pedestal, a high definition video conferencing system, Kalkmann® speaker for premium audio quality and a 50" plasma screen, the TelePresence 2000 can be customized to meet conferencing and presenting facilities in an all-in-one solution (Benelux only, Europe/ROW on request).</p> <ul style="list-style-type: none"> • All in one integrated solution • High definition conferencing system • Kalkmann® high-end audio speaker • Elegant Vogel's® stand • Plug & play and unnecessary cable cluttering • Configurable with several different video conferencing codecs 	From 11.979,00
GO-INST-MEUBEL2	<p>Installation of TelePresence 2000 Installation of TelePresence series includes assembling the TelePresence components (pedestal, displays, codec, camera and cabling) and a compact administrator instruction. Installation does not include network and / or firewall settings. Network connection (IP or ISDN) must be available on TelePresence location at the moment engineer is on-site.</p>	1.795,00
GOT-TP-5xyz	 <p>TelePresence 5000 Series GO Telecom Telepresence 5000 series deliver state of the art solutions for conferencing in practically any meeting room. With a high quality pedestal, a high definition conferencing system, 50" plasma screen, and Kalkmann® audio system. An all-in-one solution (Benelux only, Europe/ROW on request).</p> <ul style="list-style-type: none"> • All in one integrated solution • High definition conferencing system • Kalkmann® high-end audio speakers • Roll-about Colebrook Bosson Saunders pedestal • Plug & play and unnecessary cable cluttering 	From 11.979,00
GO-INST-MEUBEL5	<p>Installation of TelePresence 5000 Installation of TelePresence series includes assembling the TelePresence components (pedestal, displays, codec, camera and cabling) and a compact administrator instruction. Installation does not include network and / or firewall settings. Network connection (IP or ISDN) must be available on TelePresence location at the moment engineer is on-site.</p>	1.795,00
GOT-TP-6xyz	 <p>TelePresence 6000 Series GO Telecom Telepresence 6000 series deliver state of the art solutions for conferencing in practically any meeting room. Based on a high quality pedestal, a high definition conferencing system, two 50" plasma screens, Kalkmann® audio system that can be customized to meet every conferencing and presenting facilities in an all-in-one solution (Benelux only, Europe/ROW on request).</p> <ul style="list-style-type: none"> • All in one integrated solution • High definition conferencing system • Two Kalkmann® high-end audio speakers • Colebrook Bosson Saunders pedestal • Plug & play and unnecessary cable cluttering • Configurable with several different video conferencing codecs 	From 15.179,00
GO-INST-MEUBEL6	<p>Installation of TelePresence 6000 Installation of TelePresence series includes assembling the TelePresence components (pedestal, displays, codec, camera and cabling) and a compact administrator instruction. Installation does not include network and / or firewall settings. Network connection (IP or ISDN) must be available on TelePresence location at the moment engineer is on-site.</p>	2.499,00

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Part Number	Description	List Price €
TelePresence Series		
GOT-TP-2241	TelePresence 2241 Vogel's® stand with LifeSize Express 220 Full HD conferencing system and Kalkmann® speaker and a 42" full HD plasma screen.	11.979,00
GOT-TP-2251	TelePresence 2251 Vogel's® stand with LifeSize Express 220 Full HD conferencing system and Kalkmann® speaker and a 50" full HD plasma screen.	13.179,00
GOT-TP-2441	TelePresence 2441 Vogel's® stand with LifeSize Team 220 Full HD conferencing system and Kalkmann® speaker and a 42" full HD plasma screen.	16.699,00
GOT-TP-2451	TelePresence 2451 Vogel's® stand with LifeSize Team 220 Full HD conferencing system and Kalkmann® speaker and a 50" full HD plasma screen.	17.899,00
GOT-TP-2651	TelePresence 2651 Vogel's® stand with LifeSize Room 220 Full HD conferencing system and Kalkmann® speaker and a 50" full HD plasma screen.	22.799,00
GOT-TP-5241	TelePresence 5241 CBS Single stand with LifeSize Express 220 Full HD conferencing system and Kalkmann® speaker and a 42" full HD plasma screen.	11.979,00
GOT-TP-5251	TelePresence 5251 CBS Single stand with LifeSize Express 220 Full HD conferencing system and Kalkmann® speaker and a 50" full HD plasma screen.	13.179,00
GOT-TP-5441	TelePresence 5441 CBS Single stand with LifeSize Team 220 Full HD conferencing system and Kalkmann® speaker and a 42" full HD plasma screen.	16.699,00
GOT-TP-5451	TelePresence 5451 CBS Single stand with LifeSize Team 220 Full HD conferencing system and Kalkmann® speaker and a 50" full HD plasma screen.	17.899,00
GOT-TP-5651	TelePresence 5651 CBS Single stand with LifeSize Room 220 Full HD conferencing system and Kalkmann® speaker and a 50" full HD plasma screen.	22.799,00
GOT-TP-6241	TelePresence 6241 CBS Dual stand with LifeSize Express 220 Full HD conferencing system, two Kalkmann® speakers and two 42" full HD plasma screens.	15.179,00
GOT-TP-6251	TelePresence 6251 CBS Dual stand with LifeSize Express 220 Full HD conferencing system, two Kalkmann® speakers and two 50" full HD plasma screens.	17.579,00
GOT-TP-6441	TelePresence 6441 CBS Dual stand with LifeSize Team 220 Full HD conferencing system, two Kalkmann® speakers and two 42" full HD plasma screens.	20.199,00
GOT-TP-6451	TelePresence 6451 CBS Dual stand with LifeSize Team 220 Full HD conferencing system, two Kalkmann® speakers and two 50" full HD plasma screens.	22.599,00
GOT-TP-6550	TelePresence 6550 CBS Single stand with LifeSize Room HD conferencing system, two Kalkmann® speakers and two 50" HD plasma screens.	21.399,00
GOT-TP-6651	TelePresence 6651 CBS Single stand with LifeSize Room 220 Full HD conferencing system, two Kalkmann® speakers and two 50" full HD plasma screens.	27.099,00



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Part Number	Description	List Price €
LifeSize Room Series		
LIF-1000 0000 1126	 <p>LifeSize Room 220 Full High Definition, standards-based 1080p30 for the highest resolution on the market and 720p60 for the best motion handling with lower latency. But, LifeSize Room 220 comes standard with an embedded 8-way Continuous Presence multipoint bridge showing 4 visible sites, complete with transcoding and all digital I/O. Plus, LifeSize Room 220 also has a point-to-point throughput of 8Mbps. And the compact, sleek unit is less than half the size of comparable solutions. .</p> <ul style="list-style-type: none"> • Supports 1080p30, 720p60, and 720p30 (720p30@768kbps) • Dual Display / Dual Camera support • Supports 2x720p30 video signals simultaneously • Integrated super wide-band speaker phone • Embedded 8 way HD multipoint with continuous presence and VAS • Audio 8 inputs, 4 outputs / Video 6 inputs, 2 outputs <p>Includes: LifeSize Room 220 Codec, LifeSize HD Camera, LifeSize Phone, Remote Control</p>	15.899,00
LIF-1000 2100 1126	<p>1 Year LifeSize Room 220 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	913,00
LIF-1000 2300 1126	<p>3 Year LifeSize Room 220 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	2.463,00
LIF-1000 0000 1101	 <p>LifeSize Room An ideal fit for large conference rooms, LifeSize Room allows you to establish video calls with multiple participants through an embedded high definition multipoint control unit (MCU). 6-way Continuous Presence (with 4 visible participants), complete with transcoding is now possible in a compact, sleek unit that's less than half the size of comparable solutions.</p> <ul style="list-style-type: none"> • Supports 720p30 • Dual display support • High Definition PTZ camera • Integrated super wide-band speaker phone • Embedded 6 way HD multipoint with continuous presence and VAS • Audio 4 inputs, 3 outputs / Video 7 inputs, 4 outputs <p>Includes: LifeSize Room Codec, LifeSize HD Camera, LifeSize Phone, Remote Control</p>	11.999,00
LIF-1000 2100 1101	<p>1 Year LifeSize Room Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	913,00
LIF-1000 2300 1101	<p>3 Year LifeSize Room Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	2.463,00
LifeSize Configuration**		950,00
LifeSize Second Configuration or Pre Configuration**		475,00


* Prices are based on a 12 months (1 year) or 36 months (3 years) contract and to be paid per 12 months (1 year) or 36 months (3 years) in advance
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Part Number	Description	List Price €
LifeSize Team Phone Series		
LIF-1000 0000 1129	 <p>LifeSize Team 220 Phone With LifeSize Team 220, you get Full HD video quality (1080p30/720p60) for natural, realistic interactions. You get unparalleled ease of use and flexibility for workgroups with dual high definition display and camera support, digital input and output connections, an embedded 4-way, Full HD multipoint control unit (MCU) and LifeSize Phone.</p> <ul style="list-style-type: none"> • Supports 1080p30, 720p60, and 720p30 (720p30@768kbps) • Dual display support • Full High Definition PTZ camera • Integrated super wide-band speaker phone • Embedded 4 way HD multipoint with continuous presence • Audio 7 inputs, 4 outputs / Video 3 inputs, 2 outputs <p>Includes: LifeSize Team 220 Codec, LifeSize HD Camera, LifeSize Phone, Remote Control</p>	11.999,00
LIF-1000 0000 1130	 <p>LifeSize Team 220 Dual MicPod With LifeSize Team 220, you get Full HD video quality (1080p30/720p60) for natural, realistic interactions. You get unparalleled ease of use and flexibility for workgroups with dual high definition display and camera support, digital input and output connections, an embedded 4-way, Full HD multipoint control unit (MCU) and dual microphones.</p> <ul style="list-style-type: none"> • Supports 1080p30, 720p60, and 720p30 (720p30@768kbps) • Dual display support • Full High Definition PTZ camera • Dual microphone pods for excellent audio pick up • Embedded 4 way HD multipoint with continuous presence • Audio 7 inputs, 4 outputs / Video 3 inputs, 2 outputs <p>Includes: LifeSize Team 220 Codec, LifeSize HD Camera, LifeSize Dual MicPods, Remote Control</p>	11.199,00
LIF-1000 2100 1129	<p>1 Year LifeSize Team 220 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	916,00
LIF-1000 2300 1129	<p>3 Year LifeSize Team 220 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	2.463,00
LIF-1000 0000 1117	 <p>LifeSize Team 200 Dual MicPod LifeSize Team 200™ is the high definition video communications system for smaller workgroups. The fully integrated system connects to most displays in any size conference room and provides crystal clear video clarity and high fidelity audio for productive conferencing.</p> <ul style="list-style-type: none"> • Supports 720p30 • Dual Display support • High Definition PTZ camera • Dual microphone pods for excellent audio pick up • Embedded 4 way HD multipoint with continuous presence • Audio 4 in, 2 out / Video 3 in, 2 out <p>Includes: LifeSize Team 200 Codec, LifeSize HD Camera, LifeSize Dual MicPods, Remote Control</p>	8.399,00
LIF-1000 2100 1116	<p>1 Year LifeSize Team 200 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	702,00
LIF-1000 2300 1116	<p>3 Year LifeSize Team 200 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	1.895,00
LifeSize Configuration**		950,00
LifeSize Second Configuration or Pre Configuration**		475,00

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Part Number	Description	List Price €
LifeSize Team Phone Series		
LIF-1000 0000 1132	 <p>LifeSize Express 220 MicPod with Camera With LifeSize Express 220, includes Full HD video quality - 1080p30/720p60 – for natural, realistic interactions at the lowest possible bandwidth, data-sharing and an all new digital I/O with Full HD support. Support for dual high definition displays, Full HD camera, microphone options.</p> <ul style="list-style-type: none"> • Supports 1080p30, 720p60, and 720p30 (720p30@768kbps) • Dual display support to receive content on 2nd screen/beamer • Full High Definition PTZ camera • MicPod for excellent audio pick up <p>Includes: LifeSize Express 220 Codec, LifeSize HD Camera, MicPod, Remote Control</p>	6.479,00
LIF-1000 2100 1132	<p>1 Year LifeSize Express 220 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	491,00
LIF-1000 2300 1132	<p>3 Year LifeSize Express 220 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	1.326,00
LIF-1000 0000 1121	<p>LifeSize Express 200 MicPod with Camera LifeSize® Express 200™ includes true HD video quality - 720p30 – for natural, realistic interactions at 1Mbps, data-sharing, at 1280x768. Supporting dual high definition displays and multiple camera and microphone options.</p> <ul style="list-style-type: none"> • Supports 720p30 / 720p60 decode • High Definition PTZ camera • MicPod for excellent audio pick up <p>Includes: LifeSize Express 200 Codec, LifeSize HD Camera, MicPod, Remote Control</p>	5.599,00
LIF-1000 0000 1122	<p>LifeSize Express 200 Focus A LifeSize Express 200™ with fixed Focus camera with integrated microphone.</p> <ul style="list-style-type: none"> • Supports 720p30 / 720p60 decode • Dual display support to receive content on 2nd screen/beamer • Fixed focus High Definition camera with integrated microphone <p>Includes: LifeSize Express 200 Codec, LifeSize HD Fixed Focus Camera, Remote Control</p>	4.679,00
LIF-1000 2100 1121	<p>1 Year LifeSize Express 200 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	421,00
LIF-1000 2300 1121	<p>3 Year LifeSize Express 200 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement</p>	1.137,00
LifeSize Configuration**		950,00
LifeSize Second Configuration or Pre Configuration**		475,00

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Part Number	Description	List Price €
LifeSize Team Phone Series		
LIF-1000 0000 1124	LifeSize Passport MicPod with Camera With LifeSize Passport you get true HD video quality - 720p30 - for natural, realistic interactions at only 1,1 Mbps over any internet connection. And LifeSize Passport is the first HD video communication system that works with Skype™, making connecting with colleagues and customers easier than ever. <ul style="list-style-type: none"> • Supports 720p30 • HD Display support • Skype™ integration • MicPod for excellent audio pick up Includes: LifeSize Passport Codec, LifeSize HD Camera, MicPod, Remote Control	3.279,00***
LIF-1000 0000 1125	LifeSize Passport Focus LifeSize Express™ is the complete solution for high definition video communications in any office. <ul style="list-style-type: none"> • Supports 720p30 • HD Display support • Skype™ integration • Fixed focus High Definition camera with integrated microphone Includes: LifeSize Passport Codec, LifeSize HD Fixed Focus Camera, Remote Control	2.339,00***
LIF-1000 2100 1124	1 Year LifeSize Passport Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	328,00***
LIF-1000 2300 1124	3 Year LifeSize Passport Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	885,00***
LifeSize Configuration**		950,00
LifeSize Second Configuration or Pre Configuration**		475,00

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*** On the prices of these products apply different discounts


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Part Number	Description	List Price €
LifeSize Network Components		
LIF-1000 0000 0103 	LifeSize Video Center 2200 LifeSize Video Center is the most powerful one button HD streaming, recording and auto-publishing solution on the market today. Share knowledge and communicate critical information via video, audio and data streaming. Requires LifeSize 220 series videocommunication equipment.	27.999,00
LIF-1000 2100 0103	1 Year LifeSize Video Center 2200 Assurance Maintenance Includes hardware and software warranty, phone support and Advanced Replacement	3.370,00
LIF-1000 2300 0103	3 Year LifeSize Video Center 2200 Assurance Maintenance Includes hardware and software warranty, phone support and Advanced Replacement	9.098,00
LIF-1000 0000 0103	LifeSize Neworker** LifeSize Neworker provides IP-ISDN gateway functionality with several interfaces such as ISDN PRI and BRI. Provides H.261 support, call downspeeding, DID gatekeeper less support multipoint, and voice calls. Requires s/w version 3.0 or higher.	1.869,00
LIF-1000 2100 0103	1 Year LifeSize Neworker Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	140,00
LIF-1000 2300 0103	3 Year LifeSize Neworker Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	379,00
LIF-1000 0000 0245	LifeSize Transit Server** Routes SIP and H.323 videostreams through the firewall. Make videocalls from your secure LAN/WAN to other unknown networks on a secure way.	13.999,00
LIF-1000 2100 0245	1 Year LifeSize Neworker Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	1.053,00
LIF-1000 23000 0245	3 Year LifeSize Neworker Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	2.843,00
LIF-1000 0000 0152	LifeSize Multipoint 12 LifeSize Multipoint is a high definition Multipoint Control Unit (MCU) designed to support high quality multiparty conferencing. Requires service agreement.	27.999,00*
LIF-1000 0000 0005	LifeSize Control (Single device license)** LifeSize Control is an all-in-one, video management software solution that provides complete management for multi-vendor environments, designed for IT managers and video network administrators responsible for growing video communication networks.	467,00
LIF-1000 2100 0005	1 Year LifeSize Control Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	56,00

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Part Number	Description	List Price €
<i>LifeSize Peripherals</i>		
	Vogel's® TelePresence Stand	Upon request
	CBS Single TelePresence Stand	3.299,00
	CBS Dual TelePresence Stand	3.799,00
LIF-1000 0000 0300	LifeSize Desktop (Single Seat)** LifeSize® Desktop™ delivers HD video communications from the convenience of your PC - enabling mobile users to stay connected, anytime, anywhere. A natural extension of your existing LifeSize HD video environment, LifeSize Desktop keeps remote teams in sync without compromising on quality.	179,00
LIF-1000 2100 0300	1 Year LifeSize Desktop Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	28,00
LIF-1000 2300 0300	3 Year LifeSize Desktop Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	71,00
LIF-1000 0000 0101	LifeSize Phone** LifeSize Phone™ is the high definition audio conference phone that delivers revolutionary audio conferencing sound quality and room coverage. Incredible audio pick-up through use of 16 individual microphones.	1.119,00
LIF-1000 2100 0101	1 Year LifeSize Phone Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	84,00
LIF-1000 2300 0101	3 Year LifeSize Phone Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	227,00
LIF-1000 0000 0219	LifeSize HD Camera 220**	3.759,00
LIF-1000 2100 0219	1 Year HD Camera 200 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	281,00
LIF-1000 2300 0219	3 Year HD Camera 200 Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	758,00
LIF-1000 0000 0107	LifeSize HD Camera**	2.799,00
LIF-1000 2100 0107	1 Year HD Camera Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	210,00
LIF-1000 2300 0107	3 Year HD Camera Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	569,00
LIF-1000 0000 0214	LifeSize Focus Camera**	1.399,00
LIF-1000 2100 0214	1 Year LifeSize Focus Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	106,00
LIF-1000 2300 0214	3 Year LifeSize Focus Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	284,00
LIF-1000 0000 0197	LifeSize SDI adapter** Supports Sony EDV-HD1 camera	1.399,00*
LIF-1000 2100 0197	1 Year LifeSize SDI adapter Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	106,00
LIF-1000 2300 0197	3 Year LifeSize SDI adapter Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	284,00
LIF-1000 0000 0200	LifeSize MicPod**	279,00*

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LIF-1000 2100 0200	1 Year LifeSize MicPod Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	21,00
LIF-1000 2300 0200	3 Year LifeSize MicPod Assurance Maintenance Service Includes hardware and software warranty, phone support and Advanced Replacement	57,00
LIF-1000 0000 0224	LifeSize New remote control (black) english	83,00
LIF-1000 0000 0161	LifeSize Optional camera cable 7.5 M firewire	186,00
LIF-1000 0000 0162	LifeSize Optional camera cable 15 M firewire	467,00
LIF-1000 0000 0222	LifeSize MicPod extension cable	93,00*
LIF-1000 0000 0223	LifeSize MicPod splitter	46,00*

* On the prices of these products apply different discounts

** These products also require at least 1 year of Assurance Maintenance Services upon product purchase.

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LifeSize Assurance Maintenance Services - EMEA

LifeSize Assurance Maintenance Services is a comprehensive set of bundled services that allow customers to extend the life of their LifeSize hardware and software products. The LifeSize Assurance Maintenance Services package provides the highest level of investment protection for core LifeSize communication devices, available under maintenance services programs. The LifeSize Assurance Maintenance Services program includes:

- LifeSize Assurance Warranty Service
- LifeSize Assurance Advanced Replacement Service
- LifeSize Assurance Helpdesk Service

You can extend the LifeSize Assurance Maintenance Services up to three additional years from the initial date of hardware purchase. LifeSize Assurance Maintenance Services can be sold as an initial purchase or as a renewal service for existing LifeSize products not currently end of life. Customers wishing to purchase services once the standard warranty for the device has expired will be subject to the standard LifeSize recertification fee.

Refer to the *LifeSize End User License Agreement (EULA)* for details regarding the terms and conditions of product use for all LifeSize products. The following section provides a detailed description of each service component.

LifeSize Assurance Warranty Service

Software

LifeSize warrants that the Software will substantially conform to LifeSize's published specifications for the specified maintenance period from the date of purchase to the original Licensee by LifeSize or an authorized LifeSize reseller. LifeSize does not provide any warranty whatsoever to any user of the Software subsequent to the original Licensee. LifeSize does not warrant that the Software will be error-free or operate without interruption. LifeSize or an authorized LifeSize reseller will supply, free of charge, updates, patches, bug-fixes or replacements of the Software as necessary to correct errors or malfunctions in the Software during the Software maintenance period. Any replacement will be warranted from the remainder of the maintenance agreement or (30) thirty days, whichever is longer. This warranty shall not apply to: defects other than those which result from the Software materially failing to meet LifeSize's published specifications; defects related to misuse, neglect, accident, or abuse of the Software; defects in the Software caused by or resulting from any modification of the Software; defects appearing when the Software is used in violation of this LifeSize End User License Agreement; defects in any Software that has been modified; defects appearing when Software is used in violation of this policy.

Hardware

LifeSize warrants that Hardware will be free of defects in materials and workmanship and will conform to LifeSize's published specifications for the specified maintenance period from the date of purchase to the original Licensee by LifeSize or an authorized LifeSize reseller. LifeSize does not provide any warranty whatsoever to any user of the Software subsequent to the original Licensee. During the Hardware warranty period, LifeSize or an authorized LifeSize reseller will, at its option and expense, repair, modify, or replace defective Hardware within fifteen (15) business days after LifeSize or an authorized LifeSize reseller receives the defective Hardware. Licensee must obtain from LifeSize or an authorized LifeSize reseller a Return Materials Authorization (RMA), authorizing and specifying procedures for the return of any defective Hardware. Products returned to LifeSize or an authorized LifeSize reseller without an RMA will be returned to Licensee at Licensee's expense. All Hardware returned to LifeSize or an authorized LifeSize reseller must be properly packaged with postage prepaid. Replacement parts may contain recycled, refurbished, or remanufactured parts equivalent to new parts and are warranted for the greater of the remainder of the original Hardware maintenance period or thirty (30) days. This warranty shall not apply to (a) supplies and consumables, (b) Products with original identification marks removed or altered, (c) Products not manufactured by LifeSize, or (d) Products with defects or failures due to: disaster, accident, neglect, or misuse; failure or defect of electrical power, external electrical circuitry, air conditioning, or humidity control; use of Products with items not provided or approved in writing by LifeSize; use of the Products other than according to LifeSize's published specifications and instructions; or modifications, adjustments, repairs, or service provided by anyone other than LifeSize or its authorized service provider.

Assurance Advanced Replacement Services

Assurance Advanced Replacement Services provide expedited shipment of LifeSize products under current maintenance to either the authorized LifeSize partner or designated end user when an RMA (returned merchandise authorization) has been issued by LifeSize. LifeSize products under Assurance Advanced Replacement Services ship from the designated LifeSize distribution center on the same day the RMA is issued if the RMA is issued before 2:00 PM Central Standard Time. RMAs issued after 2:00 PM central standard time will be processed the next business day by LifeSize. Delivery time and acceptance of goods by the authorized LifeSize partner or customer may vary depending on the customs and import process of the country in which the customer resides.

Note: RMA requests must be processed through the authorized LifeSize partner products where purchased from within Asia, Europe, South America, and Latin America.

Assurance Helpdesk Services

LifeSize Assurance Helpdesk Services includes indirect access to the LifeSize Technical Services and support centers globally, including phone support and ticket processing for LifeSize authorized partners.

Assurance Helpdesk Services within the EMEA region include indirect end customer support service in augmentation of the current partner service offerings. LifeSize provides tier 3 escalation services to partners. Assurance Helpdesk Services operates Monday through Friday 8 AM to 8 PM local time for phone and email support, as well as 24/7 knowledgebase access.

*For the latest information, specifications pricing and tailored service offerings, please contact GO Telecom BV
Prices are excluding of V.A.T. and subject to change without prior notice*