

Cisco Collaboration Flex Plan Meetings - Enterprise Agreement, Named User, and Active User

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Cisco Collaboration Flex Plan

Cisco Collaboration Flex Plan Meetings Datasheet for Enterprise Agreement, Named User and Active User buying models purchased using top level PID A-FLEX.

Cisco Collaboration Flex Plan gives you access to Cisco’s collaboration products, allowing you to mix and match buying models and deployment models in a single subscription depending on your buying needs. One subscription covers entitlement and technical support for: (a) the cloud services Webex Meetings, Webex Calling, Webex Calling for SP, and Webex App and (b) the software Cisco Unified Communications Manager and Cisco Meeting Server.

Requested Start Date

Determine your requested start date for the subscription, which can be set at a maximum of 90 days from the order date.

The billing for A-FLEX-3 offers will be triggered 7 days (at latest) after the requested start date, or when the first service is provisioned, whichever occurs first.

See Annuity (SaaS) Quoting guide for additional information relating to quoting.

Buying models

In your subscription order, you will designate a buying model for a meetings solution (“**Meetings**”) and/or calling solution (“**Calling**”), which determines your payment obligations. If you exceed the capacity count limits associated with the buying model in your order, you will be obligated to pay your Partner (or Cisco if purchasing direct from Cisco) for such excess use. There are three buying models available: Enterprise Agreement, Active User, and Named User. You can choose different buying models for Meetings and Calling, but you may not have more than one buying model for either solution at any point. During your subscription, You also have the flexibility to change your buying model from: (a) Named User to Active User or Enterprise Agreement or (b) Active User to Enterprise Agreement. Table 1 shows the Collaboration Flex Plan buying models and the availability of Meetings and Calling within each buying model.

Table 1. Availability of Meetings and Calling by buying model

	Enterprise Agreement	Active User	Named User
Meetings	X	X	X
Calling	X		X

Deployment models

You will choose a software deployment model for each of your users. For each user with a Meetings entitlement, you will designate one of the following two deployment models: hosted in Webex cloud or deployed on your own premises. For each user with a Calling entitlement, you will designate one of the following three deployment models: hosted in Webex cloud, deployed on your own premises, or hosted through a Partner’s hosted services. Note that when you choose an on-premises or partner-hosted deployment, you will also receive the cloud service Webex App. You have the flexibility to transition from on-premises or partner-hosted to a cloud deployment and vice versa. The deployment model you choose for a user determines their software entitlement, as illustrated in Table 2 below. See the Features and Benefits section of this Data Sheet for more information regarding the deployment options for Cisco Collaboration Flex Plan Meetings.

Table 2. Meetings and Calling entitlements by deployment model

	Cloud	On-Premises	Partner Hosted
Meetings	Webex Meetings and Webex Messaging	Cisco Meeting Server and Webex Messaging (Cloud Service)	n/a [‡]
Calling	Webex Calling, UCM Cloud Calling OR Webex Calling for SP and Webex Messaging	Cisco Unified Communications Manager (“CUCM”) and Webex Messaging (Cloud Service)	Hosted Collaboration Solution (CUCM hosted by a partner) and Webex Messaging (Cloud Service)

[‡]A partner-hosted option is not available under Meetings.

Enterprise Agreement buying model description

The Enterprise Agreement buying model is governed by the Cisco Enterprise Agreement Program Terms (“**Program Terms**”), which are provided to you and require your acknowledgment when you place an order for Cisco Collaboration Flex Plan Meetings-Enterprise Agreement. In accordance with the Program Terms, you must complete an End User Information Form (“**EUIF**”), which serves as the basis for your price quote.

Minimum purchase

Your EUIF must reflect the greater of: (a) your enterprise-wide Knowledge Worker count and b) 250 Knowledge Workers. “**Knowledge Workers**” means your employees and contractors that use computing or communications devices capable of running Webex Messaging, Cisco Unified Communications Manager, or Cisco Meeting Server as part of their job duties performed on your behalf. Your Knowledge Worker count also includes the employees of any affiliated corporate entity that is included in your initial subscription order. Your Knowledge Workers receive unique accounts that must not be shared or used by anyone other than the designated Knowledge Worker. A Knowledge Worker’s account must not be transferred to another person, except upon: (a) termination of the Knowledge Worker’s employment or (b) with Cisco’s prior written approval.

Growth

You may access the Cisco software and cloud services by up to 120% of the Knowledge Workers identified in your EUIF (“**Growth Allowance**”) without incurring additional fees.

True Forward

A “**True Forward**” is an adjustment process that reconciles fees that you owe when your quantity of provisioned Knowledge Workers exceeds your Growth Allowance. If a True Forward is required, Cisco will generate a bill as part of the annual True Forward event in order to align your payment obligation to your use. Under the Program Terms, the True Forward is assessed in the billing year after you exceed the Growth Allowance. If you are assessed a True Forward one year and you no longer exceed the Growth Allowance, you will not be assessed a True Forward the following year. You may not decrease the Knowledge Workers in your EUIF at any point during your subscription. Please see your purchase agreement for additional details about the True Forward process, including billing. Upon reasonable request, you may need to verify the number of software licenses that you have installed, accessed, deployed, or activated. Cisco or your Partner will handle the True Forward calculation and any additional billing required. Your responsibilities related to True Forward overages are tied directly to your payment obligations, and accordingly any lapse in carrying out those responsibilities can result in an interruption of services.

If you modify your order by choosing a different buying model within Cisco Collaboration Flex Plan, you may be required to pay any True Forward fees incurred in connection with your current buying model before you are able to switch to a new buying model.

Enterprise Agreement Features and benefits

When you choose Cisco Collaboration Flex Plan Meetings- Enterprise Agreement, you receive entitlements to a bundle of meeting features. Table 3 describes the included features and the availability of each feature to users with a cloud versus an on-premises deployment model. Table 4 describes the add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated deployment model.

Table 3. Included features and deployment model availability

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Webex Meetings Suite	The following video and web conferencing solutions are included: Webex Meetings with capacity of 1000 attendees per session Webex Training with capacity of 1000 attendees per session Webex Webinars with capacity of 1000 attendees per session Webex Support with capacity of 5 attendees per session Branded microsite included. For supported languages, visit this site .	X	
Webex meetings	Ability to Host or join Webex Meetings natively from Webex App with common meeting experiences and controls no matter how participants join. Note: calendar service must be enabled.	X	
Content management	Unlimited storage is provided up to 1 year. Deletion occurs a year from the recording creation date, and on a go forward basis, all storage in arrears deleted.	X	

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Pro Pack for Control Hub	With Pro Pack for Control Hub, administrators can provision, manage, and analyze the entire Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers who are looking for advanced capabilities.	X	
Webex Conferencing Audio (Voice over IP [VoIP])	Each Knowledge Worker has unlimited access to VoIP. Webex VoIP capabilities may not be available to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the Webex Audio Offering data sheet for more details.	X	
Webex Conferencing Audio (Toll Dial-In Audio) Or Cloud Connected Audio Service Provider User	Each Knowledge Worker has unlimited access to global toll call-in services. Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to Webex Audio Offering data sheet (Table 2) for a list of covered countries. Or Under the Cloud Connected Audio Service Provider (CCA SP User) Audio option, a service provider partner peers with Cisco and provides the transport and access (phone numbers) to a customer, while Cisco provides audio bridging. The service provider partner also provides lifecycle support, that is, day-0, day-1, and day-2 support.	X	
Audio Broadcast	Audio Broadcast is an ideal solution for environments where there are a low number of active speakers and a very large number of listeners who wish to participate in a principally listen only mode. Based on the Webex Multi-Media Platform (MMP), Audio Broadcast is seamlessly interwoven into the Webex meeting experience with hosts able to monitor the number of active Audio Broadcast attendees in real time. The Audio Broadcast client starts automatically for attendees and hosts are able to promote individual attendees to full speaking privileges at any time during the meeting. Attendee promotion is provided by presenting PSTN dial in information to promoted attendees. The promoted attendees then become full speaking attendees.	X	
Cisco Meeting Server	Cisco Meeting Server provides a consistent one-meeting experience for every meeting attendee, as well as open interoperability, all based on a highly scalable software architecture supporting business-quality meetings from mobile through immersive via audio, video, and web. The software has two major elements: the server software and an extension of the server in the form of an app/client that Knowledge Workers use to access and control their meetings. Cisco Meeting Server supports standards-based video endpoints, including the Cisco portfolio of telepresence endpoints as well as third-party solutions such as Skype for Business. It includes Personal Multiparty (PMP) and Shared Multiparty (SMP) licenses, Multibrand license, and Recording port licenses.		X

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Enhanced messaging in the Webex App	Secure, all-in-one team collaboration from Webex. Webex messaging is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.	X	X
Webex Assistant	Webex Assistant for Webex Meetings interacts with you to help with note taking, action items, reminders, closed captioning, and more, all controlled by voice command.	X	
Slido (Polling)	Slido provides audience engagement technology to deliver interactive and inclusive experiences for all participants in person or virtual. A diverse set of polling options and Q&A features by Slido is now integrated in Webex.	X	
Webex messaging file storage	Pools 20GB of file storage per Knowledge Worker.	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Webex cloud, with no need for on-premises infrastructure.	X	X
Cisco TelePresence Management Suite	TelePresence Management Suite provides complete control, management, and scheduling capabilities of telepresence conferencing and media services infrastructure and endpoints. Includes Base software license, 250 System Management licenses, and API Integration licenses.	X	X
Hybrid Services	Integrate your existing IT assets with Webex to provide a single, integrated experience. Hybrid Services are Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X
Webex Edge Audio	Webex Edge Audio is suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides an on-net path (VoIP) for participants to join meetings from their existing IP phones with no change in behavior or training required. Webex Edge Audio supports all Cisco unified communications solutions, providing high quality audio (wideband codec) and cost savings by bypassing PSTN.	X	

Table 4. Add-on features and deployment model availability

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Webex messaging 1TB file storage	Additional file storage in addition to the pooled 20GB of file storage per Knowledge Worker in the standard offer. Purchased in unitary increments.	X	X
Cisco Care	Cisco Care is a digital customer support solution for help desks and small teams. Cisco Care offers chat and callback services and enables connected digital experiences by supporting customer care teams who want to deliver contextual, continuous, and capability-rich customer journeys. Cisco Care K1 is offered on a per-Knowledge Worker basis as purchased.	X	
Cisco Meeting Server (CMS) meetings customization	Ability to create and use custom layouts for Cisco Meeting Server (CMS) meetings		X
Shared Multiparty (SMP) licenses	Additional Shared Multiparty (SMP) licenses for Cisco Meeting Server (CMS). Flex includes one Shared Multiparty (SMP) for every 250 KW, Purchase additional SMP licenses for CMS as required.		X
The following audio Add-ons are available only for Webex Conferencing Audio (not Cloud Connected Audio)			
Webex Conferencing Audio (Bridge Country Callback Audio)*	Each Knowledge Worker has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Callback Audio is available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	X	
Webex Conferencing Audio (Bridge Country Callback+ Toll Free Audio) for US and Canada*	Each Knowledge Worker has unlimited access to global toll call-in plus bridge country callback and bridge country toll free services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Toll Free Audio provides participants Toll Free call-in number(s) to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	X	
Webex Conferencing Audio (Global Callback Audio)*	Each Knowledge Worker has unlimited access to global toll call-in plus global callback. Local toll call-in number(s) are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Webex Audio Offering data sheet (Table 3) for a list of covered countries.	X	

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Webex Audio (Per-Minute)*	<p>The following Webex Audio services are available for purchase on a per-minute basis:</p> <ul style="list-style-type: none"> • Bridge country toll-free call-in: **Toll-free call-in number(s) are provided for participants in the bridge country to join a Webex meeting. • Bridge country callback: **Allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. • Global toll-free call-in: Toll-free call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to Webex Audio data sheet for a list of covered countries. • Global Premium toll call-in: Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to Webex Audio data sheet for a list of covered countries. • Global callback: Allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Webex Audio data sheet for a list of covered countries. <p>**Per-minute bridge country audio services are available only to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the Webex Audio Offering data sheet for more details.</p> <p>Each of the above services can be included in or excluded from the order and subsequent site provisioning. All included services will be made available to all site Knowledge Worker by default, and Knowledge Worker-level entitlements can be selectively modified using site administration tools.</p> <p>You will be required to choose one of the following billing models with your order:</p> <p>Uncommitted billing: Invoiced monthly in arrears, based on actual usage over the billing period. Per-use fees are subject to change. The subscriber will be charged at the applicable rate in effect at the time the service is used.</p> <p>Committed billing: Invoiced monthly in advance for the duration of the audio service subscription term, based on a monthly committed dollar amount (minimum of \$226 per month). Usage in excess of committed amounts is invoiced monthly in arrears at the discounted rate. Committed amounts that are not used by the subscriber during the month may not be carried forward into the next month.</p>	X	
Webex Edge Connect	<p>Webex Edge Connect suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, QoS enabled IP link from the customer’s premises to the Webex cloud through direct peering, leading to better and faster Webex meetings powered by the Webex Backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers who deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and internet bandwidth.</p>	X	

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Extended Security Pack	Extended Security Pack bundle will include full functionality Cisco Cloudlock for Data Loss Prevention and anti-malware scanning for all Webex files. This add-on Flex pack will provide Collaboration Administrators agility and the ability to securely deploy Webex in their enterprises by addressing all Infosec concerns in a tightly integrated solution without procurement and deployment hurdles of buying multiple products.	X	X

*Only one Cisco Webex Audio service can be purchased as an add-on to your Cisco Collaboration Flex Plan Meetings subscription.

Named User buying model description

Under the Named User buying model, your payment obligation is based on the number of Named Users in your order, regardless of usage.

A **“Named User”** is an Employee given access to the Cisco software and cloud services. Your Named Users receive unique accounts that must not be shared or used by anyone other than the designated Employee. A Named User’s account must not be transferred to another person, except upon: (a) termination of the Named User’s employment or (b) with Cisco’s prior written approval. If you want to purchase more Named Users, work with Cisco or your Partner to modify your order.

“Employees” are your full- and part-time employees. Employees may include employees of an affiliate or contractor, provided: (a) you are solely responsible for the acts and omissions of any such employee, (b) the employee uses the Cisco software and cloud services exclusively for your benefit, (c) you do not charge for use of the Cisco software and cloud services, and (d) you are responsible for all fees incurred by the employee.

Named User Features and benefits

When you choose Cisco Collaboration Flex Plan Meetings – Named User, you receive entitlements to a bundle of meeting features. Table 5 describes the included features and the availability of each feature to users with a cloud versus an on-premises deployment model. Table 6 describes the add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated deployment model.

When you designate a user for a cloud deployment, you must also choose one of the following meetings cloud services: (a) Webex Meetings Package or (b) any combination of Webex Meetings, Webex Training, Webex Webinars, and Webex Support. Webex Webinars 3,000 is only offered standalone and cannot be purchased under the same subscription with another meetings cloud service. See Table 1 below for more information.

Table 5. Included features and deployment model availability

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Webex Meetings Package	<p>The following video and web conferencing solutions are included:</p> <p>Webex Meetings service with capacity of 1000 attendees per session.</p> <p>Webex Training service with capacity of 1000 attendees per session.</p> <p>Webex Webinars service with capacity of 1000 attendees per session.</p> <p>Webex Support service with capacity of 5 attendees per session.</p> <p>Webex Meetings Package includes Webex Meetings, Webex Training, Webex Webinars, and Webex Support in a single bundle.</p> <p>Branded microsite included.</p> <p>For supported languages, visit this site.</p> <p>You must also choose a specific meetings service for each user: either the entire Webex Meetings Package or any combination of Webex Meetings, Webex Training, Webex Webinars, and Webex Support. You cannot select this option in combination with Webex Webinars 3,000 below.</p>	X	
Webex Webinars 3000	<p>Webex Webinars service with capacity of 3,000 attendees per session. Webex Webinars helps you expand your company meetings and corporate Webinars with real-time online events and webinars to reach more attendees, reduce travel costs, and boost attendance.</p> <p>Branded microsite included.</p> <p>For supported languages, visit this site.</p> <p>Audio Broadcast and VOIP are included.</p> <p>You cannot select this option in combination with Webex Meetings Package or Webex Meetings, Webex Training, Webex Webinars, and Webex Support under the same subscription.</p>	X	
Webex App meetings[†]	<p>Ability to Host or join Webex Meetings natively from the Webex App with common meeting experiences and controls no matter how participants join.</p> <p>Note: calendar service must be enabled.</p>	X	
Content management	<p>Unlimited storage is provided up to 1 year. Deletion occurs a year from the recording creation date, and on a go forward basis, all storage in arrears deleted</p>	X	
Webex Conferencing Audio (Voice over IP [VoIP])	<p>Each Named User has unlimited access to VoIP. Webex VoIP capabilities may not be available to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the Webex Audio Offering data sheet for more details.</p>	X	

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
<p>Webex Conferencing Audio (Toll Dial-in Audio)[†]</p> <p>Or</p> <p>Cisco Cloud Connected Audio Service Provider User[†]</p>	<p>Each Named User has unlimited access to global toll call-in services. Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to Table 2 in the Webex Audio Offering data sheet for a list of covered countries.</p> <p>Or</p> <p>Under the Cloud Connected Audio Service Provider (CCA SP User) Audio option, a service provider partner peers with Cisco and provides the transport and access (phone numbers) to a customer, while Cisco provides audio bridging. The service provider partner also provides lifecycle support, that is, day-0, day-1, and day-2 support.</p>	X	
Audio Broadcast	<p>Audio Broadcast is an ideal solution for environments where there are a low number of active speakers and a very large number of listeners who wish to participate in a principally listen only mode.</p> <p>Based on the Webex Multimedia Platform (MMP), audio broadcast is seamlessly interwoven into the Webex meeting experience with hosts able to monitor the number of active audio broadcast attendees in real time. The audio broadcast client starts automatically for attendees, and hosts are able to promote individual attendees to full speaking privileges at any time during the meeting. Attendee promotion is provided by presenting PSTN dial-in information to promoted attendees. The promoted attendees then become full speaking attendees.</p>	X	
Cisco Meeting Server[†]	<p>Cisco Meeting Server provides a consistent one-meeting experience for every meeting attendee, as well as open interoperability, all based on a highly scalable software architecture supporting business-quality meetings from mobile through immersive via audio, video, and web. The software has two major elements: the server software and an extension of the server in the form of an app/client that Employees use to access and control their meetings. Cisco Meeting Server supports standards-based video endpoints, including the Cisco portfolio of telepresence endpoints as well as third-party solutions such as Skype for Business. It includes Personal Multiparty (PMP), and Recording port licenses.</p>		X
Enhanced messaging in the Webex App[†]	<p>Secure, all-in-one team collaboration from Webex. Webex is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.</p>	X	X
Webex Assistant	<p>Webex Assistant for Webex Meetings interacts with you to help with note taking, action items, reminders, closed captioning, and more, all controlled by voice command.</p>	X	
Slido (Polling)	<p>Slido provides audience engagement technology to deliver interactive and inclusive experiences for all participants in person or virtual. A diverse set of polling options and Q&A features by Slido is now integrated in Webex.</p>	X	
Webex messaging file storage[†]	<p>Provides each Named User with 20 GB of file storage through the Webex App.</p>	X	X

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Hybrid Services [†]	Integrate your existing IT assets with Webex to provide a single, integrated experience. Hybrid Services are Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X
Cisco TelePresence Management Suite [†]	Cisco TelePresence Management Suite provides complete control, management, and scheduling capabilities of telepresence conferencing and media services infrastructure and endpoints. Includes Base software license, 250 System Management licenses, and API Integration licenses. Note, Cisco TelePresence Management Suite is an included feature in on-premises deployments and an add-on feature in cloud deployments.	X	X
Webex Edge Audio	Webex Edge Audio is suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides an on-net path (VoIP) for participants to join meetings from their existing IP phones with no change in behavior or training required. Webex Edge Audio supports all Cisco unified communications solutions, providing high quality audio (wideband codec) and cost savings by bypassing PSTN.	X	

Table 6. Add-on features and deployment model availability

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Webex messaging 1 TB file storage [†]	Additional file storage space in excess of the 20 GB provided per user with the core offer. Purchased in unitary increments.	X	X
Cloud device registration [†]	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Webex cloud, with no need for on-premises infrastructure.	X	X
TelePresence Room [†]	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco TelePresence system endpoints.	X	X
Pro Pack for Control Hub [†]	With Pro Pack for Control Hub, administrators can provision, manage, and analyze the entire Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers who are looking for advanced capabilities. Content management (unlimited NBR storage) is included when you purchase Pro Pack.	X	
Cisco Meeting Server (CMS) meetings customization	Ability to create and use custom layouts for Cisco Meeting Server (CMS) meetings		X

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
The following add-on features are available only for Webex conferencing audio (not Cloud Connected Audio).			
Webex Audio (Bridge Country Callback Audio) **	Each Named User has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in numbers are provided for participants to join a Webex meeting. Bridge country callback audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify after they've joined over the web. Bridge country callback audio is available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex audio offering data sheet for a list of covered countries.	X	
Webex Conferencing Audio (Bridge Country Callback+ Toll Free Audio) for US and Canada *	Each Named User has unlimited access to global toll call-in plus bridge country callback and bridge country toll free services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Toll Free Audio provides participants Toll Free call-in number(s) to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	X	
Webex Audio (Global Callback Audio) **	Each Employee has unlimited access to global toll call-in plus global callback. Local toll call-in number(s) are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer Webex Audio data sheet (Table 3) for a list of covered countries.	X	
Webex Audio (Global Callback Audio) **	Each Employee has unlimited access to global toll call-in plus global callback. Local toll call-in number(s) are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Webex Audio data sheet (Table 3) for a list of covered countries.	X	
Webex audio (Per-minute) **	<p>The following Webex audio services are available for purchase on a per-minute basis:</p> <ul style="list-style-type: none"> • Bridge country toll-free call-in: **Toll-free call-in number(s) are provided for participants in the bridge country to join a Webex meeting. • Bridge country callback: **Allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. • Global toll-free call-in: Toll-free call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to Webex Audio data sheet for a list of covered countries. • Global Premium toll call-in: Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to Webex Audio data sheet for a list of covered countries. • Global callback: Allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Webex Audio data sheet for a list of covered countries. 	X	

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
	<p>**Per-minute bridge country audio services are available only to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the Webex audio offering data sheet for more details.</p> <p>Each of the above services can be included in or excluded from the order and subsequent site provisioning. All included services will be made available to all site Employees by default, and Employee-level entitlements can be selectively modified using site administration tools.</p> <p>You will be required to choose one of the following billing models with your order:</p> <ul style="list-style-type: none"> • Uncommitted billing: Invoiced monthly in arrears, based on actual usage over the billing period. Per-use fees are subject to change. The subscriber will be charged at the applicable rate in effect at the time the service is used. <p>Committed billing: Invoiced monthly in advance for the duration of the audio service subscription term, based on a monthly committed dollar amount (minimum of \$226 per month). Usage in excess of committed amounts is invoiced monthly in arrears at the discounted rate. Committed amounts that are not used by the subscriber during the month may not be carried forward into the next month.</p>		
Webex Edge Connect	Webex Edge Connect suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, QoS enabled IP link from the customer’s premises to the Webex cloud through direct peering, leading to better and faster Webex meetings powered by the Cisco Webex Backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers who deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and internet bandwidth.	X	
Extended Security Pack	Extended Security Pack bundle will include full functionality Cisco Cloudlock for Data Loss Prevention and anti-malware scanning for all Webex files. This add-on Flex pack will provide Collaboration Administrators agility and the ability to securely deploy Webex in their enterprises by addressing all Infosec concerns in a tightly integrated solution without procurement and deployment hurdles of buying multiple products.	X	X
Extended Security pack with DUO Essentials	Duo offers Essentials to protect your applications by using a second source of validation (like a phone or token) to verify user identity before granting access. Duo is engineered to provide a simple, streamlined login experience for every user and application.	X	X

*Note: Only one Webex Audio service can be purchased as an add-on to your Cisco Collaboration Flex Plan Meetings subscription.

† Denotes items not included with Webex Webinars 3,000.

Active User buying model description

When you subscribe to Meetings services via a Cisco Collaboration Flex Plan subscription, your services use will be governed by the End User License Agreement and the Cisco Collaboration Flex Plan Offer Description available for download [here](#). In your subscription order, you designate a buying model and your payment obligation is based on the number of Knowledge Workers that access the Cisco software and cloud services and that host at least one Meeting. You will designate a deployment model (cloud or on-premises) for each Active User. If a Knowledge Worker hosts a Webex Meeting and a Cisco Meeting Server Meeting they will be counted as two Active Users. Your Knowledge Workers receive unique accounts that must not be shared or used by anyone other than the designated Knowledge Worker. The Active User buying model allows you to purchase the full featured Meetings with minimum purchase of the greater of the following: (a) 40 Knowledge Workers; (b) 15% of your Knowledge Workers; or (c) if you are transferring from a Cisco active meetings subscription, the current number of paid active users under your meeting subscription.

Active User Features and benefits

When you choose Cisco Collaboration Flex Plan Meetings - Active User you receive entitlements to a bundle of meeting features. Table 7 describes the included features and the availability of each to users with a cloud versus an on-premises deployment model. Table 8 describes the add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated deployment model.

Table 7. Included features and deployment model availability

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Webex Meetings Package	<p>The following video and web conferencing solutions are included:</p> <p>Webex Meetings with capacity of 1000 attendees per session.</p> <p>Webex Training with capacity of 1000 attendees per session.</p> <p>Webex Webinars with capacity of 1000 attendees per session.</p> <p>Webex Support with capacity of 5 attendees per session.</p> <p>Branded microsite included.</p> <p>For supported languages, visit this site.</p>	X	
Webex App	<p>Ability to Host or join Webex Meetings natively from the Webex App with common meeting experiences and controls no matter how participants join.</p> <p>Note: calendar service must be enabled.</p>	X	

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Webex Assistant	Webex Assistant for Webex Meetings interacts with you to help with note taking, action items, reminders, closed captioning, and more, all controlled by voice command.	X	
Slido (Polling)	Slido provides audience engagement technology to deliver interactive and inclusive experiences for all participants in person or virtual. A diverse set of polling options and Q&A features by Slido is now integrated in Webex.	X	
Content management	Unlimited storage is provided up to 1 year from the time of the effective date, and on a go forward basis, all storage in arrears deleted.	X	
<u>Pro Pack for Control Hub</u>	With Pro Pack for Control Hub, administrators can provision, manage, and analyze the entire Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers who are looking for advanced capabilities.	X	
<u>Webex Audio (Voice over IP [VoIP])</u>	Each Knowledge Worker has unlimited access to VoIP. Webex VoIP capabilities may not be available to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the <u>Webex Audio data sheet</u> for more details.	X	
<u>Webex Audio (Toll Dial-In Audio)</u> <u>Or</u> <u>Cisco Cloud Connected Audio-Service Provider User</u>	Each Knowledge Worker has unlimited access to global toll call-in services. Local toll call-in number(s) are provided for participants in covered countries to join Webex Meetings. Refer to Table 2 in the <u>Webex Audio data sheet</u> for a list of covered countries. Or Under the CCA Service Provider (CCA-SP User) Audio option, a service provider partner peers with Cisco and provides the transport and access (phone numbers) to a customer, while Cisco provides audio bridging from the Cisco Collaboration Cloud. The service provider partner also provides lifecycle support, that is, day-0, day-1, and day-2 support.	X	
Audio Broadcast	Audio Broadcast is an ideal solution for environments where there are a low number of active speakers and a very large number of listeners who wish to participate in a principally listen only mode. Based on the Webex Multi-Media Platform (MMP), Audio Broadcast is seamlessly interwoven into the Webex meeting experience with hosts able to monitor the number of active Audio Broadcast attendees in real time. The Audio Broadcast client starts automatically for attendees and hosts are able to promote individual attendees to full speaking privileges at any time during the meeting. Attendee promotion is provided by presenting PSTN dial in information to promoted attendees. The promoted attendees then become full speaking attendees.	X	

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Cisco Meeting Server	Cisco Meeting Server provides a consistent one-meeting experience for every meeting attendee, as well as open interoperability, all based on a highly scalable software architecture supporting business-quality meetings from mobile through immersive via audio, video, and web. The software has two major elements: the server software and an extension of the server in the form of an app/client that Knowledge Workers use to access and control their meetings. Cisco Meeting Server supports standards-based video endpoints, including the Cisco portfolio of telepresence endpoints as well as third-party solutions such as Skype for Business. It includes Personal Multiparty (PMP) and Shared Multiparty (SMP) licenses, Multibrand license, and Recording port licenses.		X
Enhanced messaging in the Webex App	Secure, all-in-one team collaboration from Webex. Webex is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.	X	X
Webex messaging file storage	Pools 20GB of file storage per Knowledge Worker.	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Webex cloud, with no need for on-premises infrastructure. 1 cloud device registration per Knowledge Worker is included.	X	
Cisco TelePresence Management Suite	Cisco TelePresence Management Suite provides complete control, management, and scheduling capabilities of telepresence conferencing and media services infrastructure and endpoints. Includes Base software license, 250 System Management licenses, and API Integration licenses. Note, Cisco TelePresence Management Suite is only entitled for cloud users when purchased in conjunction with on-premises Calling.	X	X
Hybrid Services	Integrate your existing IT assets with the Webex App to provide a single, integrated experience. Hybrid Services are Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X
Webex Edge Audio	Webex Edge Audio is suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides an on-net path (VoIP) for participants to join meetings from their existing IP phones with no change in behavior or training required. Webex Edge Audio supports all Cisco unified communications solutions, providing high quality audio (wideband codec) and cost savings by bypassing PSTN.	X	

Table 8. Add-on features and deployment model availability

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
Webex messaging 1 TB file storage	Additional per-Knowledge Worker file storage space in excess of the 20 GB provided with the core offer.	X	X
Cisco Meeting Server (CMS) meetings customization	Ability to create and use custom layouts for Cisco Meeting Server (CMS) meetings		X
The following audio Add-ons are available only for Webex Conferencing Audio (not Cloud Connected Audio)			
<u>Webex Audio (Bridge Country Callback Audio)*</u>	Each Knowledge Worker has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Callback Audio is available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the <u>Webex Audio data sheet</u> for a list of covered countries.	X	
<u>Webex Conferencing Audio (Bridge Country Callback+ Toll Free Audio) for US and Canada*</u>	Each Knowledge Worker has unlimited access to global toll call-in plus bridge country callback and bridge country toll free services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Toll Free Audio provides participants Toll Free call-in number(s) to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the <u>Webex Audio Offering data sheet</u> for a list of covered countries.	X	
<u>Webex Audio (Global Callback Audio)*</u>	Each knowledge Worker has unlimited access to global toll call-in plus global callback. Local toll call-in number(s) are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to <u>Webex Audio data sheet</u> (Table 3) for a list of covered countries.	X	
<u>Webex Audio (Per-Minute)*</u>	<p>The following Webex Audio services are available for purchase on a per-minute basis:</p> <ul style="list-style-type: none"> • Bridge country toll-free call-in:** Toll-free call-in number(s) are provided for participants in the bridge country to join a Webex meeting. • Bridge country callback:** Allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. • Global toll-free call-in: Toll-free call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to Webex Audio data sheet for a list of covered countries. • Global Premium toll call-in: Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to Webex Audio data sheet for a list of covered countries. 	X	

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
	<ul style="list-style-type: none"> Global callback: Allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Webex Audio data sheet for a list of covered countries. <p>**Per-minute bridge country audio services are available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio data sheet for more details.</p> <p>Each of the above services can be included in or excluded from the order and subsequent site provisioning. All included services will be made available to all site Knowledge Workers by default, and Knowledge Worker-level entitlements can be selectively modified using site administration tools.</p> <p>You will be required to choose one of the following billing models with your order:</p> <ul style="list-style-type: none"> Uncommitted billing: Invoiced monthly in arrears, based on actual usage over the billing period. Per-use fees are subject to change. The subscriber will be charged at the applicable rate in effect at the time the service is used. Committed billing: Invoiced monthly in advance for the duration of the audio service subscription term, based on a monthly committed dollar amount (minimum of \$226 per month). Usage in excess of committed amounts is invoiced monthly in arrears at the discounted rate. Committed amounts that are not used by the subscriber during the month may not be carried forward into the next month. 		
Webex Edge Connect	Webex Edge Connect suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, QoS enabled IP link from the customer's premises to the Webex cloud through direct peering, leading to better and faster Webex meetings powered by the Cisco Webex Backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers who deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and internet bandwidth.	X	
Extended Security Pack	Extended Security Pack bundle will include full functionality Cisco Cloudlock for Data Loss Prevention and anti-malware scanning for all Webex files. This add-on Flex pack will provide Collaboration Administrators agility and the ability to securely deploy Webex in their enterprises by addressing all Infosec concerns in a tightly integrated solution without procurement and deployment hurdles of buying multiple products.	X	X

*Only one Cisco Webex Audio service can be purchased as an add-on to your Cisco Collaboration Flex Plan Meetings subscription.

Active user true forward

The Active User True Forward occurs annually during each year of the subscription term on the Anniversary Date. The Anniversary Date is based on the True Forward Effective Date which is the start date of the True Forward applicable term on which the subscription first entered the Cisco Collaboration Plan Active User buying model.

The True Forward is determined per the “Average Active Users”, the average number of Active Users per month in months nine (9), ten (10), and eleven (11) of the preceding year. For clarity, months nine (9), ten (10), and eleven (11) is an average count of three (3) 30-day increments of unique Active Hosts (Rolling 90-day Average) at the end of month eleven (11).

Cisco Webex Control Hub (“Control Hub”) provides the source of truth on all Active Host and Average Active Host values used in the True Forward.

Technical support and customer success services

Cisco offers support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Enhanced, and Premium. Basic support is included at no additional cost for the duration of your subscription. For more information about the available technical support services, contact your partner or Cisco sales agent.

On-premises licensing and software delivery

On-premises licenses are delivered to you via your [Smart Account](#). Your Partner is responsible for entering your Smart Account information at the time the customer’s order is placed. Instructions for creating a Smart Account can be found [here](#).

The on-premises software and license Product Authorization Keys (“**PAKs**”) are available through the links provided in the eDelivery email that will be sent to the email address(es) provided on the order. Instructions will be included on how to register the PAKs and install the license bin file.

With the exception of Cisco Meeting Server, your users designated for on-premises deployment will be able to access the software using the licenses and PAKs. In order to access Cisco Meeting Server, you will be required to complete the following additional steps. First, download the initial bootable software image from the [Cisco Software Download Center](#). Next, if you do not already have Cisco Meeting Server installed, purchase SKU R-CMS-K9 (\$0 US GPL) and you will receive the required activation key. If additional licenses are needed, you or your Partner can request more from Cisco’s licensing team.

Ordering Information

To place an order, contact your local Cisco Certified Partner (“Partner”) or Cisco Sales agent. If you need help finding a Partner in your area, use the Partner Locator [here](#). Your Partner or Cisco Sales agent can also assist with any modifications to your subscription after your initial order is placed.

Entry-level Webex service

If you elect not to renew your subscription, your Webex account will be converted to an entry-level cloud service. The free cloud service has fewer features and differing usage limits than the paid cloud service. Cisco may at any time change those features and limits at our discretion and without notice. Cisco may also deactivate or delete your free account and any related data if you exceed the 5 GB storage limit per user.

Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment sustainability” section of Cisco’s [Corporate Social Responsibility](#) (CSR) Report.

Reference links to **information about key environmental sustainability topics** (mentioned in the “Environment sustainability” section of the CSR Report) are provided in the following table:

Sustainability topic	Reference
Information on product-material-content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE Compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

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Document history

New or revised topic	Described in	Date
-	-	-
-	-	-
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