

Cisco Collaboration Flex Plan 3.0 and Webex Suite

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Cisco Collaboration Flex Plan 3.0

The Cisco Collaboration Flex Plan 3.0 provides a flexible subscription model for a range of Collaboration products, including Webex® Calling and Meetings, Webex Customer Experience Essentials, Cisco® Unified Communications Manager, and other related solutions. This offer also includes the Webex Suite, and the option to purchase products individually based on your specific needs.

Buying models

Enterprise Agreement (EA) buying model covers all Knowledge Workers (KW) in an organization and includes 15% growth for all new Flex 3.0 subscriptions. A minimum of 250 KW is required. EAs can be comprised of single collaboration workloads, like Webex Calling or Meetings only or Webex Suite, or a mix of multiple workloads, like Webex Suite EA and Customer Experience Essentials EA. For questions on downturn, growth allowance and mix and matching, see our [Flex 3.0 FAQ](#).

- Growth allowance enables customers to utilize additional licenses within the purchased subscription beyond their initial purchased quantity at no additional cost. During the term you may consume up to 115% of the initial entitlement without incurring any additional charges.

The Active User (AU) buying model is a usage-based subscription for **Webex Meetings only** that allows customers to purchase Meeting entitlements according to adoption. With Flex Plan 3.0, subscriptions can be purchased for a minimum of 40 Active Users.

The Named User (NU) buying model is a per-user subscription that provides Meetings and/or Calling services for individuals, teams, or departments with flexibility to add additional named users as adoption grows. No growth is included. A minimum of 5 users are required for Webex Suite NU or Webex Meetings Package.

Deployment models

Customers can choose to mix deployment models to fit their needs and deploy Cloud Meetings with on-premises and/or Webex Calling. **True Forward**

Cisco has enabled True Forward automation for all Flex 3.0 Enterprise Agreements, eliminating manual touches for the True Forward process for Flex 3.0 EA Webex Cloud deployed subscriptions (EA Meetings standalone, EA Webex Calling Standalone, EA Meeting + Webex Calling and Webex Suite EA). If the account is oversubscribed on the Last Day of the 11th Lifecycle Month, a True Forward is required on the True Forward Anniversary Date. Refer to the [EA Program Terms/EUIE](#) (now in DocuSign) and the [True Forward deck](#).

Active user true forward

- The Active User True Forward occurs at the end of each 12-month period, following the first addition of an Active User entitlement to a subscription.

- The True Forward is determined per the “average Active Users,” which is the average number of Active Users per month in months 9, 10, and 11 of the preceding year. For clarity, months 9, 10, and 11 represent an average count of three 30-day increments of unique active hosts (a rolling 90-day average) at the end of month 11.
- The True Forward is determined per the “average users,” which is the average number of users per month in months 9, 10, and 11 of the preceding year. For clarity, months 9, 10, and 11 represent an average count of three 30-day increments of unique users (a rolling 90-day average) at the end of month 11.
- Webex Control Hub (Control Hub) acts as the source of truth on all users and average active user values used in the True Forward.

Webex suite, Webex suite essentials

Webex Suite can be purchased in two different tiers in the Flex 3.0 offer: The new Webex Suite Essentials (Cloud only) and the more comprehensive Webex Suite (with Cloud and on-premises options). Both options are available for Enterprise Agreement (EA) and Named User (NU) buying options.

Table 1. Below are the key components in the Webex Suite and Webex Suite Essentials

ENTERPRISE AGREEMENT (EA)	WEBEX SUITE	WEBEX SUITE ESSENTIALS
Calling	Professional Calling (Cloud & on-premises)	Standard Calling (Cloud only)
Meetings	✓	✓
Webex App	✓	✓
Polling/Slido	✓	✓
Cloud Device Registration	✓	✓
AI Assistant	✓	✓

Table 1. Below are the key components in the Webex Suite and Webex Suite Essentials

ENTERPRISE AGREEMENT (EA)	WEBEX SUITE	WEBEX SUITE ESSENTIALS
Common area (on-premises)/workspace (Webex calling)	50%	50%
Cloud recording storage	Unlimited	Unlimited
Vidcast	Premium	Basic
Webinars	Webinars 5000	\$
Customer Experience Basic	✓	-
Events	✓	-
NAMED USER (NU)	WEBEX SUITE	WEBEX SUITE ESSENTIALS
Calling	Professional Calling (Cloud only)	Standard Calling (Cloud only)
Meetings	✓	✓
Webex App	✓	✓
Polling/Slido	✓	✓
Cloud Device Registration	✓	✓
AI Assistant	✓	✓
Common area (on-premises)/workspace (Webex calling)	\$	\$
Cloud recording storage	1 GB	1 GB
Vidcast	Premium	Basic
Webinars	Webinars 1000	\$
Customer Experience Basic	✓	-
Events	-	-

Customer experience essentials

Table 2. Features and benefits

LICENSE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Webex Customer Experience Essentials	Webex Customer Experience Essentials provides the fundamental capabilities of the Webex Contact Center solution. It includes all the Customer Experience Basic features, as well as screen pop, supervisor experience in Webex App, and real-time and historical agent and queue view. It also includes all Webex Calling Professional calling functionality.	X	X	X	

Slido

Table 3. Features and benefits

LICENSE	BENEFIT
Slido	<p>Slido is an industry-leading audience engagement platform that can be used for polling, Q&A, surveys, word clouds, and more.</p> <p>Slido is available as part of the Webex Suite and can be purchased by itself or in combination with any other offer.</p> <p>Offer tiers available:</p> <ul style="list-style-type: none">Slido Tier A: 70k+ usersSlido Tier B: 30k to 69,999 usersSlido Tier C: 10k to 29,999 usersSlido Tier D: EDU customers or 1 to 9,999 users

Meetings products, features, benefits, and buying models

Table 4. Products, features, and benefits

PRODUCTS AND FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Webex Centers Bundles	<p>The following video and web conferencing solutions are included:</p> <p>Webex Meetings with a capacity of 1000 attendees per session</p> <p>Webex Training with a capacity of 1000 attendees per session</p> <p>Webex Webinars with a capacity of 1000 attendees per session</p> <p>Webex Support with a 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>A Branded microsite included</p> <p>See supported languages</p> <p>For Named User, customers can choose either the entire Webex Meetings Package or a-la-carte combination of Webex Meetings, Webex Training, Webex Webinars , and Webex Support. You cannot select this option in combination with Webex Webinars 3000.</p>	X	X	X
Webex Meetings	<p>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	X	X
Webex Suite	<p>The Webex Suite can be purchased under Flex 3.0 to bring the full power of the Webex platform with Cloud Calling or on-premises Calling, Meetings, Messaging, Polling, Webinars, and Events to your organization’s users. Webex Suite is a cloud-only Meetings option.</p> <p>See table above for comparison between Webex Suite and Webex Suite Essentials.</p>	X	X	

Table 4. Products, Features, and Benefits

PRODUCTS AND FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Webex Webinars	Host or join Webex Webinars natively from the Webex App with common meeting experiences and controls, no matter how participants join (Webinars Capacities 1000 to 10,000). Webex Webinars with Webcast with features such as the ability to broadcast live with Q&A, polling, and feedback via chat (Webcast from 3000 to 100,000 capacities) Note: Calendar service must be enabled.		X	
Pro Pack for Control Hub	Pro Pack delivers advanced security controls, compliance management, and business insights.	X	X	X
Network-Based Recording (NBR)	Webex Meetings includes 1 GB per-user NBR storage entitled with EA and NU. And 5 GB per-Active-User NBR storage entitled with AU.	X	X	X
Webex Conferencing Audio (voice over IP [VoIP])	Each knowledge worker has unlimited access to Webex Conferencing audio via VoIP. Webex VoIP capabilities may not be available to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the Cisco Webex Audio Offering data sheet for more details.	X	X	X

Table 4. Products, Features, and Benefits

PRODUCTS AND FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Webex Conferencing Audio (toll dial-in audio)	Each knowledge worker has unlimited access to global toll call-in services for Webex Meetings. Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to the Cisco Webex Audio Offering data sheet (Table 2) for a list of covered countries.	X	X	X
Or	Or:			
Cloud Connected Audio Service Provider User	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.			
Webex App	Get secure, all-in-one team collaboration with the Webex App. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.	X	X	X
Webex Assistant	Webex Assistant interacts with users to help with meeting minutes, action items, reminders, closed captioning, and more, all controlled by voice command.	X	X	X
Polling/Q&A (Slido)	Slido is an audience engagement platform with expanded polling/Q&A technology now integrated in Webex.	X	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure.	X		X

Table 4. Products, Features, and Benefits

PRODUCTS AND FEATURE	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Webex Hybrid Services	Integrate existing IT services with Webex to provide a seamless unified experience. Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X	X
Webex Edge Audio	Webex Edge Audio is suitable for customers that 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. Edge Audio supports all Cisco Unified Communications solutions, providing high-quality audio (wideband codec) and cost savings by bypassing Public Switched Telephone Network (PSTN).	X	X	X

Webex Meetings Add-ons

Table 5. Optional add-on products and features by buying model that are available for purchase for Webex Meetings

ADD-ON PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Webex Messaging 1 TB file storage	Gain additional file storage beyond the pooled 20 GB of file storage per knowledge worker in the standard offer. Extra storage is purchased in unitary increments.	X	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure.	Included	X	Included
Content Management	Provides auto record functionality with unlimited storage for Webex Meetings. The default retention is 1 year.	X	X	X

Table 5. Optional add-on products and features by buying model that are available for purchase for Webex Meetings

ADD-ON PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
Cisco Room-based Video Endpoints	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco room-based video endpoints.		X	
Real-time Translation	Real-time translation allows a Meeting host to select from 13 spoken languages for a meeting or Webinar, and translate into more than 100 languages in closed caption format. Active User Real-time Translation model only available with Webex Suite EA.	X	X	
Expert on Demand	Expert on Demand provides the ability for experts to remotely join a Webex Meeting through their supported RealWear Headset.	X	X	X
Network-Based Recording (NBR) Storage	Additional Webex Network-Based Recording Cloud storage is available in 500-GB and in 100-GB increments. This is incremental to the included 1 GB per-user NBR storage entitled with EA and NU Webex Meetings. And 5 GB per-Active-User NBR storage entitled with AU.	X	X	X
Webex Instant Connect	Webex Instant Connect is a Web Real-Time Communication (WebRTC)-based solution that allows multi-party video visits. It can be used as a standalone application or can be integrated via API in an existing application. To use Webex Instant Connect, a Guest-to-Guest (G2G) meetings license is necessary. Select Webex Instant Connect Epic if you are integrating Instant Connect with Epic and need Connection and Disconnection status messages in the Epic App.	X	X	X

Table 5. Optional add-on products and features by buying model that are available for purchase for Webex Meetings

ADD-ON PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
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 as an add-on option only to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the Cisco Webex Audio Offering data sheet for a list of covered countries.	X	X	X
Webex Conferencing Audio (Bridge Country Callback + Toll-Free Audio) for the U.S. 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 numbers to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in the United States and Canada. Refer to the “Important Information Regarding Audio Services” section of the Cisco Webex Audio Offering data sheet for a list of covered countries.	X	X	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 numbers 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 Cisco Webex Audio Offering data sheet (Table 2) for a list of covered countries.	X	X	X

Table 5. Optional add-on products and features by buying model that are available for purchase for Webex Meetings

ADD-ON PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
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 numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global premium toll call-in: Local toll call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the 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 the Cisco 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 Cisco Webex Audio Offering data sheet for more details.</p> <p>Each of these services can be included in or excluded from an 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> <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>	X	X	X

Table 5. Optional add-on products and features by buying model that are available for purchase for Webex Meetings

ADD-ON PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL AVAILABLE		
		EA	NU	AU
	Committed billing: Invoiced monthly in advance for the duration of the audio service subscription term, based on a monthly committed dollar amount (minimum of \$99 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 is suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, Quality-of-Service (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 that deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and internet bandwidth.	X	X	X
Production Assist	Production Assist is valuable to ensure successful Webinars. Customers want to be able to have large Webinars setup and run smoothly with the expertise of a Cisco producer ensuring participants and attendees get to focus on the speakers and content.	X	X	X

Calling products, features, benefits, and deployment models

When you choose Cisco Collaboration Flex Plan Calling, you receive entitlements to a bundle of calling products and features. Table 6 describes what's included and available for users with the EA and NU buying models, as well as cloud, or on-premises deployment models. Table 7 describes add-on options that can be purchased on top of your subscription and the availability of each option based on the designated buying model as well as the availability for users with a cloud, or on-premises deployment model. See the [Collaboration End Points](#) page for up-to-date devices.

Table 6. Products, features and benefits

INCLUDED PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Webex Calling	<p>Webex Calling is an enterprise-grade Cisco hosted and operated Cloud Calling solution for businesses of all sizes.</p> <p>Three license options are available, Professional, Standard, and Workspace. In an EA, Workspace licenses are included for 50 percent of the KW count.</p> <p>Webex Customer Experience Basic is included as part of the Webex Suite and Webex Calling Professional license.</p>	X	X	X	
Cloud Recording	Webex Calling includes 100 GB Calling Recording Storage per Org.	X	X	X	
Webex App	Secure, all-in-one team collaboration with the Webex App. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, whiteboarding, video meetings, calling, and more.	X	X	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices to the Webex cloud, with no need for on-premises infrastructure.	X	X (Webex Suite NU only)	X	X
Cisco Room-based Video Endpoints	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco room-based video endpoints.	X	X	X	X

Table 6. Products, features and benefits

INCLUDED PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Webex Hybrid Services	Integrate existing IT services with Webex to provide a seamless unified experience. Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X	X	X
Cisco Unified Communications Manager (on-premises calling)	<p>Cisco Unified Communications Manager is a feature rich on-premises enterprise-class collaboration service enabling session and call control for voice, video, messaging, mobility, instant messaging, and presence.</p> <p>For EA, Common Area devices are included for 50% of the KW count, Access licenses are provided for 20% of the KW count, and Device registration is included for all KWs when cloud-registering, and up to 20% of KWs when registering on-premises.</p>	X	X		X
Cisco Expressway Series (Expressway-C and Expressway-E)	<p>Cisco Expressway Series works as part of the Cisco Unified Communications Manager product family to provide access for mobile, desktop, and fixed clients. The application provides advanced multimodal firewall traversal and access services for secure voice, video, instant messaging and presence, directory, and visual voicemail outside your enterprise firewall without the need for a VPN. It includes:</p> <ul style="list-style-type: none"> • Base software license • Expressway-E license • Series feature license • Desk phone and room registration licenses 	X	X	X	X

Table 6. Products, features and benefits

INCLUDED PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Cisco Unity Connection	Access your Cisco Unity Connection voice messages the way you prefer with on-premises and Webex Calling DI deployments	X	X	X	X
Jabber soft clients	<p>Cisco Jabber® clients:</p> <ul style="list-style-type: none"> • Cisco Jabber for Windows (softphone, video, instant messaging, presence) • Cisco Jabber for Mac (softphone, video, instant messaging, presence) • Cisco Jabber for Android (softphone, video, instant messaging) • Cisco Jabber for iOS (softphone, video, instant messaging) • Cisco Jabber SDK (software development kit for web) • Cisco Virtualization Experience Media Edition (VXME) • Cisco Jabber Guest 	X	X		X
Group Voicemail	<p>Group Voicemail offers the ability to create a voicemail and fax inbox that can be shared by a group of users within an organization. This may be deployed as a voicemail box for individuals that do not have calling entitlements. Group voicemail boxes cannot exceed the named user or knowledge worker count. In Webex Calling Dedicated Instance deployments, additional group voicemail boxes can be added up to the total capacity available on the dedicated instance but may not exceed available capacity.</p>	X	X	X	X

Table 6. Products, features and benefits

INCLUDED PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Virtual Lines	Virtual lines can be used to configure multiple lines for Webex Calling Professional users. You can configure virtual lines with its associated business calling features, such as voicemail, call forward, call waiting, and many more, without requiring additional licenses. After the lines are configured, they can be assigned to the device and Webex App as non-primary lines. These lines are used to place and receive calls like the primary line. Virtual lines cannot exceed the named user Professional Calling or knowledge worker count. Virtual line is specific to Multi-tenant deployments.	X	X	X	
Cisco Emergency Responder	Cisco Emergency Responder enhances the existing emergency 9 1-1 functionality offered by Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Cisco Emergency Responder Exports Automatic Location Information (ALI) data in formats defined by the National Emergency Number Association (NENA), an industry standards body in the United States. These data formats may not be suitable for use outside the United States and Canada; manual modification of the exported files may be required.	X	X	X Dedicated Instance	

Table 6. Products, features and benefits

INCLUDED PRODUCTS AND FEATURES	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Emergency Response Center	<p>Emergency Response Center for undefined calls provides connection to emergency location services when a user does not have a verifiable location address. An agent collects the address and routes the call to the correct Public Safety Answering Point (PSAP).</p> <p>This is a usage-based SKU that is billed based on consumption.</p>	X	X	X	
Cisco Unified Survivable Remote Site Telephony (SRST)	<p>Cisco Unified SRST provides cost-effective solutions for supporting redundant call control in remote branch offices and the homes of teleworkers. This is a UCM feature and is also supported with Dedicated Instance in Webex Calling.</p>	X	X	X Dedicated Instance	X
Cisco Unified Communications Manager Session Management Edition (SME)	<p>Cisco Unified Communications Manager SME helps enterprises create a centralized architecture to more easily and efficiently manage and evolve their networks as collaboration needs change. With SME, enterprises can:</p> <ul style="list-style-type: none"> Simplify. Reduce complexity by aggregating third-party Private Branch Exchanges (PBXs), and ease migration to an all-IP environment. Extend. Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs. 	X			X
Pro Pack for Control Hub	Pro Pack delivers advanced security controls, compliance management, and business insights.	X	X	X	X

Calling Add-ons

Table 7. Optional add-on products and features by buying model, available for purchase in Calling

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Webex Calling – Dedicated Instance	<p>Webex Calling includes a dedicated cloud instance option based on the Cisco Unified Communications Manager architecture and includes CUCM, Unity Connection, IM* Presence, Cisco Expressway, Emergency Responder (Americas), and optional Session Management Edition. Dedicated Instance is integrated with Webex Calling and takes advantage of Webex platform services to bring cloud innovation and an enhanced experience to customers who need to support older Cisco endpoints, or existing integrations that are part of critical business workflows.</p> <p>For customers with over 1000 Webex Calling licenses, one geographic region is included. Additional regions can be added depending on the customer’s deployment needs.</p>	X	X	X	Dedicated Instance
Webex Calling – Dedicated Instance Enhanced Survivability Solution	<p>The Enhanced Survivability Solution for Webex Calling Dedicated Instance provides a virtual application deployed on-premises as a remote node to the Dedicated Instance UCM cluster. This solution ensures the preservation of all call control functions and third-party integrations during a cloud service interruption.</p>	X	X	X	Dedicated Instance

Table 7. Optional add-on products and features by buying model, available for purchase in Calling

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Cisco Calling Plan	<p>The Cisco Calling Plan provides Cisco Public Switched Telephone Network (PSTN) connectivity to Webex Calling customers. Partners can now order outbound calling plans for their customers directly from Cisco on Cisco Commerce Workplace (CCW). Partners and customers can also order outbound calling plans, telephone numbers, and inbound toll-free numbers as well as assign Cisco Calling Plan numbers as Service Numbers directly from Cisco on Webex Control Hub. Cisco Calling Plans are managed natively from Webex Control Hub and are billed from Cisco (through partners).</p> <p>With Cisco Calling Plans, partners and customers can benefit from a single vendor for cloud calling services and support, and centralized trials and provisioning.</p>	X	X	X	
Cisco Emergency Responder	<p>Cisco Emergency Responder enhances the existing emergency 9 1-1 functionality offered by Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Cisco Emergency Responder Exports Automatic Location Information (ALI) data in formats defined by the National Emergency Number Association (NENA), an industry standards body in the United States. These data formats may not be suitable for use outside the United States and Canada; manual modification of the exported files may be required.</p>	X	X	Included in Dedicated Instance	X

Table 7. Optional add-on products and features by buying model, available for purchase in Calling

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Webex Setup Assist	Webex Setup Assist is a Cisco-provided migration and implementation service assistance for partners to include on all cloud calling opportunities. This is available as a purchasable option for Webex Calling and UCM Cloud Calling.	X	X	X	
Webex Attendant Console	Webex Attendant Console is an add-on that will address the needs of front office operators and receptionists who handle large call volumes.	X	X	X	
Webex Go	Webex Go is an add-on license to Webex Calling and extends your Webex calling number to your mobile phone. Webex Go is supported with Webex Calling Professional license only in a limited number of countries.	X	X	X	
Webex Go Mobile Operator	Webex Go with Mobile Operator is currently available only in the United States and should be purchased only if you have an AT&T business mobile plan and wireless numbers you want to provision for Webex Calling Subscribers.	X	X	X	

Table 7. Optional add-on products and features by buying model, available for purchase in Calling

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
On- Premises Cisco Unified Attendant Console (CUAC)	<p>Cisco Unified Attendant Console (CUAC) Standard and Advanced are available as part of the Collaboration Flex Plan. CUAC Advanced comes with optional high availability to protect your system from down time.</p> <p>CUAC Standard offers enhanced features such a modern user interface and searchable speed dials. It includes busy lamp field and Cisco Jabber presence.</p> <p>CUAC Advanced offers a powerful queuing engine that helps users manage several calls from many sources. The robust directory can handle up to 100,000 contacts and synchronize directly with Active Directory.</p>	X	X		X
Cisco Unified Communications Manager Express (CME)	<p>Cisco Unified Communications Manager Express (Unified CME) enables powerful unified communications for distributed enterprise branch-office and retail environments.</p> <p>As a licensed feature set of Cisco IOS XE Software, it is easy to configure and can be tailored to the needs of an individual site. It is feature-rich and can be combined with other services on the Cisco router platforms to provide an all-in-one branch-office solution that saves valuable real estate.</p>		X		X

Table 7. Optional add-on products and features by buying model, available for purchase in Calling

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Cisco Unified Border Element (CUBE)	CUBE has a wide range of capabilities that may be used to secure, monitor, and maintain business-critical connections and to ensure compliance with industry standards. Collectively, CUBE features provide exceptional flexibility when architecting highly available enterprise communications networks that save money and offer richer voice and video collaboration experiences to users.	X	X	X	X
SpeechView Standard	Cisco SpeechView converts voice messages to text and delivers the text version of the voice message to the user's email inbox. The original audio version of each voice message remains within Cisco Unity Connection and is available to the user anywhere, anytime. Standard is an AI-based service, without human intervention.	X	X	X	X
Cloud Connected UC	<p>A set of services in Webex cloud that provide admin workflows with enhanced business and operational insights to improve admin productivity. (No cost add-on)</p> <p>For customers who:</p> <ul style="list-style-type: none"> • Would like to leverage benefits of Webex cloud, but desire to keep critical calling workload on-premises • Desire a single global view to manage on-premises UC, along with any Webex cloud, or hybrid services they already use • Desire efficient, cloud-based managed services (delivered by partner) for an on-premises UCM deployment 	X	X		X

Table 7. Optional add-on products and features by buying model, available for purchase in Calling

ADD-ON FEATURE	BENEFIT	BUYING MODEL		DEPLOYMENT MODEL AVAILABLE	
		EA	NU	CLOUD	ON-PREMISES
Unity Connection with Speech Connect	<p>Access your Cisco Unity Connection voice messages the way you prefer—whether from an IP phone, a mobile phone, a web browser, an email client, or a desktop client such as Cisco Jabber.</p> <p>Speech Connect is a speech-enabled automated attendant that is included as part of Cisco Unity Connection. It lets the customer use voice commands (they say the name of the person they want to call) instead of dialing a number.</p>	X	X		X
Common Area and Workspace add-on	<p>Get add-on licenses for common-area and Workspace phones not associated with knowledge workers. A common area/Workspace (Places) phone option is also available for Webex Calling, offering analog phone type functionality with a minimal set of additional feature capabilities.</p>	X	X	X	X
Access add-on	<p>Add-on licenses for Access phone not associated with knowledge workers.</p>	X	X		X

Named User Calling Tiers

Named User Calling has different value tiers for Webex Calling and on-premises calling.

Webex Calling

Professional – The full-featured tier for employees and contractors that require professional calling capabilities: multiple devices (both soft clients and hard devices), CX Basic, virtual lines, Webex Go ready, etc. This tier includes voicemail.

Standard – This license tier is for users that require standard calling capabilities, a single device (hard device or soft phones), voicemail, hot desking, etc.

Workspace – A calling license designed for shared use and common area locations. Not intended for an individual user’s calling needs.

On-Premises Calling

Professional – Full-featured license for employees and contractors who use multiple communication devices as part of their job duties.

Enhanced – This feature-rich license is optimized for task workers who use a single device.

Access – Entry-level license that supports only one device, plus basic (voice and video) call control features.

Common Area – Calling license designed for shared use and common area locations. Not intended for an individual user’s calling needs.

Table 8. Named User value tiers

	PROFESSIONAL (Cloud and on-premises)	ENHANCED (On-Premises)	STANDARD	ACCESS/ COMMON AREA	DEPLOYMENT OPTIONS		
					PREM	WxC DI	WXC
SRST	200% + Optional Purchase	100% + Optional Purchase		100% + Optional Purchase	X	X	
Cisco Emergency Responder (CER)	300% + Optional Purchase	100% + Optional Purchase		100% + Optional Purchase	X	X	
Pro Pack	100%	100%	100%	N/A	X	X	X
Mobile Remote Access+	Included	Included		N/A	X	X	
Webex Messaging (Managed) [±]	100%	100%	100%	N/A	X	X	X

Table 8. Named User value tiers

	PROFESSIONAL (Cloud and on-premises)	ENHANCED (On-Premises)	STANDARD	ACCESS/ COMMON AREA	DEPLOYMENT OPTIONS		
					PREM	WxC DI	WXC
Unity Connection (Enhanced) ^{SA}	100%	Optional purchase		Optional purchase	X		
SpeechConnect ^{SA}	Optional \$0	Optional \$0		Optional \$0	X		
Session Manager	Optional purchase	Optional purchase		Optional purchase	X		
Expressway Base	Included	Included		N/A	X	X	
Expressway RMS	Optional purchase	Optional purchase		Optional purchase	X	X	
Premises device registration	Optional purchase	Optional purchase		Optional purchase	X		
Cloud device registration	Optional purchase	Optional purchase	Optional purchase	Optional purchase		X	X
Cloud Connected UC	Optional \$0	Optional \$0		Optional \$0	X		
SpeechView – Std ^{SA}	Optional purchase	Optional purchase		Optional purchase	X	X	
Local Gateway (CUBE licenses)	50% (Option)	N/A	50% (Option)	50% (Option)		X	X
CUBE	Optional purchase	Optional purchase		Optional purchase	X		
Enterprise to Multiplatform firmware (MPP) migration	Included	N/A	Included	Included			X

* Entitlement as % of KW

^{SA} Stand Alone Add-On

* Feature only, no separate entitlement

Table 9. Platform and messaging add-ons

ADD-ON FEATURE	BENEFITS
Webex messaging add-on	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.
Guest-to-Guest Meetings	With a dedicated service app at the forefront. Guest-to-Guest (G2G) meetings are effortlessly managed and scheduled, ensuring a seamless and efficient experience for both registered and anonymous participants. This functionality is integrated into the Webex Meetings app, allowing hosts and guests to engage in flexible, on-demand meetings without the need for permanent licenses or registered identities, catering perfectly to ad-hoc or one-time gatherings.
Business Texting	Business Texting can be added onto your Cisco Calling Plan telephone numbers to allow you to send and receive SMS messages on your Cisco Calling TN#. In order to add Business Texting, you can opt into it in CCW and then enable any TN# on your subscription via Control Hub.
Cisco Jabber option	Cisco Jabber instant messaging can be opted in addition to Webex Messaging at no cost and at equal license count as Webex Messaging. This is intended to aid customer migration from Jabber to Webex App.
Webex Messaging 1 TB of file storage	Get additional file storage in addition to the pooled 24 GB of file storage per knowledge worker or 20 GB of file storage per named user in the standard offer. Purchased in unitary increments.
Extended Security Pack *	The Extended Security Pack bundle includes full-functionality Cisco Cloud Lock for data loss prevention and anti-malware scanning for all Webex files. This add-on provides collaboration administrators agility and the ability to securely deploy Webex in their enterprises by addressing all InfoSec concerns in a tightly integrated solution without the procurement and deployment hurdles of buying multiple products.
Extended Security pack with DUO MFA	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.

* Extended Security Pack requires a purchase with Calling and/or Meetings.

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.

Cloud provisioning

When placing the order in CCW, partners will be required to designate a provisioning contact email address. The provisioning contact should be the contact email address of the person responsible for setting up the service. On the requested start date, the provisioning contact will receive a welcome email with instructions on how to complete the first-time setup wizard in Control Hub. The wizard will prompt a series of steps to complete the service setup. For more detailed step-by-step instructions, reference the [Provisioning Wizard - User Guide](#).

On-premises licensing and software delivery

On-premises licenses are delivered to you via your Smart Account. The partner is responsible for entering your Smart Account information at the time your order is placed.

Ordering information

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

Basic Webex Meeting service

Basic Meeting enables users to try out what the Webex Meetings experience is like. If your users would like to experience all the advanced features, you can assign them a paid license if your organization has a Webex Meetings subscription. If you have a Webex Meetings subscription and elect not to renew your subscription, your Webex Meeting account will be converted to a Basic free cloud Meeting service. The free cloud Meeting service has fewer features and differing usage limits than the paid cloud service and is limited to 40 minutes for each Meeting. Cisco can at any time change 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. Please see the [Webex help article](#) for a detailed comparison.

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:

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Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital® financing makes it easier to get the right technology to achieve your objectives, enable business transformation, and help you stay competitive. We can help you reduce total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services, and complementary third-party equipment in easy, predictable payments. [Learn more.](#)

Appendix

[How to Order Flex 3.0 via CCW](#)

[Flex 3.0 FAQ](#)

[Flex 3.0 Ordering Guide](#)

[Cisco Collaboration Flex Plan Offer Description](#)

[General Terms](#)

[SKU List](#)

Date: December 2024

C78-4433160-26