Cisco Webex Meetings

Contents

A subscription to Cisco® Webex Meetings gives you access the following cloud services: Cisco Webex Meetings and Cisco Webex Teams. Tables 1 and 2 below describe: (a) the features included with your subscription; (b) the add-on features that can be purchased on top of your subscription; and (c) the availability of each included and add-on feature based on your designated subscription.

Table 1.   Included features

Included Feature	Benefit	Subscription Availability			
		Named User	Active User	Employee Count	Ports
Cisco Webex Enterprise Edition	Each subscription of Enterprise Edition (EE) includes the following Cisco Webex Meetings products: ● Cisco Webex Meetings: https://www.cisco.com/en/US/products/ps10409/index.html. ● Cisco Webex Training: https://www.cisco.com/en/US/products/ps10410/index.html. ● Cisco Webex Support: https://www.cisco.com/en/US/products/ps10412/index.html. ● Cisco Webex Events: https://www.cisco.com/en/US/products/ps10411/index.html. A comparison of different products within Enterprise Edition is also available at: https://www.cisco.com/en/US/prod/ps10352/product_comparison.html. Branded microsite included. Named User customers can choose EE meeting capacity of 25 and/or 200 per session. Active User and Employee Count customers receive EE meeting capacity of 1,000 per session. If you do not wish to purchase the above Cisco Webex Meetings products as a bundle, you may purchase them individually as summarized below.	X	X	X	
Cisco Webex Meetings Service	Cisco Webex Meetings Service for video and web conferencing with a capacity of 25 and/or 200 attendees per session for Named User. For the Ports offer, the customer can have as many attendees as ports as the subscriber owns, up to 1,000. For Active User and Employee Count, the meeting capacity is 1,000.	X	X	X	X
Cisco Webex Training Service	Cisco Webex Training Service for video and web conferencing with a capacity of 30 and/or 200 attendees per session.	X			
Cisco Webex Events Service	Cisco Webex Events Service for video and web conferencing with a capacity of 100, 500, 1,000 and/or 3,000.	X			

Included Feature	Benefit	Subscription Availability			
		Named User	Active User	Employee Count	Ports
Cisco Webex Support Service	Cisco Webex Support Service for video and web conferencing with capacity of 5 attendees per session.	X			X
Cisco Webex Teams meetings	Ability to Host or join Cisco Webex Meetings natively from Cisco Webex Teams with common meeting experiences and controls no matter how participants join. Note: calendar service must be enabled.	X*	X	X	
Enhanced messaging in Cisco Webex Teams	Secure, all-in-one team collaboration from Cisco Webex. Cisco Webex Teams is an app for continuous teamwork. 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
Cisco Webex Messenger™ application (Instant Messaging [IM])	The Cisco Webex Messenger application, formerly Cisco Webex Connect®, integrates critical collaboration capabilities—presence, enterprise-grade instant messaging, audio and videoconferencing, Voice over IP (VoIP), Cisco IP telephony, and more—on a single, highly secure platform.	X	X	X	
Cisco Webex Meetings Storage	Cisco Webex Meetings Storage is highly secure cloud storage, including Network-Based Recording (NBR) for storing meeting recordings. Cisco Webex Meetings. 10GB is provided for Named User/Ports and 50GB is provided for Active User and Employee Count. Additional storage can be purchased in 50GB increments if needed in the Active User and Employee Count offer and 1GB increments in the Named User offer. Storage overage can also be enabled if the customer wishes to pay per GB when they exceed the standard allotted GB enabled on their site.	X	X	X	X
Cisco Webex Conferencing Audio (Voice over IP [VoIP])	Each User has unlimited access to VoIP. Cisco 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	X
Cisco Webex Control Hub (standard)	With Cisco Webex Control Hub (standard), administrators can provision, manage, and analyze the entire Cisco Webex experience. **Note:** Webex Meetings Site Administration may be used to manage Webex Meetings sites.	X	X	X	X

Included Feature	Benefit	Subscription Availability			
		Named User	**Active User**	**Employee Count**	**Ports**
Overage	Webex Meetings overage: If the total number of users connected to a physical server or online service at any one point exceeds the maximum participants for that service, an attendee overage fee will be charged. Webex Meetings overage allowed up to 1000 participants (Host plus 999 attendees). Webex Training overage allowed up to 1000 participants (Host plus 999 attendees). Webex Support overage allowed up to 1000 participants (Host plus 999 attendees). Webex Events overage allowed up to 3000 participants (Host plus 2999 attendees). Overage not allowed for Webex Events capacity of 3000 (A-WX-NU-ECTR-3K). Webex Ports overage: If, at any time, the total number of meeting attendees (including the meeting host), as measured by the total number of network connections connected to a physical server or any online service, exceeds the total number of ports purchased, an average fee will be charged.	X	X	X	X

[*]Customers located in countries where Cisco Webex Teams is not yet available for sale should purchase the meeting solution that excludes Webex Teams (formally Spark). See cs.co/geos for the list of countries where Cisco Webex Meetings or Enterprise Edition without Cisco Webex Teams entitlement is available.

Table 2.   Add-on features

Add-On Feature	Benefit	Subscription Availability			
		Named User	**Active User**	**Employee Count**	**Ports**
Cisco Webex Conferencing Audio (Toll Audio)[*]	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 Cisco Webex meeting. Refer to Cisco Webex Audio Offering data sheet (Table 2) for a list of covered countries.	X	X	X	
Cisco Webex Conferencing Audio (Toll Plus)[*]	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 Cisco Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Cisco 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 Cisco Webex Audio Offering data sheet for a list of covered countries.	X	X	X	

Add-On Feature	Benefit	Subscription Availability			
		Named User	Active User	Employee Count	Ports
Cisco Webex Conferencing Audio (Toll Plus International)*	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 Cisco Webex meeting. Global Callback Audio allows participants in covered countries to join a Cisco 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 3) for a list of covered countries.	X	X	X	
Cisco Webex Audio (Per- Minute)*	The following Cisco Webex Audio services are available for purchase on a per-minute basis: Bridge country toll-free call-in:** Toll-free call-in number(s) are provided for participants in the bridge country to join a Cisco Webex meeting. Bridge country toll call-in:** Local toll call-in number(s) are provided for participants in the bridge country to join a Cisco Webex meeting. Bridge country callback:** Allows participants in the bridge country to join a Cisco 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 Cisco Webex meeting. Refer to Cisco 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 Cisco Webex meeting. Refer to Cisco Webex Audio data sheet for a list of covered countries. Global callback: Allows participants in covered countries to join a Cisco 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 data sheet for a list of covered countries. **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. 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. You will be required to choose one of the following billing models with your order: 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	X	X	X	X

Add-On Feature	Benefit	Subscription Availability			
		Named User	Active User	Employee Count	Ports
	the month may not be carried forward into the next month.				
Teleconferencing Service Provider (TSP Audio)	TSP Audio can be ordered only by Cisco Webex TSP partners, and only by using their own integrated audio conferencing service. Cisco Webex TSP partners are teleconferencing service providers who have integrated their audio conferencing service with Cisco Webex and have become Cisco Webex resellers. When reselling Cisco Webex Meetings to their customers, the audio component is the TSP audio (integrated with Cisco Webex Meetings). Cisco Webex TSP Audio is tightly integrated and includes features such as active talker, mute/unmute, call in, callback, on-net callback, video switching, subconferencing, invite by phone, NBR, and more. Cisco Webex TSP partners usually offer different audio solutions, pricing, and coverage than Cisco Webex Audio, giving the customer additional choices.	X	X	X	X
Cloud Connected Audio (CCA)	Cisco Webex Cloud Connected Audio (CCA) provides an integrated audio conferencing solution for Cisco Webex Meetings, delivered over a hybrid deployment model. It extends the functionality of Cisco Unified Communications Manager, and incorporates premises-based equipment to connect subscribers to a Cisco Webex data center through dedicated Session Initiation Protocol (SIP) trunks. Call routing is performed on-premises, call signaling and audio traffic occur over the IP link, and call mixing is done in the cloud.	X	X	X	X
Cloud Connected Audio Service Provider	Cisco Webex Cloud Connected Audio – Service Provider (CCA SP) provides a fully integrated audio conferencing solution for Cisco Webex Meetings, delivered by combining partner global access and transport networks with Cisco's Webex platform. CCA SP audio can be ordered only by certified Cisco Webex CCA SP lifecycle partners.	X	X	X	
Audio Broadcast	This option is one-way audio, best suited for meetings with large audiences where attendees primarily listen.	X	X	X	

Add-On Feature	Benefit	Subscription Availability			
		Named User	Active User	Employee Count	Ports
Cisco Webex Edge Audio	Cisco 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	X	X	
Pro Pack for Cisco Webex Control Hub	With Pro Pack for Cisco Webex Control Hub, administrators can provision, manage, and analyze the entire Cisco 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	X	X	
Cisco Webex Edge Connect	Cisco 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, QoS enabled IP link from the customer's premises to the Cisco 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	X	X	
Cisco Webex Assist	Host extraordinary meetings and events every time! The Cisco Webex Assist team helps every step of the way, for smooth execution and greater ROI. Take comfort in knowing that your assist producer is a certified expert who will support your event or meeting from start to finish to ensure that it runs smoothly. Our service levels allow you to request the support you need before, during and after your event. We'll help you get maximum impact by using in-meeting features such as Q&A, chat, and polling and provide the best possible experience for your attendees.	X			

[*]Only one Cisco Webex Audio service can be purchased as an add-on to your Webex Meetings or Enterprise Edition Meeting subscription.

When you place your order, you will designate how you want to consume and be billed for your use of the cloud services. If you exceed the capacity count limits associated with your subscription, you will be obligated to pay your Cisco-certified partner ("**Partner**") (or Cisco if purchasing direct from Cisco) for such excess use. You may choose from the following subscriptions, each of which is described below: Named User, Active User, Employee Count, and Ports.

Named User

Your payment obligation and your right to use the cloud services is based on the number of Named Users in your order, regardless of usage.

A "**Named User**" is an Employee given access to the 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 cloud services exclusively for your benefit, (c) you do not charge for use of the cloud services, and (d) you are responsible for all fees incurred by the employee.

Active User

Your payment obligation is based on the number of Knowledge Workers that access the cloud services and that host at least one Meeting ("**Active Users**"). "**Knowledge Workers**" means your employees and contractors that use computing or communications devices capable of running the cloud services 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.

A "**Meeting**" is a meeting launched: (a) in Webex Meetings or Webex Teams; or (b) using a Personal Conferencing Number, regardless of whether Webex Meetings or Webex Teams is launched. An unscheduled meeting launched from a Webex Teams one-on-one space will not count as a Meeting.

Minimum purchase

Your order must reflect the greater of the following: (a) 100 Knowledge Workers; or (b) 15% of your Knowledge Workers.

Growth

You may access the cloud services by up to 120% of the Knowledge Workers identified in your order ("**Growth Allowance**") without incurring additional fees. If, at any time, your provisioned Knowledge Workers exceeds your Growth Allowance, you will be obligated to pay for the additional Knowledge Workers.

True Forward

A "**True Forward**" is an adjustment process that reconciles the fees that you owe when your Average Active Users exceeds the Knowledge Workers in your order. "**Average Active Users**" means the average number of Active Users per month in months 9, 10, and 11 of your current subscription year. 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 Active User subscription, the True Forward is assessed in the billing year after you exceed the Active Users in your order. If you are assessed a True Forward one

year and you no longer exceed the Active Users in your order, you will not be assessed a True Forward the following year. You may not decrease the Knowledge Workers in your order at any point during your subscription. 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.

Employee count

You are obligated to purchase a subscription for enterprise-wide use by all of your Knowledge Workers (as defined above).

Minimum purchase quantity

Your order must reflect the greater of the following: (a) your enterprise-wide Knowledge Worker count and b) 100 Knowledge Workers.

Growth

You may access the cloud services by up to 120% of the Knowledge Workers identified in your order ("**Organic Growth Allowance**") without incurring additional fees. If, at any time, your provisioned Knowledge Workers exceeds your Organic Growth Allowance, you will be obligated to pay for such excess use. An "**Extraordinary Event**" is a one-time event, such as a merger or acquisition, that results in an in increase in your number of provisioned Knowledge Workers in excess of your Organic Growth Allowance. If an Extraordinary Event occurs, you will be obligated to submit an order modification resetting your Knowledge Worker count to the new enterprise-wide Knowledge Worker count after the Extraordinary Event.

Ports

Your payment obligation and right to use the cloud services is based on the number of shared accounts or "**Ports**" in your order.

Minimum purchase quantity

Your order must reflect at least two Ports.

Overage

An unlimited number of Employees (as defined above) can host meetings using your Ports, provided that the number of meeting participants does not exceed the number of Ports in your order. If, at any time, your meeting participants exceeds your Ports, you will be obligated to pay an overage fee ("**Overage**") for such excess use. If required, Cisco will generate a bill in order to align your payment obligation to your use. The Overage is assessed in the billing month after you exceed the Ports in your order. If you are assessed an Overage one month and you no longer exceed the Ports in your order, you will not be assessed an Overage the following month. Cisco or your Partner will handle the Overage calculation and any additional billing required.

Technical support services

Cisco offers technical 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, please contact your Partner or Cisco sales agent.

Ordering information

To place an order, contact your Partner or Cisco sales agent. If you need help finding a Partner in your area, you may locate a Partner here. Your Partner or Cisco sales agent can also assist with any modifications to your subscription after your initial order is placed.

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