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# Cisco Collaboration Flex Plan Meetings- Enterprise Agreement

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## Cisco Collaboration Flex Plan

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 Cisco Webex® Meetings, Cisco Webex Calling, Cisco Webex Calling for SP, and Cisco Webex Teams and (b) the software Cisco Unified Communications Manager and Cisco Meeting Server.

### 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 Cisco’s 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 Cisco’s 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 Cisco Webex Teams. 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-Enterprise Agreement.

**Table 2.** Meetings and Calling entitlements by deployment model

	Cloud	On-Premises	Partner Hosted
Meetings	Cisco Webex Meetings and Cisco Webex Teams	Cisco Meeting Server and Cisco Webex Teams (Cloud Service)	n/a <sup>†</sup>

	Cloud	On-Premises	Partner Hosted
<b>Calling</b>	Cisco Webex Calling, Cisco Webex Calling (formerly Cisco Spark Call), UCM Cloud Calling OR Cisco Webex Calling for SP and Cisco Webex Teams	Cisco Unified Communications Manager (“CUCM”) and Cisco Webex Teams (Cloud Service)	Hosted Collaboration Solution (CUCM hosted by a partner) and Cisco Webex Teams (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 Cisco Webex, 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.

## 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
<a href="#">Cisco Webex Meetings suite</a>	The following video and web conferencing solutions are included: <a href="#">Cisco Webex Meetings</a> with capacity of 1000 attendees per session <a href="#">Cisco Webex Training</a> with capacity of 1000 attendees per session <a href="#">Cisco Webex Events</a> with capacity of 1000 attendees per session <a href="#">Cisco Webex Support</a> with capacity of 5 attendees per session Branded microsite included. For supported languages, visit this <a href="#">site</a> .	X	
<a href="#">Cisco Webex team meetings</a>	Ability to Host or join Cisco Webex Meetings natively from Cisco Webex Teams with common meeting experiences and controls no matter how participants join. <b>Note:</b> calendar service must be enabled.	X	
<b>Content management</b>	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	
<a href="#">Pro Pack for Cisco Webex Control Hub</a>	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	
<a href="#">Cisco Webex Conferencing Audio (Voice over IP [VoIP])</a>	Each Knowledge Worker 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 <a href="#">Cisco Webex Audio Offering data sheet</a> for more details.	X	

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
<a href="#">Cisco Webex Conferencing Audio (Toll Dial-In Audio)</a> Or <a href="#">Cisco Cloud Connected Audio Service Provider User</a>	<p>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 <a href="#">Cisco Webex Audio Offering data sheet</a> (Table 2) 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	
<b>Audio Broadcast</b>	<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 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.</p>	X	
<a href="#">Cisco Meeting Server</a>	<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 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.</p>		X

Included Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
<a href="#">Enhanced messaging in Cisco Webex Teams</a>	Secure, all-in-one team collaboration from Cisco Webex. Cisco Webex Teams is an app for continuous teamwork. Move work forward in secure work spaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.	X	X
<b>Cisco Webex Teams file storage</b>	Pools 20GB of file storage per Knowledge Worker.	X	X
<a href="#">Cloud device registration</a>	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Cisco Webex cloud, with no need for on-premises infrastructure.	X	X
<a href="#">Cisco TelePresence Management Suite</a>	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.	X	X
<a href="#">Cisco Webex Hybrid Services</a>	Integrate your existing IT assets with Cisco Webex to provide a single, integrated experience. The Cisco Webex Hybrid Services are Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X
<a href="#">Cisco Webex Edge Audio</a>	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	

**Table 4.** Add-on features and deployment model availability

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
<b>Cisco Webex Teams 1TB file storage</b>	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

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
<a href="#">Cisco Care</a>	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	
<b>Cisco Meeting Server (CMS) meetings customization</b>	Ability to create and use custom layouts for Cisco Meeting Server (CMS) meetings		X
<b>Shared Multiparty (SMP) licenses</b>	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

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
<b>The following audio Add-ons are available only for Cisco Webex Conferencing Audio (not Cloud Connected Audio)</b>			
<a href="#">Cisco Webex Conferencing Audio (Bridge Country Callback Audio)*</a>	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 <a href="#">Cisco Webex Audio Offering data sheet</a> for a list of covered countries.	X	
<a href="#">Cisco Webex Conferencing Audio (Bridge Country Callback+ Toll Free Audio) for US and Canada*</a>	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 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 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 <a href="#">Cisco Webex Audio Offering data sheet</a> for a list of covered countries.	X	
<a href="#">Cisco Webex Conferencing Audio (Global Callback Audio)*</a>	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 <a href="#">Cisco Webex Audio Offering data sheet</a> (Table 3) for a list of covered countries.	X	
<a href="#">Cisco Webex Audio (Per-Minute)*</a>	The following Cisco Webex Audio services are available for purchase on a per-minute basis: <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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.</li> <li>• 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.</li> <li>• Global Premium toll call-in: Local toll call-in number(s) are provided for participants in covered countries to join a Cisco</li> </ul>	X	

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
	<p>Webex meeting. Refer to Cisco Webex Audio data sheet for a list of covered countries.</p> <ul style="list-style-type: none"> <li>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.</li> </ul> <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 <a href="#">Cisco Webex Audio Offering data sheet</a> 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>		
<a href="#">Cisco Webex Edge Connect</a>	<p>Cisco 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 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.</p>	X	
<a href="#">Extended Security Pack</a>	<p>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</p>	X	X

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
	entepprises by addressing all Infosec concerns in a tightly integrated solution without procurement and deployment hurdles of buying multiple products.		

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

## 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	<a href="#">Materials</a>
Information on electronic waste laws and regulations, including products, batteries, and packaging	<a href="#">WEEE compliance</a>

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.

## Cisco Capital

### Flexible payment solutions to help you achieve your objectives

Cisco Capital 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 the 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.](#)

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