

# Cisco Collaboration Flex Plan Calling-Enterprise Agreement

---

# Contents

Cisco Collaboration Flex Plan	3
Technical support and customer success services	11
On-Premises licensing and software delivery	11
Ordering information	12
Entry-level Webex service	12
Cisco environmental sustainability	12
Cisco Capital	12

## 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 (formerly Cisco Spark Call), 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 user. For each user with a Meetings entitlement, you can 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 can designate one of 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 Calling-Enterprise Agreement.

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

	Cloud	On-premises	Partner hosted
Meetings	Cisco Webex Meetings & Cisco Webex Teams	Cisco Meeting Server & 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 & Cisco Webex Teams	Cisco Unified Communications Manager (“CUCM”) & Cisco Webex Teams (Cloud Service)	Hosted Collaboration Solution (CUCM hosted by a partner) & 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 Calling-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. Your EUIF must reflect the greater of: (a) your enterprise-wide Knowledge Worker count and b) 250 Knowledge Workers. Please work with your Cisco Partner to obtain the Cisco Enterprise Agreement Program Terms and EUIF.

**Table 3.** Included features and deployment model availability

Included feature	Benefit	Deployment model available		
		Cloud	On-Premises	Partner Hosted
<b><u>Cisco Webex Calling</u></b>	<p>Cisco Webex Calling is the latest Cloud Calling offering that delivers proven enterprise-class Cisco hosted calling functionality.</p> <p>Cisco Webex Calling for SP is a cloud calling offer targeting Service Providers – delivering a proven enterprise-class cloud PBX.</p> <p>Both Webex Calling and Webex Calling for SP provide an Enterprise license delivering a full-featured robust offer targeted to the organization’s Knowledge Workers: includes unified communications (Webex Calling), mobility (desktop and mobile clients with support for multiple devices).</p> <p>Cisco Webex Calling (formerly Cisco Spark Call) includes a cloud-based phone system (and the ability to connect other Cisco call control capabilities and services through Cisco Webex Hybrid Services) and encompasses all the devices to make calls.</p>	<b>X</b>		

Included feature	Benefit	Deployment model available		
		Cloud	On-Premises	Partner Hosted
<a href="#"><u>Cisco Unified Communications Manager Cloud (UCM Cloud) Calling</u></a>	<p>Cisco Unified Communications Manager (UCM) Cloud delivers proven enterprise-grade unified communications and collaboration as a service, with the features and benefits of Cisco IP phones, mobile devices, and desktop clients, delivered from the Cisco Webex cloud.</p> <p>Cisco UCM Cloud offers voice, video, messaging, presence, emergency, mobility, team collaboration, and soft client solutions enabled by Cisco Unified Communications Manager, Cisco Unity Connection, Cisco Emergency Responder 911, Cisco Expressway, and Cisco Jabber bundled into a cloud consumption model.</p>	X		
<a href="#"><u>Enhanced messaging in Cisco Webex Teams</u></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	X
<b>Cisco Webex Teams file storage</b>	Pools 20GB of file storage per Knowledge Worker.	X	X	X
<a href="#"><u>Cloud device registration</u></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	X
<a href="#"><u>Cisco Webex Hybrid Services</u></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. This service is not available for Cisco Webex Calling for SP.	X	X	
<a href="#"><u>Cisco Unified Communications Manager</u></a>	Cisco Unified Communications Manager provides an enterprise-class IP telephony call-processing system. In addition to traditional telephony features, it provides advanced capabilities such as video. Add-on licenses for common-area phone and desktop video units, as		X	X

Included feature	Benefit	Deployment model available		
		Cloud	On-Premises	Partner Hosted
	well as Cisco TelePresence Room licenses, are available for customers who need licenses beyond the provided 50% of total Knowledge Workers. Additionally, Essential licenses are included for analog devices and fax machines.			
<a href="#"><u>Cisco Expressway™ Series (Expressway-C and Expressway-E)</u></a>	<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. Includes.</p> <ul style="list-style-type: none"> <li>• Base software license</li> <li>• Expressway-E license</li> <li>• Gateway feature license</li> <li>• Series feature license</li> <li>• Rich Media Session license</li> <li>• Advanced Networking feature license</li> <li>• TURN feature license</li> <li>• Desk phone and room registration licenses</li> </ul>		X	X
<a href="#"><u>Cisco Unity® Connection</u></a>	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®.		X	X
<a href="#"><u>Soft clients</u></a>	<p>Cisco Jabber clients:</p> <ul style="list-style-type: none"> <li>• <a href="#"><u>Cisco Jabber for Windows</u></a> (softphone, video, instant messaging, presence)</li> <li>• <a href="#"><u>Cisco Jabber for Mac</u></a> (softphone, video, instant messaging, presence)</li> <li>• Cisco Jabber for Android (<a href="#"><u>softphone</u></a>, <a href="#"><u>video</u></a>, <a href="#"><u>instant messaging</u></a>)</li> <li>• Cisco Jabber for iOS (<a href="#"><u>softphone</u></a>, <a href="#"><u>video</u></a>, <a href="#"><u>instant messaging</u></a>)</li> <li>• <a href="#"><u>Cisco Jabber SDK</u></a> (Software Development Kit for web)</li> <li>• Product features of <a href="#"><u>Cisco Unified Communications Integration with Microsoft Lync</u></a> (softphone, video)</li> <li>• <a href="#"><u>Cisco Virtualization Experience Media Edition (VXME)</u></a></li> </ul>		X	X

Included feature	Benefit	Deployment model available		
		Cloud	On-Premises	Partner Hosted
<b>Soft client for Cisco Webex Calling for SP</b>	The Cisco Calling App is the soft client application (for Windows, Mac, iOS and Android) that provides the calling experience for the Cisco Webex Calling for SP. It can be private-labelled by the Cisco Service Providers using their own preferred brands.	X		
<a href="#"><u>Cisco Emergency Responder 911</u></a>	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
<a href="#"><u>Cisco Unified Survivable Remote Site Telephony (SRST)</u></a>	Cisco Unified SRST provides cost-effective solutions for supporting redundant call control in remote branch offices and the homes of teleworkers.		X	X
<a href="#"><u>Cisco Unified Communications Manager Express (CME)</u></a>	Cisco Unified CME provides call processing to Cisco Unified IP Phones for distributed enterprise branch-office environments and retail deployments. Even branch offices within the same enterprise can have different needs and requirements when it comes to unified communications. Cisco Unified CME meets this need by providing localized call control, mobility, and conferencing alongside data applications on Cisco Integrated Services Routers (ISRs).		X	X

Included feature	Benefit	Deployment model available		
		Cloud	On-Premises	Partner Hosted
<a href="#"><u>Cisco Unity Express</u></a>	<p>Cisco Unity Express offers industry-leading integrated messaging, voicemail, fax, automated attendant, Interactive Voice Response (IVR), time-card management, and a rich set of other messaging features on the Cisco ISR platform. It provides integrated services specifically designed for the small and medium-sized office environment or enterprise branch office. With Cisco Unity Express, you can easily and conveniently manage your voice messages and greetings through your web browser using a web Inbox, traditional intuitive telephone prompts, an easy-to-use visual voicemail interface (the Cisco Unity Express VoiceView Express application), email access to messages, and a straightforward GUI that allows simple administration and management.</p>		X	X
<a href="#"><u>Cisco Unified Communications Manager Session Management Edition (SME)</u></a>	<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"> <li>• Simplify: Reduce complexity by aggregating third-party PBXs, and ease migration to an all-IP environment.</li> <li>• Extend: Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs.</li> </ul>		X	X
<a href="#"><u>Cisco Unified Attendant Consoles</u></a>	<p>Cisco Unified Attendant Console Standard and Advanced are available as part of Collaboration Flex Plan. Cisco 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 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



Included feature	Benefit	Deployment model available		
		Cloud	On-Premises	Partner Hosted
<b>Common area</b>	<p>Cisco Unified Communications Manager provides an enterprise-class IP telephony call-processing system. In addition to traditional telephony features, it provides advanced capabilities, such as video. Add-on licenses for common-area phone and desktop video units, as well as Cisco TelePresence Room licenses, are available for customers who have common-area endpoints not associated with Knowledge Workers. A Common Area (Places) phone option is also available for Cisco Webex Calling offering analog phone type functionality with a minimal set of additional feature capabilities.</p> <p>*On-Premise and Hosted Common Area licenses provided in Flex Plan use UCL Enhanced CUCM licenses and support Device Only features.</p>	X	X	X
<b><a href="#">Pro Pack for Cisco Webex Control Hub</a></b> <sup>†</sup>	<p>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.</p> <p>Content management (unlimited NBR storage) is included when you purchase Pro Pack.</p>	X	X	X

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

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
<a href="#"><u>Extended Security Pack</u></a>	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
Add-On Features applicable to UCM Cloud Calling only			
<b>Cisco UCM Cloud Direct Connect</b>	<p>Cisco UCM Cloud Direct Connect is a set of services that allow customers to connect direct to the Cisco UCM Cloud in the Cisco Webex cloud.</p> <p>Cisco Webex Edge Connect for Cisco UCM Cloud enables customers to connect dedicated, managed, Quality-of-Service (QoS) enabled, redundant IP links from their premises to the Cisco UCM Cloud (calling workload only). Customers connect directly to the Cisco Webex backbone via the Equinix cloud exchange.</p> <p>Virtual Connect (SD-WAN or VPN) enables customers to securely extend their private network virtually over the internet to the Cisco UCM Cloud without the need to own and support the remote infrastructure, and dedicated circuits.</p> <p>The supported options are: SD-WAN (Viptela) or VPN. In both cases Cisco hosts, manages, and assures redundant customer dedicated routers (VPN router or Viptela SD-WAN vEdge) with internet access, in the Cisco UCM Cloud data center region(s), where service is required. The customer is responsible for the corresponding premises equipment and Viptela SD-WAN licenses.</p> <p>Fiber Connect enables customers to securely connect their private network via their point-to-point Fiber circuit directly to the Cisco UCM Cloud.</p> <p>Cisco provides the customer the ability to securely terminate redundant Fiber connections in the Cisco UCM Cloud data center region(s) where service is required. The customer is responsible for the Fiber circuit and the corresponding premises equipment.</p> <p>MPLS Connect enables customers to securely</p>	X	

Add-On Feature	Benefit	Deployment Model Available	
		Cloud	On-Premises
	connect their private network via their MPLS connection directly to the Cisco UCM Cloud.  Cisco provides the customer the ability to securely terminate redundant MPLS connections in the Cisco UCM Cloud data center region(s) where service is required. The customer is responsible for the MPLS circuit and the corresponding premises equipment.		
<b>Attendant Console</b>	High-availability attendant console functionality for up to 10 operators enabled by Cisco Unified Attendant Console (CUAC) Advanced. CUAC Advanced offers a powerful queuing engine that helps manage several calls from many sources. The robust directory can handle up to 100,000 contacts and synchronize directly with Active Directory.	<b>X</b>	
<b>Additional MRA Registration Capacity</b>	Additional device registration capacity for secure mobile and remote access for mobile, desktop, and fixed clients. The capacity 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.	<b>X</b>	

## 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. The Partner is responsible for entering your Smart Account information at the time your 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. If CUAC is selected, the license activation keys will be sent to the eDelivery email and to the partner's email assigned to the eDelivery account.

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 Certified Cisco 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](#).

**Americas Headquarters**  
Cisco Systems, Inc.  
San Jose, CA

**Asia Pacific Headquarters**  
Cisco Systems (USA) Pte. Ltd.  
Singapore

**Europe Headquarters**  
Cisco Systems International BV Amsterdam,  
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at <https://www.cisco.com/go/offices>.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: <https://www.cisco.com/go/trademarks>. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)