

Service Description: Cisco WebEx Named User Subscription

This document describes Cisco WebEx Services sold in the Named User Subscription model by Cisco Systems, Inc. and Cisco Authorized Resellers.

Related Documents: The following documents posted at: www.cisco.com/go/servicedescriptions/ should be read in conjunction with this Service Description and are incorporated into this Service Description by this reference: (1) Glossary of Terms (to the extent not otherwise defined in this Service Description or the agreement under which you purchase services), and (2) List of Services Not Covered.

Direct Sale from Cisco. If you have purchased these Services directly from Cisco Systems, Inc. ("Cisco"), this document is incorporated into your Master Services Agreement or equivalent services agreement ("MSA") executed between you and Cisco. In the event of a conflict between the MSA and this Service Description, this Service Description shall prevail.

Sales via Authorized Reseller. If you have purchased these Services through a Cisco Authorized Reseller, this document is for informational purposes only; it is not a contract between you and Cisco. The contract, if any, governing the provision of this Cisco WebEx Service is the one between you and your Cisco Authorized Reseller. Your Cisco Authorized Reseller should provide this document to you, or you can obtain a copy of this and other Cisco service descriptions at www.cisco.com/go/servicedescriptions/.

For ease of reference, whichever agreement under which you are purchasing the Services will be referred to in this Service Description as the "purchase agreement."

Cisco's affiliate, Cisco WebEx LLC ("Cisco WebEx"), will provide the Named User Subscription Services described below for which Cisco has been paid, and continues to be paid, the appropriate subscription fee. The provision of Services by Cisco WebEx assumes that Subscriber will comply with the terms herein. Cisco WebEx Named User Subscription

The following Cisco WebEx Services are offered via a Named User Subscription solution:

- Web Conferencing
 - [Cisco WebEx Enterprise Edition](#)
 - [Cisco WebEx Meeting Center](#)
- Instant Messaging
 - [Cisco WebEx Messenger](#)

Cisco WebEx Services are not available in all countries. Purchases may be limited or restricted in some markets. If the Service is ordered but is limited or restricted in the end-customer's market, Cisco WebEx will not be able to provision the Service. Contact your sales representative for further information.

Capitalized terms herein shall have the same meaning afforded under the above links, unless otherwise specified herein.

Support

Cisco WebEx provides 24X7X365 technical support in English to our customers and their attendees. In addition, Cisco WebEx provides limited support in other languages via our global support solution. We can be contacted by phone or online via <http://support.webex.com>. Support is available for the duration of your Subscription. Additional Information on Support Services for WebEx Subscribers may be found at <http://support.webex.com/support/support-overview.html>.

Named User Subscription Details

Named User is the business subscription model under which you are buying the Cisco WebEx Services. Named User is suitable for your company if you wish to provide the Cisco WebEx Services for some, but not all, of the Employees in your company. Unlike some other Cisco WebEx Service offerings, a Named User subscription does not require you to purchase a Named User account for each and every Employee.

Named User Commercial Terms

The provision of services by Cisco WebEx assumes that the Subscriber will comply with the following terms.

- You are purchasing the Services as the “Subscriber.” A Subscriber is the company purchasing the Cisco WebEx Services from Cisco.
- “Employees” are the full and part-time employees or third-party contractors of Subscriber and its subsidiaries, and affiliates.
- Employees may include third-party contractors, only if (a) all third-party contractors are counted as an Employee when determining the subscription quantity, (b) Subscriber allows the third-party contractor to use the Services only for the benefit of Subscriber, (c) Subscriber does not charge the third-party contractor for the use of the Services, (d) Subscriber is responsible for all fees incurred by such third-party contractor; and (e) Subscriber shall take full liability for the actions of a third-party contractor, and/or third-party contractor’s misuse of the Services.

Named User Rules

- A Named User is an Employee assigned an account by Subscriber to use the selected Cisco WebEx Service.
- For meeting-based products, a Named User may host an unlimited number of meetings (“Meeting(s)”) using the Service; provided that a Named User may only host one (1) Meeting at a time. Each Meeting must be hosted by a Named User and is limited to the maximum number of participants as determined by the capacity of the Cisco WebEx Service offered (“Meeting Capacity”). Meeting Capacity is inclusive of the Named User. For example, Cisco WebEx Meeting Center Meeting Capacity 25 is limited to a maximum attendance of 1 Subscriber Employee host and 24 Meeting participants.
- Named User accounts are individualized and may not be shared or used by anyone other than the one employee to whom the Named User account is assigned. The identification of Named Users must be unique to an individual and may not be of a generic nature. Subscriber shall identify those Employees assigned to Named User accounts on the “Managed Users” list (the “List”). The List will be maintained by the Subscriber’s Site Administrator, who will update the List so that it is current at all times. A Named User account may not be transferred to another Employee except upon (a) termination of the Named User’s employment with Subscriber, or (b) in all other instances, Cisco’s prior written approval.

Subscription Count for Named User

Under the Named User Subscription model you must purchase a minimum quantity of Named Users. The minimum Named User order quantity for Cisco WebEx Services is 25 Named Users, except for WebEx Social which has a minimum order quantity of 250 Named Users.

Subscription Term for Named User

- Named User Services are purchased for one (1), two (2), three (3), or five (5) year “**Subscription Terms.**” A purchase of a Named User Subscription for one of the available Subscription Terms is an obligation on the part of customer to purchase that Service for the duration of the Subscription Term. A subscription may not be terminated without cause by either party in the middle of a Subscription Term. The Subscription Term shall begin from the earlier of (a) the service activation date, or (b) ninety (90) days from the date the order is accepted by Cisco WebEx (that ninety (90) day period is considered the “Activation Grace Period”), adjusted for delay subject to the following Service Activation section.
- If you purchase additional Named Users in the middle of a Subscription Term, this is referred to as an “Upsell.” Those additional Named Users (the Upsell) will be your revised subscription commitment for the duration of the Subscription Term. Additional Named Users are purchased using monthly Co-termination SKUs. You must purchase the appropriate Co-termination SKU which aligns to your remaining contract term. For example, if you are 3 months into a 3 year subscription (33 months remaining on initial Subscription Term) you must purchase a 33 month Co-termination SKU for any additional Named Users.
- You may not decrease the number of Named Users in the middle of a Subscription Term.

Service Activation

- At the time of purchase the Subscriber will receive an information document containing a link to the provisioning form.
- The Subscriber must submit a complete and accurate provisioning form within the Activation Grace Period.
- The Activation Grace Period is the period of time from the date of purchase until Cisco has received the provisioning form.
- In the event that the Subscriber does not submit the provisioning form within the Activation Grace Period, the Subscription Term will start automatically upon expiration of the Activation Grace Period.

Subscription Renewal

To maintain continuous services and prevent service suspension, configured administrative settings, and stored end user content, Subscriber must purchase and activate a new Cisco WebEx Named User Subscription to renew the service. The new Named User Subscription must be activated at least seven (7) days before the expiration of the then current Subscription Term. The new Named User Subscription Term will begin immediately following expiration of the then current Subscription Term.

Additional Features Included with the Subscription

VoIP Description

Integrated VoIP (Voice over Internet Protocol) is an audio feature that sends the audio from a meeting over the Internet, instead of through the telephone. It is woven into the meeting experience, with hosts being able to mute and un-mute attendees, pass the microphones, and start and stop VoIP. If you have speakers or headphones attached to your computer, a computer microphone, and a duplex sound card, you can choose Integrated VoIP instead of traditional telephone based teleconferencing. VoIP is best used when:

- There will be a large number of attendees (up to 500).
- The meeting does not require much attendee participation. For example, a presentation of material, rather than a discussion.
- Attendees do not have access to a toll-free dial-in number.

VoIP Offering

- Subscriber is entitled to an unlimited number of VoIP minutes per month per license.
- Up to 500 attendees may have access to VoIP in a single meeting.
- VoIP supports up to 7 active microphones, which may be passed to any attendee requiring speaking privileges.
- VoIP is not available in all countries. Regulatory issues in certain markets may limit or restrict use of VoIP. Contact your sales representative for further information. If the Service is ordered but is limited or restricted in the end-customer's market, this product will not be provisioned as part of the service.

Toll Named Users Description

Toll Named Users is a Named User based audio subscription purchased by the Subscriber, where each Named User has unlimited access to Global Toll Call in and Domestic Toll Call in. Subscriber is required to purchase the quantity of Toll Named Users as specified below.

Named User

For Named Host licensing model, the Subscriber must purchase a quantity of Toll Named Users equal to the subscription quantity on the data service(s).

Toll Named Users Offering

- Toll Named Users is not available in all countries. Regulatory issues in certain markets may limit or restrict use of Toll Named Users. Contact your sales representative for further information. If the Service is ordered but is limited or restricted in the end-customer's market, this product will not be provisioned as part of the service.
- When aggregating telephony all subscriptions that are being aggregated must purchase Toll Named Users.
- May be sold in conjunction with monthly billings commit telephony, monthly true up billings commit telephony or basic telephony only.

Length of Subscription Term

Toll Named Users is offered on a prepaid subscription basis, only. Toll Named Users is available in one (1), two (2), three (3), or five (5) year Subscription Terms.

Toll Named Users Services are only available with a purchase of web conferencing services. Toll Named Users Services are not available on a stand-alone basis. Toll Named Users purchases must be co-terminus with your purchase of web conferencing services. Co-terminus means that the duration of the Subscription, the usage of the Toll Named Users Service, and billing and payment must be simultaneous with Subscriber's web conferencing service purchase. The termination date of the web conferencing services will constitute termination of the Toll Named User Service subscription, irrespective of any remaining days of the Subscription Term.

<h2>Cloud Connected Audio</h2>

CCA Services provide cloud based audio conferencing using IP peering connection. A Subscriber is the company purchasing the Cisco WebEx Services. You are the Subscriber and are obligated to purchase the CCA Services for a committed period of time, in other words, the "Subscription".

Feature Options:

Ports: The CCA Service is sold on a 'ports' basis ("Ports"). Each User may access a port at any point in time. However, Subscriber's and its Users' use of the CCA Services is limited to the number of Ports purchased. Under the CCA Subscription model, you must purchase a minimum number of CCA Ports determined from your peak monthly usage. Each CCA Port provides a User access to the WebEx audio conferencing platform.

Implementation Period

CCA is subject to an integration and implementation Period ("Implementation Period"). CCA requires provisioning of several additional components, including the circuits between Subscriber's and WebEx's data centers. During the Implementation Period, the initial Subscription Term for CCA will not accrue for that period of time in which the Implementation Period is in effect. The Implementation Period shall end at WebEx's discretion, at any time, and without further or additional notice.

Should the Subscription Term for the Web Conferencing Services purchased by Subscriber in conjunction with its purchase of CCA expire prior to conclusion of the Subscriber's CCA Subscription Term because of a Implementation Period extending into the WebEx Conferencing Services Subscription Term, the two Subscription Terms will be "trued-up," such that the WebEx Conferencing Services Subscription Term shall be extended to that date upon which the CCA Subscription Term expires. For example, if the Implementation Period ends two (2) months into the WebEx Conferencing Services Subscription Term, the WebEx Conferencing Services Subscription Term will be extended for an additional two (2) month period.

Length of Audio Subscription Term

CCA is offered on a prepaid subscription basis, only. CCA is available in one (1), two (2), three (3), or five (5) year "Subscription Terms." CCA Services are only available with a purchase of Web Conferencing Services. CCA Services are not available on a stand-alone basis. CCA purchases must be co-terminus with your purchase of Web Conferencing Services. Co-terminus means that the duration of the Subscription, the usage of the CCA, and billing and payment must be simultaneous with Subscriber's Web Conferencing Service purchase. The termination date of the Web Conferencing Services will constitute termination of the CCA Service subscription, irrespective of any remaining days of the Subscription Term.

Overage

Ports: There may be instances in any given month when the number of Cloud Connected Audio (CCA) ports used exceeds the number of CCA ports purchased under the CCA subscription. In that case, you will be charged an overage ("CCA Overage"). You will be invoiced by Cisco WebEx for each port of CCA used in excess of the number of CCA ports purchased by subscription for that specific month. Because Cisco WebEx invoices and manages CCA overages, you must execute the overage form.

CCA Customer Requirements

The CCA Service requires the customer to route all audio conference calls to Cisco WebEx over an IP connection made between Subscriber's network and the Cisco WebEx data center. Customer must leverage its existing telephony infrastructure for Off-net calling. "Off-net" calls are calls generated from phone numbers that do not reside on customer's network. All off-net calls will flow into customer's network through customer's PSTN trunks.

The provision of the CCA Service by Cisco assumes that the Subscriber will purchase and meet the requirements outlined in the [CCA data sheet](#).

TSP Audio

Telephony Service Provider (TSP) audio is a telephony-service for WebEx meetings not provided by WebEx directly, but by a third party. TSP audio is an alternative to using WebEx telephony for participants to dial into a meeting or for the WebEx system to call the participant. Customers who use a TSP as their audio provider must contact their TSP vendor for support of any telephone/audio issues related to a WebEx Meeting.

Collaboration Meeting Rooms (CMR) Hybrid, formerly WebEx Enabled TelePresence

CMR Hybrid Description

Cisco TelePresence is now WebEx enabled to provide an online, face-to-face meeting opportunity. Advance business-to-business and internal communications by bringing together video, unified communications, and web conferencing in a unified meeting experience. CMR Hybrid features, among other benefits:

- secure two-way video,
- integrated audio and data sharing,
- integrated conferencing scheduling,
- the ability to join meetings using "one button to push" with secure call control and connectivity; and
- interoperability support for third-party TelePresence endpoints.

For more information on CMR Hybrid, please visit <http://www.cisco.com/en/US/netsol/ns1229/index.html>

CMR Hybrid Offering

- Volume of access (the number of seats) is based on a 1:1 ratio against the committed data service purchase.
- CMR Hybrid will be made available with a newly purchased Cisco WebEx Meeting Center Conferencing Service subscription off the Cisco Global Price List.

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- Provisioning:
 - New Subscribers: Purchased and enabled at time of initial purchase of Cisco WebEx Meeting Center Conferencing Services
 - Existing Subscribers: Enabled upon request and co-terminus with existing Cisco WebEx Meeting Center Conferencing Services

Cisco Collaboration Meeting Rooms (“CMR”) Cloud

Description

Cisco CMR Cloud is offered as an add-on Service option to a Cisco WebEx Meeting Center or Enterprise Edition Subscription purchase.

As a cloud-based video conferencing service, CMR Cloud couples WebEx Personal Rooms and the cloud-based WebEx Video Bridge into one meeting experience. The Service is accessible from any standards-based video device.

CMR Cloud can support up to 25 participants with standards based video endpoints and up to 500 video enabled Cisco WebEx Meeting Center users in a single meeting. Users can join from Cisco TelePresence® endpoints, third-party standards-based video endpoints and UC clients, soft clients such as Cisco Jabber®, and Cisco WebEx enabled mobile or desktop web clients.

Please note, Cisco does not provide technical support for third party endpoints and on-premise video deployments. The Subscriber is responsible for video endpoint setup and the ability to successfully make video calls over the Internet.

CMR Cloud Offering

CMR Cloud is offered in three (3) business models, and sold only in conjunction with the identified Cisco WebEx web conferencing service.

CMR Cloud Business Model	WebEx Business Model			
	Named User	Active User	Employee Count	Ports
Named User	√	√	√	√
Active User		√	√	
Employee Count			√	

In regards to this particular web conferencing Named User Service Description, CMR Cloud is available under only the Named User business model. CMR Cloud Active User and Employee Count is not available with Meeting Center Named User web conferencing.

A. CMR Cloud Named User

- A CMR Cloud Named User must be an Employee selected by Subscriber to use the CMR Cloud.
- For meeting-based products, a CMR Cloud Named User may host an unlimited number of meetings (“Meeting(s)”) using the Service; provided that a CMR Cloud Named User may only host one (1) Meeting at a time. Each Meeting must be hosted by a CMR Cloud Named User and is limited to the maximum number or participants as determined by the capacity of the Named User Meeting Center Cisco WebEx Service purchased (“Meeting

Capacity"). Meeting Capacity is inclusive of the CMR Cloud Named User. For example, Cisco WebEx Meeting Center Meeting Capacity 25 is limited to a maximum attendance of 1 Subscriber Employee host and 24 Meeting participants.

- CMR Cloud Named User accounts are individualized and may not be shared or used by anyone other than the one employee to whom the CMR Cloud Named User account is assigned. The identification of CMR Cloud Named Users must be unique to an individual and may not be of a generic nature. Subscriber shall identify those Employees assigned to CMR Cloud Named User accounts on the "Managed Users" list (the "List"). The List will be maintained by the Subscriber's Site Administrator, who will update the List so that it is current at all times. A CMR Cloud Named User account may not be transferred to another Employee except upon (a) termination of the CMR Cloud Named User's employment with Subscriber, or (b) in all other instances, Cisco's prior written approval.
- The minimum CMR Cloud Named User order-quantity is five (5) CMR Cloud Named Users.

B. Service Activation Applicable to all CMR Cloud Business Models

- At the time of purchase the Subscriber will receive an information document containing a link to the provisioning form.
- The Subscriber must submit a complete and accurate provisioning form within the Activation Grace Period.
- The Activation Grace Period is the period of time from the date of purchase until Cisco has received the provisioning form.
- The Activation Grace Period can be no more than 90 days.
- In the event that the Subscriber does not submit the provisioning form within the Activation Grace Period, the Subscription Term will start automatically upon expiration of the Activation Grace Period.

Deployment Support Applicable to all CMR Cloud Business Models

Cisco WebEx Technical Support does not provide assistance for customers setting up their CMR Cloud Services or equipment when establishing the initial CMR Cloud configuration and connectivity to WebEx. WebEx Technical Support provides assistance to customers only upon equipment deployment and used the WebEx Services successfully, on at least one (1) occasion.

Subscribers who use video control equipment or video endpoints not manufactured by Cisco will need to contact their equipment vendor or manufacturer to receive technical support for any issues relating to the customer's third party video or video control equipment.

Storage Description Offering and Overage

This Named User offer includes 10 GB of secure online storage ("Storage") for storing files automatically and accessing at a later date. Committed "Add-on Storage" is additional storage purchased by Subscriber, which is in excess of the included Storage. Committed Add-on Storage is purchased through Cisco or a Cisco Authorized Reseller.

"Overage Storage" is Storage used in excess of the included Storage and purchased Add-on Storage. The Overage Storage option is enabled upon execution of an order form through Cisco WebEx. If you do not purchase the Overage Storage option, usage will be limited to the committed purchases.

Compliance Review

Cisco WebEx will have the right, upon reasonable notice, to audit Subscriber's records (including but not limited to the List) during normal business hours to ensure Subscriber's compliance with the above requirements. Cisco WebEx will pay the cost of the audit unless it is found that Subscriber is misusing the Service by, for example, exceeding the number of allowable meeting participants, or providing a Named User account to a non-employee.

Cisco WebEx Supplemental Terms

The [Cisco WebEx Supplemental Terms and Conditions](#) ("Supplemental Terms") shall govern the use by the Subscriber of the Cisco WebEx Services purchased by you and provided by Cisco's affiliate company, Cisco WebEx LLC ("WebEx"). These Supplemental Terms are hereby incorporated into the MSA, if you are purchasing Services directly from Cisco. If you are purchasing these Services from a Cisco Authorized Reseller, these Supplemental Terms should be made a part of that agreement by the Cisco Authorized Reseller. These Supplemental Terms shall take precedence in the event of any conflict between your purchase agreement and these Supplemental Terms. However, these Supplemental Terms shall apply only to the WebEx Services described in this Service Description and are not applicable to other Cisco products or services. All non-conflicting and additional terms and conditions in the MSA or in your purchase agreement with the Cisco Authorized Reseller are applicable to this purchase and shall remain in effect.