

Cisco Collaboration Flex Plan 3.0 for Education

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Cisco Collaboration Flex Plan 3.0 for Education

With the release of the Cisco® Collaboration Flex Plan 3.0 for Education, our Flex Education Plan is evolving to accelerate and incentivize the move to Flex, simplify quoting and ordering, and improving collaboration by bundling Webex® Meetings and Calling.

Buying models

An Enterprise Agreement (EA) covers all Knowledge Workers (KW) in an organization and allows for 20 percent growth with additional value-added benefits to cover organizational needs. A minimum of 50 KWs are required, with the exception of UCM Cloud Calling which requires a minimum of 1000 KWs (500-999 by exception).

Deployment models

You will choose a software deployment model for each of your users. Customers can choose to mix deployment models to fit their needs and deploy cloud Meetings and Calling on-premises, hosted by a partner, and/or via a cloud (either Cisco Unified Communications Manager [UCM] Cloud and/or Webex Calling). Table 1 shows which deployment models are available for Meetings and Calling.

Table 1. Availability of Meetings and Calling by deployment model

	CLOUD	ON-PREMISES	PARTNER HOSTED
Meetings	X		
Calling	X	X	X

Meetings features and benefits

When you choose Cisco Collaboration Flex Plan Meetings, you receive entitlements to a bundle of features. Table 2 describes the included features and the availability of each feature to users with the EA buying model. Table 3 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 EA buying model.

Table 2. Included features and buying model availability

INCLUDED FEATURE	BENEFIT
Webex Meetings suite	<p>The following video and web conferencing solutions are included:</p> <ul style="list-style-type: none"> • Webex Meetings with a capacity of 1000 attendees per session • Webex Training with a capacity of 1000 attendees per session • Webex Events with a capacity of 1000 attendees per session • Webex Support with a capacity of 5 attendees per session • Branded microsite <p>See supported languages</p>
Webex messaging	<p>Host or join Webex Meetings natively from Cisco Webex app with common meeting experiences and controls, no matter how participants join.</p> <p>Note: Calendar service must be enabled.</p>

Table 2. Included features and buying model availability

INCLUDED FEATURE	BENEFIT
<u>Pro Pack for Control Hub</u>	With Pro Pack for Control Hub, administrators can provision, manage, and analyze the entire Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers that are looking for advanced capabilities.
<u>Webex Conferencing Audio (Voice over IP [VoIP])</u>	Each knowledge worker has unlimited access to Voice over IP (VoIP). Webex VoIP capabilities may not be available to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the <u>Webex Audio Offering data sheet</u> for more details.
<u>Webex Conferencing Audio (toll dial-in audio)</u> Or <u>Cisco Cloud Connected Audio Service Provider User</u>	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 Webex meeting. Refer to the <u>Webex Audio Offering data sheet</u> (Table 2) for a list of covered countries. Or, 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.
<u>Enhanced messaging in Webex App</u>	Get secure, all-in-one team collaboration from Webex. Webex messaging 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.
<u>Webex Assistant for Webex Meetings</u>	Webex Assistant for Webex Meetings provides interacts with you to help with note taking, action items, reminders, closed captioning and more, all controlled by voice command.

Table 2. Included features and buying model availability

INCLUDED FEATURE	BENEFIT
<u>Slido (Polling)</u>	Slido provides audience engagement technology to deliver interactive and inclusive experiences for all participants in person or virtual. A diverse set of polling options and Q&A features by Slido is now integrated in Webex.
<u>Cloud device registration</u>	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Webex cloud, with no need for on-premises infrastructure.
<u>Cisco TelePresence Management Suite</u>	Cisco TelePresence® Management Suite provides complete control, management, and scheduling capabilities of telepresence conferencing and media services infrastructure and endpoints. It includes a base software license, 250 system management licenses, and API integration licenses.
<u>Webex Hybrid Services</u>	Integrate your existing IT assets with Webex to provide a single, integrated experience. Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.
<u>Webex Edge Audio</u>	Webex Edge Audio is suitable for customers that have a cloud meetings solution coupled with an on-premises calling solution. It provides an on-net path (VoIP) for participants to join meetings from their existing IP phones with no change in behavior or training required. Webex Edge Audio supports all Cisco Unified Communications solutions, providing high-quality audio (wideband codec) and cost savings by bypassing PSTN.

Table 3. Shows the add-on features by EA buying model that are available for purchase

ADD-ON FEATURE	BENEFIT	AVAILABLE FOR PURCHASE
Webex Messaging 1 TB file storage	Gain additional file storage beyond the pooled 24 GB of file storage per knowledge worker (faculty) and an additional 20 GB per student in the standard offer. Extra storage is purchased in unitary increments.	x
Cloud device registration [†]	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Webex cloud, with no need for on-premises infrastructure.	Included
Real-time Translation	Real-time Translation for Webex Meetings is the ability to translate English in over 100+ languages natively within Webex.	x
Webex Expert on Demand (XOD)	XOD provides the ability for experts to remotely join a Webex meeting through their supported RealWear Headset.*	x
Network-Based Recording storage (NBR) (500 GB)	Additional Webex Meetings Network-Based Recording (NBR) storage is available in 500-GB increments. This is incremental to the included 50-GB per-user NBR storage.	x
Webex Telehealth Connector for Epic	Host telehealth meetings and access Electronic Medical Records (EMR) while leveraging Epic's APIs. Available in 2 varieties: Standard and Enhanced	x

Table 3. Shows the add-on features by EA buying model that are available for purchase

ADD-ON FEATURE	BENEFIT	AVAILABLE FOR PURCHASE
<u>Webex Conferencing Audio (Bridge Country Callback Audio)*</u>	Each knowledge worker has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Call back Audio is available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the <u>Webex Audio Offering data sheet</u> for a list of covered countries.	x
<u>Webex Conferencing Audio (Bridge Country Callback + Toll-Free Audio) for the U.S. and Canada*</u>	Each knowledge worker has unlimited access to global toll call-in plus bridge country callback and bridge country toll free services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a 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 numbers to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in the United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the <u>Webex Audio Offering data sheet</u> for a list of covered countries.	x
<u>Webex Conferencing Audio (global callback audio)*</u>	Each knowledge worker has unlimited access to global toll call-in plus global callback. Local toll call-in numbers are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to <u>Webex Audio Offering data sheet</u> (Table 3) for a list of covered countries.	x

Table 3. Shows the add-on features by EA buying model that are available for purchase

ADD-ON FEATURE	BENEFIT	AVAILABLE FOR PURCHASE
Webex Audio (per minute)*	<p>The following Webex Audio services are available for purchase on a per-minute basis:</p> <ul style="list-style-type: none"> • Bridge country toll-free call-in:** Toll-free call-in number(s) are provided for participants in the bridge country to join a Webex meeting. • Bridge country callback:** Allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. • Global toll-free call-in: Toll-free call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global premium toll call-in: Local toll call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global callback: Allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to the Webex Audio data sheet for a list of covered countries. <p>**Per-minute bridge country audio services are available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for more details.</p> <p>Each of these 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 workers by default, and knowledge worker-level entitlements can be selectively modified using site administration tools.</p> <p>You will be required to choose one of the following billing models with your order:</p> <p>Uncommitted billing – Invoiced monthly in arrears, based on actual usage over the billing period. Per-use fees are subject to change. The subscriber will be charged at the applicable rate in effect at the time the service is used.</p> <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>	x

Table 3. Shows the add-on features by EA buying model that are available for purchase

ADD-ON FEATURE	BENEFIT	AVAILABLE FOR PURCHASE
Webex Edge Connect	Webex Edge Connect is suitable for customers that have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, Quality-of-Service (QoS)-enabled IP link from the customer's premises to the Webex Cloud through direct peering, leading to better and faster Webex meetings powered by the Webex Backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers that deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and Internet bandwidth.	x

Webex Calling features and benefits

When you choose Cisco Collaboration Flex Plan Calling, you receive entitlements to a bundle of calling features. Table 4 describes the included features and the availability of each feature to users with the EA buying model, as well as the availability of each feature to users with a cloud, on-premises, or partner-hosted deployment model. Table 5 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 buying model as well as the availability of each feature to users with a cloud, on-premises, or partner-hosted deployment model. Table 6 outlines the platform and Webex messaging add-ons.

Table 4. Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
Webex Calling	<p>Webex Calling is the latest cloud calling offering that delivers proven enterprise-class Cisco hosted calling functionality.</p> <p>Webex Calling for SP is a cloud calling offer for service providers that delivers a proven enterprise-class cloud PBX.</p> <p>Both Webex Calling and Webex Calling for SP provide an enterprise license that delivers a full-featured, robust offer targeted to an organization's knowledge workers. It includes unified communications (Webex Calling) and mobility (desktop and mobile clients with support for multiple devices).</p> <p>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 Webex Hybrid Services. It encompasses all the devices to make calls.</p>	x	x		

Table 4. Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
Cisco Unified Communications Manager Cloud (UCM Cloud) Calling	<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 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	x		
Cisco Unified Border Element (CUBE)	<p>Cisco® Unified Border Element (CUBE) has a wide range of capabilities that may be used to secure, monitor, and maintain business-critical connections and to ensure compliance with industry standards. Collectively, CUBE features provide exceptional flexibility when architecting highly available enterprise communications networks that save money and offer richer voice and video collaboration experiences to users.</p>	x	x	x	x

Table 4. Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
Enhanced messaging in Webex App	Enjoy secure, all-in-one team collaboration from Webex. Webex messaging is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.	x	x	x	x
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure.	x	x	x	x
TelePresence Room[†]	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco TelePresence system endpoints.	x	x	x	x
Webex Hybrid Services	Integrate your existing IT assets with Webex to provide a single, integrated experience. Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service. These services are not available for Webex Calling for SP.	x	x	x	

Table 4. Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
<u>Cisco Unified Communications Manager</u>	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.	X		X	X
<u>Cisco Expressway Series (Expressway-C and Expressway-E)</u>	<p>Cisco Expressway™ Series works as part of the Cisco Unified Communications Manager product family to provide access for mobile, desktop, and fixed clients. The application provides advanced multimodal firewall traversal and access services for secure voice, video, instant messaging and presence, directory, and visual voicemail outside your enterprise firewall without the need for a VPN. It includes.</p> <ul style="list-style-type: none"> • Base software license • Expressway-E license • Series feature license • Rich Media Session license • Desk phone and room registration licenses 	X	X	X	X
<u>Cisco Unity Connection</u>	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	X

Table 4. Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
<u>Soft clients</u>	Cisco Jabber clients: <ul style="list-style-type: none"> • Cisco Jabber for Windows (softphone, video, instant messaging, presence) • Cisco Jabber for Mac (softphone, video, instant messaging, presence) • Cisco Jabber for Android (softphone, video, instant messaging) • Cisco Jabber for iOS (softphone, video, instant messaging) • Cisco Jabber SDK (software development kit for web) • Cisco Virtualization Experience Media Edition (VXME) 	X		X	X

Table 4. Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
<u>Cisco Emergency Responder 911</u>	Cisco Emergency Responder enhances the existing emergency 911 functionality offered by Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Cisco Emergency Responder exports Automatic Location Information (ALI) data in formats defined by the National Emergency Number Association (NENA), an industry standards body in the United States. These data formats may not be suitable for use outside the United States and Canada; manual modification of the exported files may be required.	x	x	x	x
<u>Cisco Unified Survivable Remote Site Telephony (SRST)</u>	Cisco Unified SRST provides cost-effective solutions for supporting redundant call control in remote branch offices and the homes of teleworkers	x	x	x	x

Table 4. Included features, buying model, and deployment model availability

INCLUDED FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
Cisco Unified Communications Manager Session Management Edition (SME)	<p>Cisco Unified Communications Manager SME helps enterprises create a centralized architecture to more easily and efficiently manage and evolve their networks as collaboration needs change. With SME, enterprises can:</p> <ul style="list-style-type: none"> • Simplify. Reduce complexity by aggregating third-party PBXs, and ease migration to an all-IP environment. • Extend. Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs. 	x		x	x
Pro Pack for Control Hub[†]	With Pro Pack for Control Hub, administrators can provision, manage, and analyze the entire 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	x

[†] Not applicable for Webex Calling

Table 5. Add-on features, buying models, and deployment models available for purchase

ADD-ON FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
Cisco UCM Cloud Direct Connect (UCM Cloud Only)	<p>Cisco UCM Cloud Direct Connect is a set of services that allows customers to connect directly to the Cisco UCM Cloud in the Webex Cloud.</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 (Meraki® or Viptela) or VPN. The customer is responsible for the corresponding premises equipment and Cisco SD-WAN licenses.</p> <p>In both cases, Cisco hosts, manages, and assures redundant customer-dedicated routers (VPN router or 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 Cisco SD-WAN licenses.</p>	x	x		

Table 5. Add-on features, buying models, and deployment models available for purchase

ADD-ON FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
	Fiber Connect enables customers to securely connect their private network via their point-to-point fiber circuit directly to the Cisco UCM Cloud.				
	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.				
	MPLS Connect enables customers to securely 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.				

Table 5. Add-on features, buying models, and deployment models available for purchase

ADD-ON FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
Additional MRA registration capacity (UCM Cloud Only)	Get 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.	x	x		
UCM Cloud Enterprise Service (UCM Cloud Only)	Cisco UCM Cloud Enterprise Service is a set of expert cloud lifecycle services designed to accelerate the realization of the value of the cloud and provide an optimized experience by providing extensive monitoring and management services.	x	x		
SpeechView Standard	Cisco SpeechView converts voice messages to text and delivers the text version of the voice message to the user's email inbox. The original audio version of each voice message remains within Cisco Unity Connection and is available to the user anywhere, anytime. Standard is an AI-based service, without human intervention.	x	x	x	x

Table 5. Add-on features, buying models, and deployment models available for purchase

ADD-ON FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
Cisco Unified Communications Manager Session Management Edition (SME)	<p>Cisco Unified Communications Manager SME helps enterprises create a centralized architecture to more easily and efficiently manage and evolve their networks as collaboration needs change. With SME, enterprises can:</p> <ul style="list-style-type: none"> • Simplify. Reduce complexity by aggregating third-party PBXs, and ease migration to an all-IP environment. • Extend. Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs. 	Included	x	x	x
Cloud Connected UC	<p>This set of services in the Webex Cloud provides admin workflows with enhanced business and operational insights to improve admin productivity.</p> <p>It is ideal for customers who:</p> <ul style="list-style-type: none"> • Would like to leverage benefits of the Webex Cloud, but desire to keep critical calling workload on the premises • Desire a single global view to manage on-premises UC, along with any Webex Cloud or hybrid services they already use • Desire efficient, cloud-based managed services (delivered by a partner) for an on-premises UCM deployment 	x		x	

Table 5. Add-on features, buying models, and deployment models available for purchase

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

Table 5. Add-on features, buying models, and deployment models available for purchase

ADD-ON FEATURE	BENEFIT	DEPLOYMENT MODEL AVAILABLE			
		EA	CLOUD	ON-PREMISES	PARTNER HOSTED
Enterprise to Multiplatform Phone (MPP) firmware migration	Migrate certain phone models from “enterprise” firmware to MPP firmware. This option is available only for Webex Calling.	x	x		

Table 6. Platform and Messaging add-ons

ADD-ON FEATURE	BENEFITS
Webex messaging Add-on	Secure, all-in-one team collaboration from Webex. Webex is an app for continuous teamwork. Move work forward in secure work spaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.
Jabber option	Cisco Jabber instant messaging can be opted into, in addition to Webex Messaging at no cost and at equal license count as Webex Messaging. This is intended to aid customer migration from Jabber to Webex.
Webex messaging 1 TB of file storage	Get additional file storage in addition to the pooled 24 GB of file storage per knowledge worker (faculty) and an additional 20 GB per student. Extra storage can be purchased in unitary increments.
Extended Security Pack*	The Extended Security Pack bundle includes full-functionality Cisco Cloudlock® for data loss prevention and anti-malware scanning for all Webex files. This add-on provides collaboration administrators agility and the ability to securely deploy Webex in their enterprises by addressing all InfoSec concerns in a tightly integrated solution without the procurement and deployment hurdles of buying multiple products.

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

Technical support and customer success services

Cisco offers support services covering the areas of problem resolution, customer success and adoption, and designated support management in four service tiers: Basic, Enhanced, Premium, and Solution. Basic support is included at no additional cost for the duration of your subscription. For more information about 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.

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.

Ordering information

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

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:

Table 7. Environmental sustainability

SUSTAINABILITY TOPIC	REFERENCE
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

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® financing makes it easier to get the right technology to achieve your objectives, enable business transformation, and help you stay competitive. We can help you reduce 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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