Cisco Enterprise Agreement

General Questions

Cisco Enterprise Agreement Buying Program Information

Q What is Cisco Enterprise Agreement (Cisco EA), and What Are the Benefits?

A Cisco Enterprise Agreement is 3- or 5-year agreement that provides customers enterprise-wide coverage of predefined software suites. Cisco EA offers:

- **Simplicity:** Single agreement, term, and EA Workspace
- **Flexibility:** Various consumption, deployment, and payment arrangements
- **Value:** Includes a 20% growth allowance and the industry's first true forward (no retroactive billing)

Q What can Customers Purchase under a Cisco EA?

A Cisco EA includes collaboration, Cisco ONE™, and security suites. Review the Suites Overview documents on cisco.com/go/ea for more information.

Q What is a Software Suite?

A A software suite is a grouping of products purchased under the Cisco EA. These suites could include a combination of perpetual software, software as a service (SaaS, or subscription), and/or support services. Customers can purchase a single suite or a combination of suites in a single Cisco EA.

Q What is the Geographic Availability for Cisco EA ?

A Cisco Enterprise Agreement is globally available. Contact your Cisco account team or Cisco reseller for more information.

Q What differentiates the Cisco EA?

A Unique features of Cisco EA are the 20% growth allowance, true forward, license portability and cross-architecture coverage.

Q What is the 20% Growth Allowance?

A During the Term, customers may access additional Software, SaaS, and Support Services by up to twenty percent (20%) of the initial number of Covered Users and/or Covered Devices (as applicable) identified in the End User Information Form (EUIF) for each Suite ("Growth Allowance") without incurring any additional charges.

Q How Does the 20% Growth Allowance Work with Different Product Families/Models?

A The 20% growth allowance is not restricted to a particular product family. It is 20% of the products that you initially purchased under the agreement. The 20% growth allowance can be used within the purchased suites (according to offer rules).

Q What is the True Forward?

A **"True forward"** is an annual adjustment process to account for growth in the Cisco EA and includes payment for that growth. If a customer overconsumes, the true forward will be based from the next anniversary until the end of the Cisco EA term.

Q What is the EA Workspace?

A The EA Workspace is a simple, enterprise-wide software management and provisioning tool. It serves as a common platform for the Cisco EA. The EA Workspace enables customers to:

1. Manage and provision licenses.
2. Generate software licenses without using product authorization keys (PAKs).
3. Use their smart account to manage user access to EA licenses.

Q How do Customers Get Access to the EA Workspace?

A The customer must first create a smart account. The smart account is a customer- or partner-managed centralized account that provides full visibility into and access control of Cisco smart software licenses.

Q What Services are Included or Available in the Cisco EA?

A The price for the Cisco EA suites includes software and Software Support Service (SWSS). Therefore, customers not only get enterprise-wide access to software with EA, they also get blanket SWSS coverage.

Customers also have the option to leverage adoption services with Cisco Advanced Services or the Partner Lifecycle Advisor Program.

When purchased with Cisco ONE Software, SWSS includes the following:

- Access 24x7 to Cisco Technical Assistance Center (TAC)
- Major, minor, and maintenance software release updates
- License Portability
- Ongoing Innovation
- Access to online resources and software downloads

Q Does the Customer have to have SWSS to Get Assistance from the Cisco Technical Assistance Center (TAC) for Configuration and Software Assistance?

A Yes, access to TAC for software support requires that there is an active SWSS contract. You may alternatively contract with Advanced Services for assistance outside of SASU or SWSS.

Q **What Happens if New Features are Added to a Suite Customers Purchased?**

A If customers do not use the new feature(s) available within their suite, they receive no extra charge. If customers use the new feature(s), they will be charged at their next billing date and their contract adjusted accordingly.

Q **What is the Minimum Purchase Requirement for the Cisco EA?**

A The minimum purchase price for the Cisco EA is $250,000 net TCV (total contract value) per suite. Exceptions may apply per suite.

Suite Specific Questions

General Collaboration Suite Information

Q **How do I get more information about the various suites offered in a Collaboration architecture?**

A Review the Collaboration Suites Overview document on cisco.com/go/ea for more information.

Q **Is the Cisco Spark Flex Plan a Part of the Cisco EA?**

A Yes, customers can purchase the Cisco Spark Flex Plan suite under the Cisco EA. Customers can enjoy many of the multi-suite advantages that Cisco EA provides. Talk to your Cisco account team or Cisco reseller about any caveats that may apply.

Q **What is a Knowledge worker and a Peak Concurrent Agent?**

A For the Cisco EA, a knowledge worker (KW) is an end-customer employee or contractor that uses a computing device for a material portion of their day-to-day responsibilities. This definition is embedded in the Cisco EA End User Information Form that the end user signs. "Knowledge workers" are your employees and contractors that use devices as a normal part of their job duties that are performed on your behalf.

The peak concurrent agent count is the maximum number of agents currently online at any given point within the past 12 months.

General Cisco ONE Suite Information

Q **How do I get more information about the various suites offered in the Cisco EA?**

A Review the Cisco ONE Software Suites Overview document on cisco.com/go/ea for more information.

Q **If a Customer Purchases Cisco ONE Software, do they have to Purchase and Renew SWSS Every Year to Have Access to Both Portability and Upgrade Features?**

A The Cisco ONE EA price includes SWSS for software licenses for the full term. If a customer purchases Cisco ONE, they do not have the right to upgrades unless they are paying for SWSS. In addition, SWSS on Cisco ONE provides portability between hardware, transfers to the new hardware in a refresh, and allows application of license value should the customer choose to upgrade to hardware in a higher tier.

Q How Does License Portability Work for Cisco ONE Software for under the Cisco EA?

A The guidelines are the same as for a transactional purchase of Cisco ONE Software. If the customer wants to move an existing license to a new hardware chassis, they would need to send mail to c1-portability-support@cisco.com with the request. This would not be counted as a new license deployment.

Q How do Tiers Affect License Portability for Cisco ONE Software under the Cisco EA?

A If the new device is in the same portability tier, there would be no cost to move the license. If the new device is in a higher portability tier, the customer would need to pay the difference in price at the next true forward. You can find the portability tier guidelines here: http://www.cisco.com/c/en/us/products/collateral/software/one-software/tiering-guide-cisco-one.html?cachemode=refresh.

Q How Does a Customer Get Support for Non-Hardware Related Failures?

A They should call into the CIN and get access via their master contract number, which will list all products from Cisco product families covered under their Cisco EA contract. Although SWSS and software in general are not serialized, as long as the product family is listed on their master contract, the customer will be entitled. When customer buys Cisco EA, we entitle all product families in the suite that the customer purchases.

Q Does a Customer Have to Purchase Licenses for Devices that Already Have Software Eligible for Cisco ONE?

A Yes, they need 100% coverage, but they will receive an installed base credit on existing anchor software or Cisco ONE Software.

General Security Suite Information

Q How do I get more information about the various security suites offered in the Cisco EA?

A Review the Security Suites Overview document on cisco.com/go/ea for more information.