Offer Description: Webex Events

This Offer Description (the “Offer Description”) describes Webex Events (formerly “Socio”) (the “Cloud Service”). Your subscription is governed by this Offer Description and the Cisco End User License Agreement located at www.cisco.com/go/eula (the “EULA”) (or similar terms existing between You and Cisco) (the “Agreement”). Capitalized terms used in this Offer Description and/or the Order not otherwise defined herein have the meaning given to them in the Agreement.

1. Description

Webex Events is an end-to-end event management platform that powers virtual, in-person and hybrid events of all types and sizes, from multi-session or multi-day conferences and tradeshows to internal and networking events.

1.1. The following Entitlements are available on a per-event basis by the following attendee tiers: 0-250, 251-500, 501-1000, 1001-2000, 2001-5000, 5001-10000, 10001-20000, and 20001-50000 attendees.

a. Event Applications (iOS, Android, Web App) are the common applications used by attendees for events hosted on the Webex Events platform (in-person, virtual, and hybrid);

b. Custom Event Applications are specifically branded for You;

c. Streaming allows You to build in live streams into Your event content;

d. Communities refers to events that reoccur;

e. Registration allows You to manage ticketing for live, hybrid, or virtual events; and

f. Onsite allows You to print badges at a live event.

1.2. Lead Retrieval is an application that allows event organizers, sponsors, and exhibitors to scan attendee badges to gather, analyze, qualify, and follow up on leads.

1.3. Onsite Packages are subject to the additional terms and conditions in Exhibit A, Section 2.

1.4. Professional Services Packages are subject to the additional terms and conditions in Exhibit A, Section 1.

1.5. Equipment Rentals are not part of the Cisco Technology and, therefore, are not governed by the EULA. Instead, Equipment Rentals are subject to the terms and conditions in Exhibit A, Section 4.

2. Supplemental Terms and Conditions

2.1. Restrictions on Use by Minor Children.

Webex Events is not intended for use by persons younger than the age of consent in their relevant jurisdiction (e.g., 13 years old in the United States under the US Children’s Online Privacy Protection Act of 1998; or 13 years old or 16 years old in the European Union, as per Member State law) (“Minor Children”). Minor Children are not permitted to create an account to use the Cloud Service, and You will not authorize Minor Children to access the Cloud Service.
2.2. Geographic Restrictions.

In accordance with global telecommunications law and regulations, the Cloud Service is currently available in the same countries in which Webex Meetings Paid Subscriptions are available (except in Russia) as listed here: https://help.webex.com/en-US/article/n6fwepj/Where-is-Cisco-Webex-Available. If the Cloud Service is not available in a country, purchases will be restricted.

3. Data Protection

The Cisco Webex Events Privacy Data Sheet (available at https://www.cisco.com/c/en/us/about/trust-center/solutions-privacy-data-sheets.html) describes the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Services. For further information on how Cisco processes, uses and protects all categories of data, please visit the Cisco’s Security and Trust Center at http://www.cisco.com/go/data.

4. Support

The Cloud Services include in platform help and online support. Cisco will respond as set forth in the table below and may require information from You to resolve service issues. You agree to provide the information requested and understand that a delay in providing the information to Cisco may delay resolution and response time.

Online Support allows access for support and troubleshooting via online tools, email, and web case submission only. No telephone access is provided. Case severity or escalation guidelines are not applicable. Cisco will respond to a submitted case no later than the next business day during standard business hours.

Phone Support is available only as part of a Webex Suite purchase and provides Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or web case submission and online tools with use and troubleshooting issues. Cisco will respond within one (1) hour for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond no later than the next business day.

You will also have access to Cisco.com, which provides helpful technical and general information about Cisco products, as well as access to Cisco’s on-line knowledge base and forums. Please note that access restrictions identified by Cisco from time to time may apply.

The below table outlines Cisco’s response objectives based on case severity. Cisco may adjust assigned case severity to align with the Severity definitions below.

<table>
<thead>
<tr>
<th>Software Support Service</th>
<th>Technical Support Coverage</th>
<th>Response Time Objective for Case Severity 1 or 2</th>
<th>Response Time Objective for Case Severity 3 or 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic with Phone Support</td>
<td>24x7 via Phone &amp; Web</td>
<td>Response within 1 hour</td>
<td>Response within next Business Day</td>
</tr>
<tr>
<td>Basic with Online Support</td>
<td>Web</td>
<td>Response to all cases within next Business Day during Standard Business Hours</td>
<td></td>
</tr>
</tbody>
</table>
negatively impacted by unacceptable software performance. Case Submitter and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.

Severity 3 means the Cloud Service is impaired, although most business operations remain functional. Case Submitter and Cisco both are willing to commit resources during Standard Business Hours to resolve the situation.

Severity 4 means minor intermittent functionality or performance issue, or information is required on the Cloud Service. There is little or no impact to Case Submitter’s business operation. Case Submitter and Cisco both are willing to provide resources during Standard Business Hours to provide assistance or information as requested.

Business Day means the generally accepted days of operation per week within the relevant region where the Cloud Services will be performed, excluding local holidays as observed by Cisco.

Local Time means Central European Time for support provided in Europe, Middle East and Africa, Australia’s Eastern Standard Time for support provided in Australia, Japan’s Standard Time for support provided in Japan and Pacific Standard Time for support provided in all other locations.

Standard Business Hours means 8am to 5pm Local Time at the location of the respective Cisco TAC, on Business Days, for the handling of TAC calls.

Your access to and use of the Cloud Services may be suspended for the duration of unanticipated or unscheduled downtime, including as a result of catastrophic events, external denial of service or other security breach, or operational incidents.

Webex Events does not include technical support to event attendees. Event attendees are encouraged to contact their event organizer since most questions relate to interacting with a specific event or community. If an event organizer cannot resolve an attendee’s problem, the event organizer may contact the Webex Events support team via chat to work toward a possible solution.

The Webex Events platform will be periodically updated with new features and fixes for existing issues. These scheduled maintenance windows will be announced in advance of the planned date on the Webex Events status page at: https://status.socio.events/, where You can also subscribe to receive messages about announced incidents, see the status of the Webex Events servers, and see reports of past incidents.
Exhibit A: Onsite Packages, Professional Services, Integrations, and Equipment Rentals

1. **The following Webex Events Professional Services Packages are or may become available:**

   1.1. Registration Builder Package helps build Your registration site to ensure a personalized attendee journey throughout;

   1.2. Content Builder Package helps build out Your event content;

   1.3. Enablement Package provides You with best practices and training for sponsors, exhibitors, speakers, and staff;

   1.4. Production Event Support implements Webex Events Streaming and will manage it all behind the scenes;

   1.5. Staff and Speaker Event Support executes a rehearsal, provides event day support, and helps with setting up and supporting staff and speakers; and

   1.6. Attendee Event Support includes executing a rehearsal and helping to manage attendee support.

2. **The following Webex Events Onsite Packages are available:**

   2.1. Webex Events Onsite Badge Printing Support sets up check-in kiosks, troubleshoot any Webex Events hardware or software-related issues, and assist You with the Onsite Badge Printing process.

   2.2. Webex Events Onsite Lead Retrieval Support provides support, troubleshooting, and fielding of questions that event sponsor or exhibitors may have about the Lead Retrieval application onsite.

   2.3. Webex Events Onsite Mobile App Support provides support, troubleshooting, and fielding of questions attendees or staff may have about the Webex Event mobile app onsite.

3. **The following third-party integrations are available:**

   3.1. Stripe integration allows attendees to purchase tickets for Webex Events paid events through Stripe. To utilize Stripe integration, You must purchase an API Key from Stripe and have a Stripe account. You need not purchase additional Professional Services to set up the Stripe integration.

   3.2. Zapier integration allows You to integrate web applications with Webex Events. To utilize Zapier integration, You must purchase an API Key and Professional Services from Cisco to enable the Zapier integration, and You must have an account with Zapier.

4. **The following supplemental terms and conditions apply to Equipment Rentals.**

   4.1. **Order Submission and Timelines.**

       a. Delivery Lead Time. You must submit orders for Equipment Rental at least 6 weeks prior to the date of requested delivery.

       b. Custom Pre-Printed Badges and Artwork Deadline. You must submit orders for artwork for custom pre-printed badges at least 6 weeks prior to the ship date specified. Artwork delivery dates that are set for less than 6 weeks may incur a production rush fee, which is determined based on the amount of badges being ordered and the date the artwork is received.

       c. Ordering Blank Badge Stock. You must submit orders for blank badge stock at least six weeks prior to the date of requested delivery.
d. Order Rejection. Your order is deemed accepted by Cisco for fulfillment unless Cisco notifies You of order rejection within one week after receipt of that order.

e. Rescheduling. If you need to reschedule your date for delivery, contact your Cisco representative to find out whether rescheduling is possible, and what fees (if any) are applicable.

4.2. Deliveries.

a. Cisco will pass through packaging and shipping costs from shipping companies to You without any additional charges or fees. By default, Cisco includes Inbound Ground shipping on the order unless requested otherwise. Transit time varies between 3 and 7 business days.

b. Your order may arrive at any time of day on the 1st day of the rental. You can order up to 1 business day before the 1st rental day (cut off times vary), but You will be charged Express shipping. You are responsible for providing accurate information to ensure the Equipment reaches the requested destination. Cisco will help You provide any necessary updates, modifications, or error corrections to the shipping company as needed during regular business hours. You understand that Cisco and the shipping companies are separate entities and although Cisco will try to assist and/or correct an error, there are situations that are out of Cisco’s control. Cisco will make best efforts to ship each Ground shipment, so it arrives one day prior to the requested delivery day. Cisco or its suppliers will ship each Express shipment to arrive on the specific delivery day and time requested by You.

c. Cisco will provide You with a pre-paid return label and packaging appropriate for returning the Equipment, though You may, at Your own cost, use alternate packaging that is equivalent to the packaging provided by Cisco. If You lose or damage the packaging provided by Cisco, other than because of a Force Majeure event, Cisco may seek reimbursement from You to replace it.

4.3. Condition of Equipment.

You are required to check the completeness of the entire delivery and the proper working condition of the Equipment immediately upon receipt. You must inform Cisco immediately by email or phone if a defect or malfunction is found, or if Equipment or accessories are missing (see Section 4.4. below). If You do not inform Cisco about defects or missing Equipment or accessories, You agree that everything in the shipment is deemed to be complete and in proper condition. You must return all Equipment in the same condition it was provided at the start of the rental.

4.4. Errors.

In the rare case that equipment shipped to an event is damaged or does not function as intended, Cisco or its suppliers are permitted to troubleshoot the Equipment. If the malfunction is due to damage during shipment, Cisco will attempt to resolve the support case remotely. If the Equipment is deemed as malfunctioning for any reason not within Your control, Cisco will make commercially reasonable efforts to replace the Equipment on the same day but in any event on the next business day at no extra charge. If the Equipment does not function due to Your act or omission, Cisco will still attempt to deliver replacement parts next business day, but that delivery and those parts are at Your expense. If Cisco learns that Equipment was fully functioning upon delivery but that You have not operated it appropriately, or the environment of the Event venue does not meet the required environmental parameters Cisco provides and that causes the Equipment to malfunction, Cisco may seek from You reimbursement for repairing, or where repair is not commercially feasible, replacing the Equipment; provided, however, that You will not be liable to repair or replace Equipment (i) that shows normal wear and tear, or (ii) malfunctions because of a force majeure event. If an incorrect quantity or the wrong Equipment is shipped to an Event venue, Cisco will make commercially reasonable efforts to provide the correct Equipment, in the correct quantity, on the same day, but no later than the next business day at no additional charge to You.
4.5. Responsibility, Ownership and Use.

You are responsible for the Equipment for the duration of the Rental Period, even in the circumstance where Cisco has agreed for any reason to cease charging You. Ownership of the Equipment will always remain with Cisco or its suppliers. You will: (a) not remove any labels from or interfere with the Equipment;

(b) take reasonable care of the Equipment and take adequate and proper measures to protect the Equipment from theft, damage or other risks; (c) notify Cisco within 24 hours after any breakdown, loss and/or damage to Equipment; (d) not use the Equipment close to flammable or dangerous goods, toxic, corrosive, radioactive or other harmful substances; (e) not connect any accessories (other than those provided from Cisco) without prior written authorization from Cisco; (f) keep the Equipment at all times in Your possession and control, and not remove the Equipment from the United States without Cisco’s prior written authorization; (g) permit Cisco and/or its suppliers, at all reasonable times, to inspect the Equipment, and provide access to any premises where the Equipment is situated; and (h) not intentionally commit any offense or conduct illegal activities or cause damage to or and with the Equipment. Cisco and its suppliers will not be liable for any losses or damages in connection with the use of the Equipment.


You must return all Equipment to the location designated by Your Cisco account manager by the end of the Rental Period. If You choose to return the Equipment by mail, You must ship via insured express shipping to the address provided by Cisco and keep the shipping receipt and the tracking number for at least 14 calendar days. If return shipping is included, You must pack the Equipment in the packaging provided, attach the included shipping label, and send with the mail service indicated on the shipping label. You are responsible for ensuring that the Equipment will be surrendered to the mail service indicated on the shipping label. If the Equipment is returned without accessories provided to You, You will be invoiced for the replacement cost of such accessories, or for additional rental fees until You return the accessories. Cisco accepts no liability for any articles that were left with the Equipment at the end of the Rental Period. Additional late fees may apply in case there is a delay with the Equipment return on Your side. If You need to reschedule or change the day of Your return, please contact Your Cisco representative.

4.7. Loss, Damage, and Insurance.

You are fully liable for any damage to Equipment during the Rental Period. If Equipment is returned in a damaged, unclean, or defective state, You will pay Cisco for the cost of repair or cleaning necessary. In the event any Equipment is lost, stolen or damaged during the Rental Period, You will fully compensate Cisco for replacement and/or repair costs, administration charges and lost rental income for the time of repair or re-acquisition. Cisco will use reasonable commercial efforts to procure repairs or replacement for Equipment as quickly as possible to mitigate charges to You. You will bear responsibility for, and will defend, indemnify, and hold Cisco harmless for, any third-party claims against Cisco for bodily injury and/or property damage that You cause from an accident involving the Equipment. In no event will Cisco or its officers, directors, employees, or suppliers be liable for any amounts or damages, actions or claims related to any direct, indirect, consequential, or punitive damages (including loss of business or profits or lost or damaged data) arising out of or in connection with the rental or use of the Equipment. You will compensate, indemnify, and hold harmless Cisco from all claims, liabilities, damages, losses, and expenses arising out of or in connection with the rental or use of any of the Equipment.

4.8. Additional Fees for Data Overages for Rental Router.

Pricing for each cellular router includes a cellular data volume of 3GB prepaid data. Devices are set up so that they may exceed this data limitation to ensure a successful event, but additional fees for exceeding this 3GB limitation may apply. Cisco reserves the right to pass through to Customer any additional data charges incurred by Cisco as a result of exceeding the 3GB limitation.