Offer Description: Cisco Collaboration Flex Plan Contact Center

This Offer Description (the “Offer Description”) describes Cisco Collaboration Flex Plan Contact Center. Your subscription is governed by this Offer Description and the Cisco End User License Agreement located at www.cisco.com/go/eula (or similar terms existing between You and Cisco) (the “Agreement”). Capitalized terms used in this Offer Description and not otherwise defined herein have the meaning given to them in the Agreement.

1. Description

The Cisco Collaboration Flex Plan allows You to purchase the Cisco contact center solutions described below under various deployment models in a Concurrent Agent buying model only during Your subscription term. With the Cisco Collaboration Flex Plan, You can choose a Cisco-hosted Cloud service, licensed Software for on-premises or partner-hosted solutions, and You can mix and flexibly migrate from one deployment model to another. Your subscription allows Agents to be purchased as either standard or premium Agents or a mix of both.

The following contact center solutions are available as a subscription under the Cisco Collaboration Flex Plan:

(a) Cisco Webex Contact Center (“Webex Contact Center”) is a Cisco-hosted cloud deployment that provides a unified contact center experience across all major communication channels.

(b) Cisco Webex Contact Center Enterprise (“Webex Contact Center Enterprise”) is a Cisco-hosted cloud deployment for large enterprises that utilizes Unified Contact Center Enterprise technology.

(c) Unified Contact Center Enterprise (“UCCE”), Packaged Contact Center Enterprise (“PCCE”) and Unified Contact Center Express (“UCCX”) are on-premise deployments.
   - UCCE Software offers maximum flexibility and customization and is suited to offering customer care for service providers, outsourcers, and large enterprise companies.
   - PCCE Software provides an enterprise-class, prepackaged contact center solution based on UCCE. Packaged PCCE runs on a single server, with a second server required for redundancy purposes.
   - UCCX Software is intended for both formal and informal contact centers in small to medium sized businesses to enterprise branch deployments.

(d) Cisco Hosted Collaboration Solution for Contact Center (“HCS-CC”) is a Cisco-partner hosted deployment. HCS-CC is designed for customers with small to large contact centers and is integrated with Cisco Hosted Collaboration Solution, so customers can tap into multiple applications and services on one platform. HCS-CC can be deployed using either the UCCE or UCCX platforms.

2. Supplemental Terms and Conditions

2.1. Support

Except as set forth in this Section 2.2, for the duration of Your subscription, You are entitled to unlimited 24x7 access to technical support in English for break/fix issues via phone, web, or email within one business day for lower-severity cases, and within a 60-minute initial response time for severity 1 and 2 cases (“Basic Support”). Basic Support includes access to the knowledge base, as well as all Software updates and upgrades during the Term. Enhanced and Premium Support is also available at an additional cost. For more
information about Basic, Enhanced, and Premium Support, see the Services Description for Cisco Software Support Services. For Webex Contact Center Enterprise, all Basic Support will be provided to You from Your Cisco-authorized reseller from whom you purchased the solution.

2.2. Geographic Terms and Restrictions

a. Webex Contact Center

Webex Contact Center is available in the following countries*. If Webex Contact Center is not available in a country, purchases will be restricted:

<table>
<thead>
<tr>
<th>Region</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMEAR</td>
<td>Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom</td>
</tr>
<tr>
<td>Americas</td>
<td>Canada, Mexico, United States of America</td>
</tr>
<tr>
<td>APJC</td>
<td>Australia, Japan, New Zealand</td>
</tr>
</tbody>
</table>

*WFO and Speech-enabled IVR unavailable in Japan

b. Webex Contact Center Enterprise

Webex Contact Center Enterprise is available in the following countries. If Webex Contact Center Enterprise is not available in a country, purchases will be restricted:

<table>
<thead>
<tr>
<th>Region</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMEAR</td>
<td>Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom</td>
</tr>
<tr>
<td>Americas</td>
<td>Canada, United States of America</td>
</tr>
<tr>
<td>APJC</td>
<td>Australia, Hong Kong, Malaysia, Philippines, Singapore</td>
</tr>
</tbody>
</table>

c. UCCE, PCCE, UCCX or HCS-CC

Geographic specific terms for UCCE, PCCE, UCCX or HCS-CC are set forth in the EULA.

3. Data Protection

The Webex Contact Center Privacy Data Sheet and the Webex Contact Center Enterprise Privacy Data Sheet describe the Personal Data that Cisco collects and processes as part of the delivery of the applicable service. Cisco does not process data for on-premise and partner-hosted deployments of CCE, PCCE, CCX or HCS-CC, as applicable. For further detail on how Cisco processes, uses and protects all categories of data, please visit Cisco’s Security and Trust Center.