Offer Description: Cisco Webex Contact Center

This Offer Description describes the offer-specific terms of Cisco Webex Contact Center ("Cloud Service") made available by Cisco to our customers and their authorized users ("You" or "Your"). Your use of Webex Contact Center is governed by this Offer Description and the Cisco Universal Cloud Agreement ("Agreement"). If You already have an active Agreement in place with Cisco, that existing Agreement governs.

If You purchase Webex Contact Center as part of the Collaboration Flex Plan Contact Center, your use of Webex Contact Center is governed by the Agreement and the Cisco Collaboration Flex Plan Contact Center Offer Description. A current version of that Offer Description can be found here. This Offer Description only relates to Your subscription to Webex Contact Center as a standalone Service.

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1. Offer Description

Webex Contact Center is a subscription-based service hosted in Cisco’s cloud that provides a unified contact center experience across all major communication channels.

When You subscribe to the Cloud Service, Named Agents or Concurrent Agents buying models are available for Your buying needs. Only one of the buying models can be selected. Your subscription allows Agents to be purchased as either standard or premium Agents or a mix of both.

2. Supplemental Terms and Conditions

2.1. Term
Your Webex Contact Center subscription starts on the date that Cisco notifies You that any portion of the Cloud Service is either ready for You to start provisioning or has been provisioned ("Provisioning Notice"), and lasts for the period stated in the Order.

2.2. Support
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.

2.3. Geographic Terms and Restrictions
Webex Contact Center is available in the following countries. If Webex Contact Center is not available in a country, purchases will be restricted:
3. Data Protection

Cisco’s data protection obligations are set forth in the Agreement. Additionally, the Webex Contact Center Privacy Data Sheet supplements the Cisco Privacy Statement and describes the Personal Data that Cisco collects and processes as part of the delivery of Webex Contact Center to you.

<table>
<thead>
<tr>
<th>Region</th>
<th>Country</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMEAR</td>
<td>Austria, Belgium, Bulgaria, Czech Republic, Croatia, Cyprus, Denmark, Estonia, France, Germany, Hungary, Italy, Ireland, Finland, Greece, 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>
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<tr>
<td>APJC</td>
<td>Australia, Japan, New Zealand</td>
</tr>
</tbody>
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*WFO and Speech-enabled IVR unavailable in Japan*