



Offer Description: Webex Experience Management

This Offer Description (the "Offer Description") describes Webex Experience Management ("Webex XM" or the "Cloud Service"). Your subscription is governed by this Offer Description and the Cisco Universal Cloud Agreement located at www.cisco.com/go/uca (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.

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1. Offer Description

Webex XM is a subscription-based service hosted in Cisco's cloud that provides Voice of the Customer (VoC) and customer journey analytics. You can purchase various Webex XM capabilities via a packaged monthly offer based on a Customer Experience Management (CEM) maturity model along with the ability to add users under a Named Agent only buying model. Your subscription includes a monthly number of survey responses and provides for overage charges in arrears for excess survey responses.

2. Supplemental Terms and Conditions

2.1. Term

The initial term 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. Geographic Restrictions

Webex XM is currently available in the following countries. If the Cloud Service is not available in a country, purchases will be restricted.

Region	Country
EMEAR	France, Germany, Netherlands, Saudi Arabia, Turkey, United Kingdom
Americas	Brazil, Canada, United States of America
APJC	Australia, Hong Kong, India, Indonesia, Malaysia, Phillipines, Singapore, Thailand

3. Data Protection

Cisco's data protection obligations are set forth in the Agreement. Additionally, the Webex XM Privacy Data Sheet(s) (available [here](#)) supplement the Cisco Privacy Statement and describe the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Services.

4. Support & Maintenance

The Cloud Services include online support and phone 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 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.

Software Service	Support	Technical Support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Basic Support	with Phone	24x7 via Phone & Web	Response within 1 hour	Response within next Business Day
Basic Support	with Online	Web	Response to all cases within next Business Day during Standard Business Hours	

The following definitions apply to this Section.

Response time means the time between case submission in the case management system to support engineer contact.

Severity 1 means the Cloud Service is unavailable or down or there is a critical impact to a significant impact to Case Submitter's business operation. Case Submitter and Cisco both will commit full-time resources to resolve the situation.

Severity 2 means the Cloud Service is degraded or significant aspects of Case Submitter's business operation are 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.