

**Service Description:
Cisco HCS WebEx Named User Subscription Service
Software-as-a-Service (SaaS) Subscription**

This document sets out the features and functionalities of the Cisco WebEx Named User Subscription Services (the “**Cisco HCS WebEx Service**” or “**Service**”) sold by Cisco Authorized Resellers, who have and continue to maintain the HCS Certification.

The [Cisco Hosted Collaboration Solution \(HCS\) for WebEx Services Terms and Conditions](#) (“**HCS SaaS Agreement**”) shall govern your use of the features and functionalities provided in this Service Description. The HCS SaaS Agreement shall apply only to the Services described in this Service Description and are not applicable to other Cisco products or services.

You are buying the Service through a Cisco Authorized Reseller, who is required to have and continue to maintain, HCS Certification. As such, you accept the terms of the HCS SaaS Agreement by using the Service, unless the HCS SaaS Agreement (or terms and conditions substantially similar) is otherwise incorporated into your arrangement with the Cisco Authorized Reseller. All non-conflicting and additional terms and conditions in your purchase agreement with Cisco Authorized Reseller remain applicable to this purchase, as between you and your Cisco Authorized Reseller.

However, the HCS SaaS Agreement (or terms and conditions substantially similar) takes precedence in regards to your specific use of the Service.

Related Documents: The following documents posted at www.cisco.com/go/servicedescriptions/ should be read in conjunction with this Service Description and are incorporated into this Service Description by this reference: (1) Glossary of Terms (to the extent those terms are not otherwise defined in this Service Description or the agreement under which you purchase services), and (2) List of Services Not Covered.

For ease of reference, whichever agreement under which you are purchasing the Services will be referred to in this Service Description as the “purchase agreement.”

Cisco’s affiliate, Cisco WebEx LLC (“Cisco WebEx”), will provide selected Cisco HCS WebEx Services described below for which Cisco has been paid, and continues to be paid, the appropriate fee. The provision of Services by Cisco WebEx assumes that Subscriber will comply with the terms herein.

Cisco HCS WebEx Named User Subscriptions

The Service provides the WebEx Meeting Center online collaboration solution with Meeting Capacities of either twenty five (25) or two hundred (200) attendees. (See “Capacity Count of Cisco HCS WebEx Services,” below).

Cisco HCS WebEx Services are not available in all countries. Purchases may be limited or restricted in some markets. If the Service is ordered but is limited or restricted in the end-customer’s market, Cisco WebEx will be unable to provision the Service. Contact your sales representative for further information.

Service Support

Cisco WebEx provides 24X7X365 technical support in English to our customers and their attendees. In addition, Cisco WebEx provides limited support in other languages via our global support solution. We can be contacted by phone or online via <http://support.webex.com>. Support is available for the duration of your Subscription. Additional Information on Support Services for WebEx Services Subscribers may be found at <http://support.webex.com/support/support-overview.html>.

Cisco HCS WebEx Named User Subscription Details

Named User is the business model under which you are buying the Cisco HCS WebEx Service. Named User is suitable for your company if you wish to provide the Cisco HCS WebEx Services for some, but not all, of the Employees in your company. Unlike some other WebEx Service offerings, a Named User subscription does not require you to purchase a Named User account for each and every Employee.

Commercial Terms

- A “Subscriber” is the company purchasing the Cisco HCS WebEx Services. You are using the Services as the Subscriber.
- “Employees” are the full and part-time employees or third-party contractors of Subscriber and its subsidiaries, and affiliates. Employees do not include Subscriber’s parent company, unless Subscriber intends to assign a Named User account to an Employee of the parent company, which is an option, but requires that the parent company Employee is a Named User for purposes of usage calculation.
- Employees may include third-party contractors, only if (a) all third-party contractors are counted as an Employee when determining the subscription quantity, (b) Subscriber allows the third-party contractor to use the Services only for the benefit of Subscriber, (c) Subscriber does not charge the third-party contractor for the use of the Services, (d) Subscriber is responsible for all fees incurred by such third-party contractor; and (e) Subscriber shall take full liability for the actions of a third-party contractor, and/or a third-party contractor’s misuse of the Services.

Named User Terms of Use

- A Named User is an Employee assigned an account by Subscriber to use the Cisco HCS WebEx Service.
- Each meeting must be hosted by a Named User and is limited to the maximum number of meeting participants as determined by the Capacity of the Cisco HCS WebEx Service, addressed in “Capacity Count for Cisco HCS WebEx Meeting Center Services”.
- Named User accounts are individualized and may not be shared or used by anyone other than the one employee to whom the Named User account is assigned. The identification of Named User must be unique to an individual and may not be of a generic nature.
- Subscriber shall identify those Employees assigned to Named User accounts on the “Managed Hosts” list (the “List”). The List will be maintained by the Subscriber’s Site Administrator, who will update the List so that it is current at all times. A Named User account may not be transferred to another Employee except upon (a) termination of the Named User’s employment with Subscriber, or (b) in all other instances, Cisco’s prior written approval.
- A Named User may host an unlimited number of meetings. However, a Named User may only host one (1) Cisco HCS WebEx Service meeting at a time. That is, Named Users may not host multiple meetings simultaneously. Only Employees with Named User accounts may host meetings.

Minimum Purchase Requirement

The minimum purchase requirement is twenty (20) Named Users per Order.

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Capacity Count for Cisco HCS WebEx Services

- For meeting-based services, there is a limit on the number of meeting participants that may attend each meeting. That limit is referred to as the meeting “Capacity”.
- For each Cisco HCS WebEx Service Capacity 200, no more than 200 meeting participants may attend, including the meeting host. That is, the one (1) Named User host and 199 meeting participants may attend each meeting. For each Cisco HCS WebEx Service Capacity 25, no more than 25 meeting participants may attend. That is, the one (1) Named User host and 24 meeting participants.
- If any Named User’s meeting exceeds the meeting Capacity, you will be charged for “Capacity Overage”. The Capacity Overage fee will be invoiced at a per participant rate, in excess of the Capacity, on a per instance basis. Capacity Overage fees will be billed monthly in arrears.
- Capacity Overage is a default setting. You may disable the Capacity Overage option. However, if Capacity is reached and the Capacity Overage option has been disabled, additional meeting invitees will be precluded from joining.

Included with Cisco HCS WebEx Services

The following services are included with each Named User subscription:

Cisco HCS Voice over Internet Protocol (VoIP)

VoIP Description

Integrated VoIP (Voice over Internet Protocol) is an audio feature that sends audio from a meeting over the Internet, instead of a telephone connection. It is woven into the meeting experience, with hosts being able to mute and unmute attendees, pass the microphones, and start and stop VoIP. If you have speakers or headphones attached to your computer, a computer microphone, and a duplex sound card, you can choose Integrated VoIP instead of traditional telephone based teleconferencing. VoIP is best used when:

- There will be a large number of attendees (up to 200).
- The meeting does not require much attendee participation. For example, a presentation of material, rather than a discussion.
- Attendees do not have access to a toll-free dial-in number.

VoIP Offering

- Subscriber is entitled to an unlimited number of VoIP minutes per month per VoIP license purchased.
- Up to 200 attendees may have access to VoIP in a single meeting
- VoIP supports up to 7 active microphones, each microphone, may be passed to any attendee requiring speaking privileges.
- VoIP is not available in all countries. Regulatory issues in certain markets may limit or restrict use of VoIP. Contact your sales representative for further information. If the Service is ordered but is limited or restricted in the end-customer’s market, VoIP will not be provisioned.

Cisco HCS WebEx Service Storage

Storage Description “Storage” is online, secure cloud storage, including NBR (network-based recording storage), used for storing meeting recordings automatically and accessing at a later date.

- “Included Storage” is Storage included with the Meeting Center offering, at no additional cost.
- Committed “Add-on Storage” is additional Storage purchased in excess of any Included Storage. Add-on Storage has a minimum purchase of 10GB, with one (1) GB additional increments thereafter. Subscriber has the ability to purchase Add-on Storage at the time of ordering or as a change request at a later date.
- “Overage Storage” is Storage used in excess of the Included Storage and any Add-on Storage. The Overage Storage option is automatically enabled at the time of configuration and can be manually removed. If you do not purchase the Overage Storage option, Storage usage will be limited to the Included Storage and any purchased Add-on Storage. If you do purchase the Overage Storage option and the Subscriber’s Storage usage exceeds the allotted Included Storage and purchased Add-on Storage Subscriber will be charged the Overage Storage fee monthly in arrears in the next billing cycle.

Storage Offerings Summarized

- **Included Storage:** This offer provides 10 GB of secure Included Storage for storing files automatically and accessing at a later date.
- **Add-on Storage:** Add-on Storage may be purchased through your Cisco Authorized Reseller with HCS Certification.
- The Overage Storage option is enabled by default. If you do not purchase the Overage Storage option, usage will be limited to committed purchases.

Toll Named Users

Toll Named Users Description. Toll Named Users is a Named User based audio subscription purchased by the Subscriber, where each Named User has unlimited access to Global Toll Call in and Domestic Toll Call in. Subscriber is required to purchase the quantity of Toll Named Users as specified below.

Toll Named Users Offering

- Toll Named Users is not available in all countries. Regulatory issues in certain markets may limit or restrict use of Toll Named Users. Contact your sales representative for further information. If the Service is ordered but is limited or restricted in the end-customer’s market, this product will not be provisioned as part of the service.
- Subscriber must purchase a quantity of Toll Named Users equal to the number of Employee Counts invoiced in any given billing period.
- Toll Named User may only be sold in conjunction with monthly billings committed telephony, monthly true up billings commit telephony, or basic telephony.
- Toll Named Users Services are only available with a purchase of web conferencing services. Toll Named Users Services are not available on a stand-alone basis. The termination date of the web conferencing services will constitute termination of the Toll Named Users Service subscription, irrespective of any remaining days of the Subscription Term.

Spark Meet and Message – Included with Purchase

Spark Message is a secure online space for teams to create unlimited rooms where users can message, share content and meet face-to-face. The Service is accessible from any device. Spark Message is available with the purchase of Cisco WebEx Messenger. Spark Message is not sold as a standalone offer. Subscriber will receive included Spark Message Storage with purchase. Each Named User will be provided 5GB of Spark Message Storage, included with the Cisco WebEx package purchased.

Spark Message Offering (the cost-based Spark Message offer) includes all features in Spark Message Free, **plus:**

- Room moderation and compliance exports

- Incremental storage capacity
- Single sign-on (SSO)
- Directory integration
- User Management
- Live Support
- Analytics

Spark Message Overage Storage is storage used in excess of the “Spark Message Included Storage.” The Spark Message Overage Storage option is automatically enabled at the time of configuration and cannot be disabled or removed. If the Subscriber’s Storage usage exceeds the allotted Spark Message Included Storage the Subscriber will be charged the Spark Message Overage Storage fee monthly in arrears in the next billing cycle.

Spark Meet Offering (the cost-based Spark Meet offer) includes all features in Spark Meet Free, *plus*:

- Meetings in rooms will accommodate up to 25 Participants
- Available with WebEx Meeting Center or WebEx Enterprise Edition (based on package purchased)

As with all Additional Features, Spark Meeting is not offered on a stand-alone basis, and will co-terminate with Subscriber’s underlying subscription.

Cisco Collaboration Cloud Meeting Rooms (“CMR”) Cloud - Included with Purchase

Description

- Cisco HCS CMR Cloud is included with Subscriber’s Cisco HCS WebEx Named User subscription.
- CMR Cloud is delivered through the Cisco WebEx Cloud to quickly enable meetings that can scale to support up to 25 participants with standards based video endpoints and up to 200 video enabled Cisco HCS WebEx Meeting Center users in a single meeting. It is possible to join from Cisco TelePresence® endpoints, third-party standards-based video endpoints and UC clients, soft clients such as Cisco Jabber®, and Cisco WebEx enabled mobile or desktop web clients.
- Cisco WebEx Technical Support does not provide technical support for third party endpoints and on-premise video deployments. The Subscriber and its Employees are responsible for video endpoint setup and the ability to successfully make video calls over the Internet.

CMR Cloud Offering

Cisco CMR Cloud is a cloud-based video conferencing service which couples a WebEx Personal Room with the cloud-based WebEx Video Bridge into one meeting experience. The Service is accessible from any standards-based video device. CMR Cloud is included with this Cisco HCS WebEx Named User subscription.

The Named User rules under “Cisco HCS WebEx Named User Description Details” apply to Subscriber’s use of CMR Cloud.

Subscription Count Requirements for CMR Named User

The Subscription Count for CMR Named Users is equal to the number of Meeting Center Named Users, as determined under the Cisco HCS WebEx Named User Description Details.

Deployment Support for CMR Cloud Named User

Cisco WebEx Technical Support does not provide assistance for customers setting up their CMR Cloud Services or equipment when establishing the initial CMR Cloud configuration and connectivity to the WebEx Services. Cisco WebEx Technical Support provides assistance to customers only upon equipment deployment and use of the WebEx Services successfully, on at least one (1) occasion.

Subscribers who use video control equipment or video endpoints not manufactured by Cisco will need to contact their equipment vendor or manufacturer to receive technical support for any issues relating to the customer's third party video or video control equipment.

Additional (Add-On) Cisco HCS WebEx Services

Additional features are enabled upon request and co-terminus with existing Web Conferencing Services. These "Additional Features" are only available with the purchase of Web Conferencing Services. Some Additional Features are billed on a per use basis. Others are available as a subscription. Additional Features are not available on a stand-alone basis. Because these features are optional and ancillary to the core Service, there may be an additional fee or cost.

Because Additional Features must be co-terminus with the Web Conferencing Service, the termination date of the Web Conferencing Service will constitute termination of any Additional Feature subscription or use, as applicable, irrespective of any remaining time on the Additional Feature Subscription.

Cisco HCS Telephony Service Provider (TSP) Audio

Telephony Service Provider (TSP) audio is a telephony-service for WebEx meetings not provided by WebEx directly, **but by a third party**. TSP audio is an alternative to using WebEx telephony for participants to dial into a meeting or for the WebEx system to call the participant. Customers who use a TSP as their audio provider must contact their TSP vendor for support of any telephone/audio issues related to a WebEx meeting services. Please be advised that audio services are limited and not available in all areas. Contact your third party provider for additional information and limitations. Cisco is not responsible for audio services or any limitations or restrictions.

Compliance Review

Cisco will have the right, upon reasonable notice, to audit Subscriber's records (including but not limited to the List) during normal business hours to ensure Subscriber's compliance with the above requirements. Cisco will pay the cost of the audit unless it is found that Subscriber is misusing the Service by, for example, exceeding the number of allowable meeting participants, or providing a Named User account to a non-employee.

Audio Limitations and Adjustments

If you are purchasing an audio based service, please note the following:

Due to rapidly changing and unpredictable global telecommunications law and regulations, availability of certain Audio Services and related offerings may become restricted. Because international audio rates vary, Audio minute usage will be adjusted, without notice, based on international toll-calls, whether call-in, call-back or "Call Me Back." This is why Audio minutes are considered "equivalent minutes" when calculating the type of call and the then-current international rate.

While Cisco WebEx routinely monitors applicable telecommunications law and regulations in an attempt to readily adapt to changing legal environments, Cisco WebEx reserves the right to modify its [Country Coverage Listing](#) for all impacted Cisco WebEx Audio offerings, without notice, as necessary to meet all country legal requirements.

Currently, the impacted Cisco WebEx Audio Services, subject to change, includes:

- Audio Call-in services
- Toll and Toll Free services
- Audio Call-Me services

- Call-Back services
- Call-Me-Back services

Also, Cisco WebEx Audio is not available to customers with billing addresses in the following countries: Algeria, Armenia, Bahrain, Belarus, Egypt, Georgia, Jordan, Kuwait, Kyrgyzstan, Lebanon, Oman, Qatar, Russia, Saudi Arabia, Tajikistan, Turkey, Turkmenistan, United Arab Emirates, Uzbekistan, and Yemen. Customers based in these locations can purchase integrated audio from an authorized TSP (Teleconferencing Service Provider) Partner.