

Webex for Government – Collaboration Flex Plan 3.0

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Webex for Government

With the release of Webex® for Government – Collaboration Flex Plan 3.0 (Webex for Government) FedRAMP authorized, quoting and ordering have been simplified by offering meeting and calling bundle options.

Key changes:

- Ability to scale and adopt Webex Meetings usage with the Active User buying model.
- The Cisco® Enterprise Agreement (EA) is simplified by consolidating three tiers into a single tier.

An Enterprise Agreement (EA) Buying model covers all Knowledge Workers (KW) in an organization and includes 15% growth allowance. A minimum of 250 KWs are required.

Active User (AU) is a usage-based subscription for Meetings that allows customers to purchase entitlements aligned with adoption trends. Subscriptions can be purchased for a minimum of 40 Active Users.

Named User (NU) is a per-user subscription that enables Webex Meetings or Calling services for individuals, teams, or departments with the flexibility to add additional users as adoption grows. Subscriptions can be purchased per user with no minimum (exception: minimum 5 users are required for Webex Suite NU or Webex Meetings Package). No growth allowance is included.

Enterprise Agreement Calling value tiers

Professional – The full-featured tier for employees and contractors who use multiple communication devices, including Webex App, as part of their job duties. This tier includes voicemail.

Standard (Webex Calling) – A lower-tier license for one device (hard device or soft phone). Does not include features like virtual lines, call queues, and customer experience basic.

Named User Calling value tiers

Professional – The full-featured tier for employees and contractors who use multiple communication devices, including Webex App, as part of their job duties. This tier includes voicemail.

Enhanced (On-Premises) – The feature rich tier is optimized for task-based workers who use a single device without the need for voicemail.

Standard (Webex Calling) – A lower-tier license for one device (hard device or soft phone). Does not include recording, virtual lines, call queues, and customer experience basic.

UCM Cloud for Government – Provides secure, scalable, and compliant cloud-based unified communications solution tailored for U.S. government agencies.

Access – The entry level tier for dial-tone and basic calling capabilities on basic devices. Access is only available for On-Premises and Cisco UCM Cloud for Government.

Deployment models

Customers can choose to mix deployment models to fit their needs and deploy cloud Meetings and Calling on-premises or in the cloud with Webex Calling. Table 1 shows which deployment models available for Meetings and Calling.

Table 1. Availability of Meetings and Calling by deployment model

	Cloud	On-premises
Meetings	X	
Calling	X Webex Calling and UCM Cloud for Government	X

Webex Meetings products, features, and benefits

When you choose Cisco Collaboration Flex Plan Meetings, you receive entitlements to a bundle of features. Table 2 describes the features and the availability of each feature to users with the EA, AU, and NU buying models. Table 3 describes the add-on features that can be purchased as a part of your subscription and the availability based on the designated buying model.

Table 2. Included features with each buying model

Products and features	Benefits	Buying model available		
		EA	NU	AU
Webex Meetings Package	<p>The following video and web conferencing solutions are included in the Webex Meetings Package:</p> <p>Webex Meetings with a capacity of 1000 attendees per session</p> <p>Webex Training with a capacity of 1000 attendees per session</p> <p>Webex Events with a capacity of 1000 attendees per session</p> <p>Webex Support with a capacity of 5 attendees per session</p> <p>Branded microsite</p> <p>See supported languages.</p> <p>Named User customers can choose the entire Webex Meetings Package or an a-la-carte combination of Webex Meetings, Webex Training, Webex Events (webinars), and Webex Support.</p>	X	X	X

Products and features	Benefits	Buying model available		
		EA	NU	AU
Webex Webinars	Host or join Webex Webinars natively from the Webex Meetings app with common meeting experiences and controls, no matter how participants join (Webinars Capacities 1,000 to 10,000). Webex Webinars with Webcast with features such as the ability to broadcast live with Q&A and feedback via chat (Webcast up to 100,000 capacities) Note: Calendar service must be enabled.		X	
Webex Suite	The Webex Suite brings the full power of the Webex platform to users, with Cloud or On-Premises Calling, Meetings, Messaging, Polling and Webinars.	X	X	
Webex Suite Essentials	Webex Suite Essentials can be purchased under Webex for Government to bring the power of the Webex platform with a Cloud Calling Standard license, Meetings, Messaging, and Polling to your organization’s users. Webex Suite Essentials is a cloud calling-only option.	X	X	
Webex Customer Experience Essentials	Webex Customer Experience Essentials provides the fundamental capabilities of the Webex Contact Center solution. It includes all the Customer Experience Basic features, as well as screen pop, supervisor experience in Webex App, and real-time and historical agent and queue view. It also includes all Webex Calling Professional calling functionality.	X	X	
Webex App	The Webex App provides a unified client experience for users to message. Get secure, all-in-one team collaboration with Webex App. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more. Users can host or join Meetings natively from the Webex App with common meeting experiences and controls. Note: Calendar services must be enabled.	X	X	X
Pro Pack for Control Hub	Pro Pack delivers additional levels of security controls, compliance management, and business insights.	X	X	X
Webex Conferencing Audio (Voice over IP [VoIP])	Each knowledge worker has unlimited access to VoIP. Cisco Webex VoIP capabilities may not be available to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the Webex Audio Offering data sheet for more details.	X	X	X
Webex Conferencing Audio (toll dial-in audio) Or	Each knowledge worker has unlimited access to global toll call-in services. Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio Offering data sheet (Table 2) for a list of covered countries. Or,	X	X	X

Products and features	Benefits	Buying model available		
		EA	NU	AU
Cisco Cloud Connected Audio Service Provider User	Under the Cloud Connected Audio Service Provider (CCA SP User) Audio option, a service provider partner peers with Cisco and provides the transport and access (phone numbers) to a customer, while Cisco provides audio bridging. The service provider partner also provides lifecycle support; that is, day-0, day-1, and day-2 support.			
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Webex cloud, with no need for on-premises infrastructure.	X		X
Webex Hybrid Services	Integrate your existing IT assets with Webex to provide a single, integrated experience. The Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X	X
Webex Edge Audio	Webex Edge Audio is suitable for customers that have a cloud meetings solution coupled with an on-premises calling solution. It provides an on-net path (VoIP) for participants to join meetings from their existing IP phones with no change in behavior or training required. Webex Edge Audio supports all Cisco Unified Communications solutions, providing high-quality audio (wideband codec) and cost savings by bypassing PSTN.	X	X	X

Webex Meetings Add-ons

Table 3. Optional add-on products and features by buying model available for purchase with Webex Meetings

Add-on products and features	Benefits	Buying model available		
		EA	NU	AU
Webex Messaging 1 TB file storage	Gain additional file storage beyond the pooled 20 GB of file storage per knowledge worker in the standard offer. Extra storage is purchased in unitary increments.	X	X	X
Cloud device registration [†]	Cloud device registration provides the ability to register Cisco video devices to the Webex cloud, with no need for on-premises infrastructure.	Included	X	Included
Cisco Room-based Video Endpoints	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco room-based video endpoints.		X	
Expert on Demand Devices	Expert on Demand provides the ability for experts to remotely join a Webex meeting through their supported RealWear Headset.	X	X	X
Network-Based Recording Storage	Additional Webex Meetings and Webex Calling Network-Based Recording (NBR) storage is available in 100-GB and 500-GB increments. This is incremental to	X	X	X

Add-on products and features	Benefits	Buying model available		
		EA	NU	AU
(NBR) (100 and 500 GB)	the included 1 GB per-user NBR storage entitled with EA and NU_ And 5 GB per-Active-User NBR storage entitled with AU.			
Content Management	Provides auto record functionality with unlimited storage. The default retention is 1 year . This is for Webex Meetings and Webex Calling total KW count.	X	X	X
Real-Time Translation	Real-time translation for Webex Meetings provides the ability to translate English to more than 100 languages natively within Webex.	X	X	
Webex Instant Connect	<p>Webex Instant Connect is a WebRTC-based solution that allows multi-party video visits. It can be used as a standalone application or can be integrated via API in an existing application.</p> <p>Available in two varieties: Standard and Enhanced.</p> <p>Select Webex Instant Connect EPIC if you are integrating Instant Connect with Epic and need Connection and Disconnection status messages in the Epic App</p>	X	X	X
The following audio add-ons are available only for Webex Conferencing Audio (not Cloud Connected Audio).				
Webex Conferencing Audio (Bridge Country Callback Audio)*	Each knowledge worker has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Callback Audio is available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	X	X	X
Webex Conferencing Audio (Bridge Country Callback + Toll-Free Audio) for the U.S. and Canada*	Each knowledge worker has unlimited access to global toll call-in plus bridge country callback and bridge country toll free services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Toll Free Audio provides participants toll free call-in numbers to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in the United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	X	X	X

Add-on products and features	Benefits	Buying model available		
		EA	NU	AU
Webex Conferencing Audio (global callback audio) *	Each knowledge worker has unlimited access to global toll call-in plus global callback. Local toll call-in numbers are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Webex Audio Offering data sheet for a list of covered countries.	X	X	X
Webex Audio (per minute)**	<p>The following Webex Audio services are available for purchase on a per-minute basis:</p> <ul style="list-style-type: none"> • Bridge country toll-free call-in:** Toll-free call-in number(s) are provided for participants in the bridge country to join a Webex meeting. • Bridge country callback:** Allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. • Global toll-free call-in: Toll-free call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global premium toll call-in: Local toll call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global callback: Allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to the Webex Audio data sheet for a list of covered countries. <p>**Per-minute bridge country audio services are available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for more details.</p> <p>Each of these services can be included in or excluded from the order and subsequent site provisioning. All included services will be made available to all site knowledge workers by default, and knowledge worker-level entitlements can be selectively modified using site administration tools.</p> <p>You will be required to choose one of the following billing models with your order:</p> <p>Uncommitted billing – Invoiced monthly in arrears, based on actual usage over the billing period. Per-use fees are subject to change. The subscriber will be charged at the applicable rate in effect at the time the service is used.</p> <p>Committed billing – Invoiced monthly in advance for the duration of the audio service subscription term, based on a monthly committed dollar amount (minimum of \$226 per month). Usage in excess of committed amounts is invoiced monthly in arrears at the discounted rate. Committed amounts that are not used by the subscriber during the month may not be carried forward into the next month.</p>	X	X	X

Add-on products and features	Benefits	Buying model available		
		EA	NU	AU
Webex Edge Connect	Webex Edge Connect is suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, Quality-of-Service (QoS)-enabled IP link from the customer’s premises to the Webex Cloud through direct peering, leading to better and faster Webex meetings powered by the Webex backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers that deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and Internet bandwidth.	X	X	X
Production Assist	Production Assist is valuable to ensure successful Webinars. Customers want to be able to have large Webinars setup and run smoothly with the expertise of a Cisco producer ensuring participants and attendees get to focus on the speakers and content.	X	X	X

Webex Calling product, features, benefits, and deployment models

Webex for Government offers different calling options to meet the needs of Government customers. When you choose a calling option in the Webex for Government, you receive entitlements to a bundle of calling features. Table 4 describes the included features with the EA and NU buying models, as well as the availability of each feature to users with a cloud or on-premises deployment model.

Table 4. Included products, features, buying models and deployment model availability

Included feature	Benefits	Buying model		Available deployment models		
		EA	NU	Webex Calling	UCM Cloud for Gov	UCM on - prem
Webex Calling	<p>Webex Calling in the Webex for Government offer is the latest Cloud Calling offer that is FedRAMP authorized that delivers proven enterprise-class Cisco hosted calling functionality.</p> <p>Webex Calling In Webex for Government includes only the multi-tenant option. Mobility is available via Webex App (desktop and mobile clients with support for multiple devices).</p> <p>Three license options are available: Professional, Standard, and Workspace. In an EA, Workspace licenses are included for 50 percent of the KW count.</p>	X	X	X		

Included feature	Benefits	Buying model		Available deployment models		
		EA	NU	Webex Calling	UCM Cloud for Gov	UCM on - prem
	Webex Customer Experience Basic is included as part of the Webex Suite and Webex Calling Professional license.					
Cisco Unified Communications Manager Cloud for Government	<p>Cisco Unified Communications Manager (UCM) Cloud for Government is a FedRAMP-authorized enterprise-grade unified communications and collaboration as a service from the Cloud.</p> <p>Cisco UCM Cloud for Government offers voice, video, messaging, presence, emergency, mobility, team collaboration, and soft client solutions enabled by Cisco Unified Communications Manager, Cisco Unity® Connection, Cisco Emergency Responder 911, Cisco Expressway, Cisco Jabber® and the Webex App, bundled into a cloud consumption model.</p>	X	X		X	
Webex Suite	The Webex Suite can be purchased under Webex for Government to bring the full power of the Webex platform with Cloud or On-Premises Calling, Meetings, Messaging, and Webinars to your organization's users.	X	X	X	X	X
Webex Suite Essentials	The Webex Suite can be purchased under Webex for Government to bring the full power of the Webex platform with Cloud Calling, Meetings, Messaging & Polling to your organization's users.	X	X	X		
Webex App	Secure, all-in-one team collaboration from Webex. Webex is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.	X	X	X	X	X

Included feature	Benefits	Buying model		Available deployment models		
		EA	NU	Webex Calling	UCM Cloud for Gov	UCM on - prem
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure.	X	Webex Suite NU Only	X	X	X
Cisco Room-based Video Endpoints	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco room-based video endpoints.	X		X	X	X
Webex Hybrid Services	Integrate your existing IT assets with Webex to provide a single, integrated experience. Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X			X
Cisco Unified Communications Manager (on-premises calling)	Cisco Unified Communications Manager provides an enterprise-class IP telephony call-processing system for premises based deployments as well as Unified Communication Manager Cloud for Government.	X	X		X	X
Cisco Expressway Series (Expressway-C and Expressway-E)	<p>Cisco Expressway Series works as part of the Cisco Unified Communications Manager product family to provide access for mobile, desktop, and fixed clients. The application provides advanced multimodal firewall traversal and access services for secure voice, video, instant messaging and presence, directory, and visual voicemail outside your enterprise firewall without the need for a VPN. It includes.</p> <ul style="list-style-type: none"> • Base software license • Expressway-E license • Series feature license • Rich Media Session license • Desk phone and room registration licenses 	X	X		X	X

Included feature	Benefits	Buying model		Available deployment models		
		EA	NU	Webex Calling	UCM Cloud for Gov	UCM on - prem
Cisco Unity Connection	Access your Cisco Unity Connection voice messages the way you prefer—whether from an IP phone, a mobile phone, a web browser, an email client, or a desktop client such as Cisco Jabber.	X	X		X	X
Soft clients (Jabber)	<p>Cisco Jabber clients:</p> <ul style="list-style-type: none"> • Cisco Jabber for Windows (softphone, video, instant messaging, presence) • Cisco Jabber for Mac (softphone, video, instant messaging, presence) • Cisco Jabber for Android (softphone, video, instant messaging) • Cisco Jabber for iOS (softphone, video, instant messaging) • Cisco Jabber SDK (software development kit for web) • Cisco Virtualization Experience Media Edition (VXME) 	X	X		X	X
Group Voicemail	Group Voicemail offers the ability to create a voicemail and fax inbox that can be shared by a group of users within an organization. This may be deployed as a voicemail box for individuals that do not have calling entitlements. Group voicemail boxes cannot exceed the named user or knowledge worker count. In Webex Calling Dedicated Instance deployments, additional group voicemail boxes can be added up to the total capacity available on the dedicated instance but may not exceed available capacity.	X	X	X	X	

Included feature	Benefits	Buying model		Available deployment models		
		EA	NU	Webex Calling	UCM Cloud for Gov	UCM on - prem
Virtual Lines	Virtual lines can be used to configure multiple lines for Webex Calling Professional users. You can configure virtual lines with its associated business calling features, such as voicemail, call forward, call waiting, and many more, without requiring additional licenses. After the lines are configured, they can be assigned to the device and Webex App as non-primary lines. These lines are used to place and receive calls like the primary line. Virtual lines cannot exceed the named user Professional Calling or knowledge worker count. Virtual line is specific to Multi-tenant deployments.	X	X	X		
Cisco Emergency Responder	Cisco Emergency Responder enhances the existing emergency 9-1-1 functionality offered by Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Cisco Emergency Responder exports Automatic Location Information (ALI) data in formats defined by the National Emergency Number Association (NENA), an industry standards body in the United States. These data formats may not be suitable for use outside the United States and Canada; manual modification of the exported files may be required.	X	X		X	X

Included feature	Benefits	Buying model		Available deployment models		
		EA	NU	Webex Calling	UCM Cloud for Gov	UCM on - prem
Enhanced Emergency Calling	The enhanced emergency (E911) service for Webex Calling provides an emergency service designed for organizations with a hybrid or nomadic workforce. It provides dynamic location support and a network that routes emergency calls to Public Safety Answering Points (PSAP)	X	X	X	X	
<u>Cisco Unified Survivable Remote Site Telephony (SRST)</u>	Cisco Unified SRST provides cost-effective solutions for supporting redundant call control in remote branch offices and the homes of teleworkers.	X	X		X	X
<u>Cisco Unified Communications Manager Session Management Edition (SME)</u>	<p>Cisco Unified Communications Manager SME helps enterprises create a centralized architecture to more easily and efficiently manage and evolve their networks as collaboration needs change. With SME, enterprises can:</p> <ul style="list-style-type: none"> • Simplify. Reduce complexity by aggregating third-party PBXs, and ease migration to an all-IP environment. • Extend. Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs. 	X				X

† Not applicable for Webex Calling

Table 5 describes the add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated buying model as well as the availability of each feature to users with a cloud or on-premises deployment model.

Table 5. Add-on features, buying model, and deployment model availability for purchase

Add-on feature	Benefit	Buying model		Available deployment models		
		EA	NU	Webex Calling	UCM Cloud for Gov	UCM on-prem
Cisco Unified Communications Manager Session Management Edition (SME)	<p>Cisco Unified Communications Manager SME helps enterprises create a centralized architecture to more easily and efficiently manage and evolve their networks as collaboration needs change. With SME, enterprises can:</p> <ul style="list-style-type: none"> • Simplify. Reduce complexity by aggregating third-party PBXs, and ease migration to an all-IP environment. • Extend. Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs. 	Included	X			X
Cisco Unified Attendant Console (CUAC) Standard	<p>Cisco Unified Attendant Console (CUAC) Standard and Advanced are available as part of the Collaboration Flex Plan. CUAC Advanced comes with optional high availability to protect your system from down time.</p> <p>CUAC Advanced offers a powerful queuing engine that helps users manage several calls from many sources. The robust directory can handle up to 100,000 contacts and synchronize directly with Active Directory.</p>	X	X		X	X
Cisco Unified Border Element (CUBE)	<p>Cisco Unified Border Element (CUBE) is an enterprise-class Session Border Controller (SBC) solution that makes it possible to connect and interwork large, midsize, and small business unified communications networks with public and private IP communication services.</p> <p>* CUBE is supported in Webex Calling in Webex for Government as a Local Gateway for PSTN connectivity.</p>	X	X	X*	X	X

Add-on feature	Benefit	Buying model		Available deployment models		
		EA	NU	Webex Calling	UCM Cloud for Gov	UCM on-prem
Unity Connection	Access your Cisco Unity® Connection voice messages the way you prefer—whether from an IP phone, a mobile phone, a web browser, an email client, or a desktop client.	X	X		X	X
Common Area and Workspace add-on	Get add-on licenses for common-area and Workspace phones not associated with knowledge workers. A common area/Workspace (Places) phone option is also available for Webex Calling, offering analog phone type functionality with a minimal set of additional feature capabilities.	X	X	X	X	X
Access add-on	Add-on licenses for Access phone not associated with a knowledge workers.	X		X	X	X
SpeechView	SpeechView is a third-party OEM integration that allows for voicemails to be machine-translated into text. It works in conjunction with Unity Connection-based voicemail products. SpeechView cannot be turned on if customer has FIPS (Federal Information Processing Standard) compliance requirements.	X	X			X

Named User Calling Tiers

Named User Calling has different value tiers for Webex Calling and on-premises calling.

Webex Calling:

- **Professional** – The full-featured tier for employees and contractors that require professional calling capabilities: multiple devices (both soft clients and hard devices), CX Basic, virtual lines, Webex Go ready, etc. This tier includes voicemail.
- **Standard** – This license tier is for users that require standard calling capabilities, a single device (hard device or soft phones), voicemail, hot desking, etc.
- **Workspace** – A calling license designed for shared use and common area locations. Not intended for an individual user’s calling needs.

On-Premises Calling:

- **Professional** – Full-featured license for employees and contractors who use multiple communication devices as part of their job duties.
- **Enhanced** – This feature rich license is optimized for task workers who use a single device.
- **Access** – Entry-level license that supports only one device, plus basic (voice and video) call control features.
- **Common Area** – Calling license designed for shared use and common area locations. Not intended for an individual user’s calling needs.

Table 6 highlights the Names User value tiers. See the Collaboration End Points page for up-to-date devices.

Table 6. Named User value tiers

	Professional (Cloud and on-premises)	Enhanced (On-Premises)	Standard (Cloud only)	Access/ Common Area	Deployments		
					Premises	Webex Calling	UCM and UCMC for Gov
SRST	Included	Included	N/A	Included	Available	N/A	Available
CER	300%	Included	N/A	Included	Available	N/A	Available
Pro-Pack	Included	Included	Included	N/A	Available	Available	Available
Mobile Remote Access*	Included	Included	N/A	N/A	Available	N/A	Available
Webex Messaging (Managed)*	Included	Included	Included	N/A	Available for purchase	Available for purchase	Available for purchase
Unity Connection (Enhanced)^{SA}	Included	Optional Purchase	N/A	Optional Purchase	Available for purchase	N/A	Available for purchase
SpeechConnect^{SA}	Included	Included with Unity Connection	N/A	Included with Unity Connection	Available	N/A	Available
Session Manager	Optional Purchase	Optional Purchase	N/A	Optional Purchase	Available for purchase	N/A	Available
Expressway Base	Included	Included	N/A	N/A	Available	N/A	Available
Expressway RMS	Optional Purchase	Optional Purchase	N/A	Optional Purchase	Available for purchase	N/A	Available for purchase
Premises Device Registration	Optional Purchase	Optional Purchase	N/A	Optional Purchase	Available for purchase	N/A	Available for purchase

	Professional (Cloud and on-premises)	Enhanced (On-Premises)	Standard (Cloud only)	Access/ Common Area	Deployments		
					Premises	Webex Calling	UCM and UCMC for Gov
Cloud Device Registration	Optional Purchase	Optional Purchase	Optional Purchase	Optional Purchase	Available for purchase	Available for purchase	Available for purchase

% = Entitlement as a percentage of KW

SA = Standalone add-on

† = Feature only, no separate entitlement

Table 7. Platform and messaging add-ons

Add-on feature	Benefits
Webex App messaging add-on	Secure, all-in-one team collaboration from Webex. Webex App is used for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.
Jabber	Cisco Jabber instant messaging can be opted in addition to Webex Messaging at no cost and at equal license count as Webex messaging. This is intended to aid customer migration from Jabber to Webex App. This can only be used with UC Manager, either on-premises or UCM Cloud for Government.
Webex App additional 1 TB of messaging storage	Get an additional 1 TB of file storage in addition to the pooled 24 GB of file storage per knowledge worker or 20 GB of file storage per person in the named user offer. Purchased in unitary increments.
Extended Security Pack *	The Extended Security Pack bundle includes full-functionality Cisco CloudLock® for data loss prevention and anti-malware scanning for all Webex files. This add-on Flex pack provides collaboration administrators agility and the ability to securely deploy Webex in their enterprises by addressing all InfoSec concerns in a tightly integrated solution without the procurement and deployment hurdles of buying multiple products.

* Extended Security Pack requires a purchase with Callings and/or Meetings.

Technical support and customer success services

Cisco offers support services covering the areas of problem resolution, customer success and adoption, and designated support management. Basic support is included at no additional cost for the duration of your subscription. For more information about the available technical support services, contact your partner or Cisco sales agent.

Cloud Provisioning

When placing the order in CCW, partners will be required to designate a provisioning contact email address. The provisioning contact should be the contact email address of the person responsible for setting up the service. On the requested start date, the provisioning contact will receive a welcome email with instructions on how to complete the first-time setup wizard in Control Hub. The wizard will prompt a series of steps to complete the service setup. For more detailed step-by-step instructions, reference the [Provisioning Wizard - User Guide](#).

On-premises licensing and software delivery

On-premises licenses are delivered to you via your Smart Account. The partner is responsible for entering your Smart Account information at the time your order is placed.

The on-premises software and license Product Authorization Keys (PAKs) are available through the links provided in the eDelivery email that will be sent to the email address(es) provided on the order. Instructions will be included on how to register the PAKs and install the license bin file.

Ordering information

To place an order, contact your certified Cisco partner or Cisco sales agent. If you need help finding a partner in your area, use the [Partner Locator tool](#). Your partner or Cisco sales agent can also assist with any modifications to your subscription after your initial order is placed.

Basic Webex Meeting service

If you elect not to renew your subscription, your Webex account will be converted to a Basic cloud meeting service. The free cloud Meeting service has fewer features and differing usage limits than the paid cloud service. Cisco may at any time change those features and limits at our discretion and without notice. Cisco may also deactivate or delete your free account and any related data if you exceed the 5-GB storage limit per user. See the [Webex help article](#) for a detailed comparison.

Cisco environmental sustainability

Information about Cisco’s environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the “Environment Sustainability” section of Cisco’s [Corporate Social Responsibility](#) (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the “Environment Sustainability” section of the CSR Report) are provided in the following table:

Table 8. Cisco environmental sustainability

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

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Appendix

Webex for Government Ordering Guide

Webex for Government SKU List

[Webex for Government FAQ](#)

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

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