Cisco Webex-Named User

A subscription to Cisco® Webex-Named User includes the following cloud services: Cisco Webex® Meetings, Cisco Webex Calling, and Cisco Webex Teams™ as well as the following software: Cisco Unified Communication Manager. Cisco Webex-Named User is available under the following solution bundles: M1, M3, C1, C3, and C1 Hosted. Tables 1 and 2 describe: (a) the features included with your solution bundle; (b) the add-on features that can be purchased on top of your solution bundle; and (c) the availability of each included and add-on feature based on your designated solution bundle.

Table 1. Included features

Included feature	Benefit	Subscription availability				
		M1	M3	C1	C3	C1 Hosted
Enhanced messaging in Cisco Webex Teams	Get secure, all-in-one team collaboration from Cisco Webex. Cisco Webex Teams is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, whiteboarding, video meetings, calling, and more.	X	X	X	X	X
Cisco Webex team meetings	Host or join Cisco Webex Meetings natively from Cisco Webex Teams with common meeting experiences and controls, no matter how participants join. **Note:** Calendar service must be enabled.		X		X	
Cisco Webex Meetings	The following video and web conferencing solution is included: Cisco Webex Meetings service with capacity of 1000 attendees per session.		X		X	
Cisco Webex Calling	The calling capability of Cisco Webex includes a cloud-based phone system (and the ability to connect other Cisco call control capabilities and services through Cisco Webex Hybrid Services) and encompasses all the devices to make calls. **To include PSTN calling for the order, select a service provider from a Cisco Preferred Media Provider (PMP). For more information on PMPs, visit: https://collaborationhelp.cisco.com/article/en-us/85aolt.**			X	X	
Cisco Partner Hosted Calling (Hosted Collaboration Solution [HCS])	This calling capability is hosted through the partner using the following Cisco Unified Communications software: • Cisco Unified Communications Manager • Cisco Unity® Connection (Standard) • Cisco Expressway™ • Cisco Emergency Responder • Cisco Jabber® Client Cisco Webex Teams (enhanced messaging; optional)					X
Voice over IP (VoIP)	Unlimited VoIP is included for the Cisco Webex service, except as noted in https://cs.co/geos.		X		X	
Cisco Webex Control Hub (standard)	With Cisco Webex Control Hub (standard), administrators can provision, manage, and analyze the entire Cisco Webex experience (calling, meetings, and team collaboration), including Single Sign-On (SSO), call logs, and usage reports. Note: Webex Site Administration may be used to manage Webex Meetings sites.	X	X	X	X	X

Included feature	Benefit	Subscription availability				
		M1	M3	C1	C3	C1 Hosted
Cisco Webex Meetings storage	Cisco Webex Meetings storage is cloud storage, including Network-Based Recording (NBR) storage and standard storage (files, documents, etc.). The amount of storage given will be 10 GB per C3 or M3 purchase for Cisco Spark Named User.		X		X	
Cisco Webex Teams storage	The amount of storage given will be the number of users purchased times 5 GB and will be pooled across users.	X	X	X	X	X
Cisco Webex Hybrid Services	Integrate your existing IT assets with Cisco Webex to provide a single, integrated experience. The Cisco Webex Hybrid Services are Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X	X	X	X
Localization	For supported languages, refer to https://cs.co/lang.	X	X	X	X	X
Branding	Webex Meetings: A branded Cisco Webex Meetings microsite is included in C3 and M3 purchases. Webex Teams: Customers have the option to include a logo on the About and Send Feedback/Support pages in the Cisco Webex Teams app.		X		X	

Table 2.   Add-on features

Add-on feature	Benefit	Subscription availability				
		M1	M3	C1	C3	C1 Hosted
Webex Training and Webex Events	Add Webex Training service with the capacity for up to 200 attendees per session. https://www.cisco.com/c/en/us/products/conferencing/webex-training-center/index.html Add Webex Events service with the capacity for up to 1000 attendees per session. https://www.cisco.com/c/en/us/products/conferencing/webex-event-center/index.html		X		X	
Cisco Webex Audio flat-rate monthly subscriptions	Cisco Webex Audio supports three flat-rate, audio subscription plans: Toll User, Toll Plus User, and Toll Plus International User. In these plans, each entitled user has unlimited access to the specified services for a flat monthly fee per user.		X		X	
Cisco Webex audio (per minute)	The following Cisco Webex audio services are available for purchase on a per-minute basis: • Bridge country toll-free call-in[**] – Toll-free call-in numbers are provided for participants in the bridge country to join a Cisco Webex meeting. • Bridge country toll call-in[**] – Local toll call-in numbers are provided for participants in the bridge country to join a Cisco Webex meeting. • Bridge country callback[**] – Participants in the bridge country can join a Cisco 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 Cisco Webex meeting. Refer to Table 2 in the Cisco Webex audio offering data sheet for a list of covered countries. • Global toll call-in - Local toll call-in numbers are provided for participants in covered countries to join a Cisco Webex meeting. Refer to Table 2 in the Cisco Webex audio offering data sheet for a list of covered countries. • Global callback - Participants in covered countries can join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Table 3 in the Cisco Webex audio offering data sheet for a list of covered countries. [**]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 Cisco		X		X	

Add-on feature	Benefit	Subscription availability				
		M1	M3	C1	C3	C1 Hosted
	[Webex audio offering data sheet](#) for more details.					
	Each of the above services can be included in or excluded from the order and subsequent site provisioning. All included services will be made available to all site employees by default, and employee-level entitlements can be selectively modified using site administration tools.					
	You will be required to choose one of the following billing models with your order:					
	• 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.					
	• 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.					
Cloud Connected Audio Service Provider integration (CCA SP int)	The Cloud Connected Audio Service Provider architecture offer allows a certified CCA SP partner to enable CCA audio on a Webex Meetings site. The number of dedicated ports provided on the subscription is set as a fixed ratio based on the agreement model and the number of knowledge workers provisioned in cloud meetings. **Find more information on Cloud Connected Audio:** https://www.cisco.com/c/en/us/products/collateral/conferencing/webex-cloud-connected-audio/solution-overview-c22-735908.html **Read the CCA SP partner ordering guide:** https://www.cisco.com/c/en/us/products/collateral/conferencing/webex-cloud-connected-audio/guide-c07-737968.pdf		X		X	
Cisco Spark Care (K1)	Cisco Spark Care in the Cisco Spark offer is now Cisco Care, a digital customer support solution for help desks and small teams. Cisco Care offers chat and callback services, and enables connected digital experiences by supporting customer care teams who want to deliver contextual, continuous, and capability-rich customer journeys. It is offered on a Named User basis only. **Find more information about Cisco Care:** https://www.cisco.com/c/en/us/products/collateral/customer-collaboration/datasheet-c78-738637.html	X	X	X	X	X
[Pro Pack for Cisco Webex Control Hub](#)	With Pro Pack for Cisco Webex Control Hub, administrators can provision, manage, and analyze the entire Cisco Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers who are looking for advanced capabilities.	X	X	X	X	X
Webex Edge Audio	Cisco Webex Edge Audio is suitable for customers who 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	X	X
Webex Edge Connect	Cisco 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 Cisco Webex cloud through direct peering, leading to better and faster Webex meetings powered by the Cisco Webex backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers who deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and internet bandwidth. For more information, refer to the [Cisco Edge Data sheet](#).	X	X	X	X	X

Named user

A "named user" is an employee given access to the cloud services. Each named user receives a unique account that may not be shared or used by anyone other than the designated employee. A named user's account may not be transferred to another person, except upon: (a) termination of the named user's employment or (b) Cisco's prior written approval. Your payment obligation and your right to use the cloud services is based on the number of named users in your order, regardless of usage. You are solely responsible for the acts and omissions of, or any fees incurred by, your employees.

Technical support services

Cisco offers technical support services covering the areas of problem resolution, customer success and adoption, and designated support management in three service tiers: Basic, Enhanced, and Premium. 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.

Ordering information

To place an order, contact your Cisco-certified partner or Cisco sales agent. If you need help finding a partner in your area, visit the online Cisco Partner locator tool. Your partner or Cisco sales agent can also assist with any modifications to your subscription after your initial order is placed.

Entry-level Webex service

If you elect not to renew your subscription, your Webex account will be converted to an entry-level cloud service. The free cloud 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.

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Flexible payment solutions to help you achieve your objectives

Cisco Capital makes it easier to get the right technology to achieve your objectives, enable business transformation and help you stay competitive. We can help you reduce the total cost of ownership, conserve capital, and accelerate growth. In more than 100 countries, our flexible payment solutions can help you acquire hardware, software, services and complementary third-party equipment in easy, predictable payments. Learn more.

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