



NTT Cloud Communications

Cisco Webex Service Description

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Revision

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2019	1.0	Laure Nguyen	Document creation
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Validation

The following Key Stakeholders approve the template for this document. No changes to core content are authorized for change without agreement from all people listed below. Only Client specific details are permitted for change.

To apply a change to the core content the requester must present the change to the listed Key Stakeholders and request authorisation. Change to core content can only be made with agreement from all and detailed in revision table above.

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1. Introduction to the Cloud Communications Division of NTT Ltd

The purpose of this document is to provide a clear description of Cisco's Cloud Collaboration offering for Clients having subscribed to our Cisco Webex services.

This document,

should be read in conjunction with the documents listed below, and shall form the entirety of the Contract terms applicable to the Client:

- **Cloud Communications Division of NTT Ltd. Standard and Specific Terms of Use**

Cloud Communications Division of NTT Ltd. Standard Terms and Conditions, or Client service agreement,

- **Cloud Communications Division of NTT Ltd. Service Order Form (SOF)**

Order Form detailing the services and their price purchased by the client to the Cloud Communications division of NTT Ltd.

- **Cloud Communications Division of NTT Ltd. Statement of Work (SoW)**

The SoW describes the activities related to the deployment of the service for the Client.

- **Cloud Communications Division of NTT Ltd. Cisco Webex Service Description**

- **Cloud Communications Division of NTT Ltd. Cloud Voice Service Description**

Which covers the following product and services: Universal Calling Plans, Pay-as-you-go, Cloud Fax, Universal Access

- **Cloud Communications Division of NTT Ltd. Support+ for Cisco Webex Service Description**

Support+ is a care package designed to help the Client achieve full business value from their investment in Cisco Webex

- **Cloud Communications Division of NTT Ltd. Customer Support Handbook (CSH)**

The CSH contains operational guidelines and procedures for our delivered service that must be followed by the parties and SLA

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2. Cisco Webex Meetings

2.1. Make Meetings Simple

Bringing together a team scattered across the country or the globe has felt roughly akin to herding cats—until now. The Cisco Webex cloud collaboration portfolio, available through NTT Cloud Communications, makes it easy for everyone to work together in one place and in real time. This is technology designed to get technology out of the way, so everyone's thoughts and ideas come to the forefront. Cisco Webex is a more intuitive way to work.

NTT Cloud Communications is pleased to propose Cisco Webex Meetings, part of the Cisco Webex cloud collaboration portfolio, to help you effectively meet and collaborate. This collection of products is delivered as software-as-a-service (SaaS) through the Cisco Webex platform, all available through NTT Cloud Communications. The proposed solution can offer vision, knowledge, technology, innovation, and provide a strong set of applications tailored specifically for your business.

Whether you are collaborating with remote colleagues, leading important meetings with participants outside your organization, orchestrating large online events, running marketing campaigns, delivering interactive training, or providing live customer service or technical support, the proposed Webex Meetings offers the right conferencing solution to meet your needs.

Collaboration isn't a one-size-fits-all world, and the way people are working together is changing. NTT Cloud Communications offers meetings solutions for different work styles and for how people work today. The offered Cisco meetings strategy brings together Webex Meetings with Cisco Webex Teams™ (formerly Cisco Spark) on a single platform to deliver a unified user experience, unified video capabilities, and unified management. You can choose a continuous collaboration suite that includes meetings in Cisco Webex Teams, or continue to have stand-alone meetings with Webex Meetings. And the best part is that it's the same meeting.

2.1.1 Proposed Cisco Webex Meetings Advantage

The proposed solution is the most recognized brand in conferencing and has the leading share of new license revenue according to a Synergy Research study in 2016. The proposed Webex Meetings suite is a feature-rich solution that includes modules for collaborative meetings, training, large events, and remote support. Webex Meetings supports multiple mobile devices, including iPhone, iPad, Apple Watch, and Android and Android wearables. You can meet with anyone on all common OS platforms, including Windows, Mac, and Linux. The proposed solution supports Internet Explorer (IE), Safari, Firefox, Chrome, and Edge browsers.

Webex Meetings supports HD (720p) video and is interoperable with Cisco video devices and third-party video systems, including Microsoft Skype for Business. You can invite others to join meetings from mobile devices or their own video systems, such as desk and room devices. This video capability combines video bridging and web conferencing into one always-on meeting. Schedule ahead or meet instantly—everyone is welcome.

NTT Cloud Communications delivers a robust suite of Cisco's on-demand business applications that can dramatically increase efficiencies both internally and externally. IT departments can easily manage and support Cisco's pioneering underlying technologies for real-time web collaboration.

And to top it off, you can simplify your purchasing process and combine all contracts in one. One subscription agreement covers software, upgrades, and support for the proposed Webex Meetings.

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You can gain a strong competitive advantage using the proposed Webex Meetings, which offers:

- **Robust video:** Multi-stream HD video that is customizable to how you want to work and who you want to see in the meeting, even on mobile devices. Add Cisco award-winning video room and desk devices to your Webex meeting for life-like experiences.
- **Powerful mobile experience:** Optimized just for mobile users with customizable 720p video views, native screen sharing, hands-free joining, simple meeting scheduling, and it adapts to noisy environments.
- **Join from your device of choice from the pocket to the boardroom:** Phone, browser, mobile, room device, third-party standards-based room devices, and even Skype for Business. And you'll have a consistent meeting experience no matter how you join.
- **Integrated into how you work:** Schedule, join, and start meetings with the third-party tools you may already use, including Microsoft Teams, Slack, Workplace by Facebook, Microsoft Teams, Google Calendar, and Skype for Business.
- **Complete suite of services for any size or type of meeting:** Cisco Webex, available through NTT Cloud Communications, has tailored offerings not just for everyday meetings but also for events, training, customer support and webcasting with optional white glove services to ensure everything goes smoothly on that big day.
- **One meeting experience:** Whether participants are together or apart, internal or external to the organization, they will have one meeting experience across mobile or video devices.
- **Professional and effective meetings:** Keep internal and external participants engaged with integrated audio, video, and content sharing capabilities, made possible by global online conferencing with the proposed Webex Meetings applications. You can also share other applications, desktops, and even video files for more productive and impactful collaborative meetings, training, and events.
- **Online meetings as if you were face to face:** Start or join a meeting using a web browser, mobile phone, desktop, or in-room video devices. Make online meetings even more engaging just like you were together in person with video that automatically switches to display the person who is speaking, creating an intuitive meeting experience. Bring everyone together in a personalized, always-available meeting room anytime. You can use your own standards-based video device, which can scale your meeting from a few to hundreds, as desired.
- **Enhanced security and compliance:** Take the worry out of your meeting with multi-layer security built with Cisco expertise that does not compromise user experience.
- **Global meeting architecture:** Webex, offered by NTT Cloud Communications, has a global architecture and network, purpose built for meetings, to ensure speed and performance. With data centers located throughout the world, people join using the Webex data center closest to them. The benefit? High-quality video meetings without delays—no matter where participants are located. This is made possible by an enterprise structure that securely and reliably delivers SaaS functionality.
- **Enhanced service and support:** Help maximize results with comprehensive training, consulting services, and support. With the proposed Webex Meetings, there is no need to purchase servers or manage maintenance and support. These solutions offer multilevel, enterprise, security policies that site administrators can configure and enforce for individual users, groups, or an entire enterprise.
- **Improved administration:** To better manage the collaboration portfolio, the Cisco Webex Control Hub (formerly the Cisco Spark Control Hub) allows administrative users to access Webex Meetings settings and reports in a single pane of glass.

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- **Improved speed of deployment:** Experience rapid time to value with low total cost of ownership by being able to quickly deploy the solution over the secure Webex platform. You can deploy the proposed Webex Meetings quickly instead of over months, taking full advantage of innovative video and web collaboration best practices along with Cisco technology and expertise.

2.1.2 Proposed Cisco Webex Meetings Benefits

The following table describes how the proposed solution can help you achieve your business objectives. All Cisco products mentioned are available through NTT Cloud Communications.

Desired Business Outcome	How We Can Make It Happen
Improve business agility	<ul style="list-style-type: none"> • One meeting experience: Choose the meeting solution that best meets your needs. This can be either stand-alone web and video conferencing or a continuous collaboration suite with meetings powered by the Webex solution for a better experience before, during, and after the meeting. • Enhance interactive meetings: With video conferencing, integrated audio, and real-time content sharing, Webex Meetings creates a richer, more productive meeting experience for internal and external participants across any mobile or video device. • Join meetings faster: With one button to join, Webex Meetings connect instantly to the nearest global data center so every internal and external participant can get into a meeting quickly. If a data center experiences high levels of network congestion, the Webex solution transparently routes traffic to the next nearest data center easily, requiring no user involvement. • Decrease interrupted service: Even in the unlikely event of a service interruption, traffic synchronizes and switches transparently to a backup site over Webex.
Increase staff productivity	<ul style="list-style-type: none"> • Improve collaboration: Effective collaboration has demonstrated the ability to measurably improve the product development process and accelerate sales cycles. Increasing employee productivity is the next great ROI opportunity. • Join from anywhere: From the pocket to the boardroom, start or join meetings on any device, such as a web browser, mobile phone, or tablet device. You can hold regular meetings with anyone—regardless of their location, instantly or at a scheduled point in time. • Join from any video device: You can invite others to join meetings using their own video device, including Microsoft Skype for Business.
Protect data	<ul style="list-style-type: none"> • Encrypt and secure network-based recordings: All recordings are encrypted at rest in the Cisco Data Center and can require a password, providing protection against unauthorized access. • Add attendance security to internal meetings: Choose from three levels of participant security—from identifying attendees as

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Desired Business Outcome	How We Can Make It Happen
	<p>Internal or Guest, to very secure, internal only, and invitation only. To mimic real-life scenarios in which an employee can enter a physical meeting space, but visitors need to be escorted, security options are available for Personal Rooms. Keep Personal Rooms secure from unauthorized participants by automatically keeping unauthenticated users in the lobby until the host admits that person. It can also remember if the user was able to authenticate previously.</p> <ul style="list-style-type: none"> • Protect sensitive data: For Webex Meetings on PCs and mobile devices, data is transported from the client to the Webex solution using 128-bit SSL version 3 (SSLv3). Rather than using firewall port 80 (standard HTTP Internet traffic) to pass through the firewall, SSLv3 uses firewall port 443 (HTTPS traffic), restricting access over port 80 without affecting Webex Meetings traffic.
Manage evolving users' expectations on current trends (mobile, cloud, video) while enhancing interoperability to existing investments	<ul style="list-style-type: none"> • Enhance customer relations: Webex Meetings helps address users' concerns for flexibility with solutions that are platform- and device-agnostic. These secure solutions can provide ubiquitous access to web and video conferencing systems on every major platform and device. • Use existing investments: Take advantage of Webex Meetings integration and interoperability with Cisco Collaboration products, such as the Cisco Webex Teams, Cisco Jabber solution, and Cisco video devices. In addition, use and extend existing third-party technologies, including Microsoft Skype for Business. With new features in iOS 11, combined with advanced networking and collaboration from Cisco, together Apple and Cisco are delivering calling and collaboration experiences for the modern enterprise. And IBM Connections cognitively enhanced email and social services are integrated with Cisco messaging and meeting experiences. Easily share content from Microsoft One Drive on your iOS mobile device directly in Webex Meetings. The result is a faster-moving, smarter, and more connected workforce. When technologies work together, users benefit from more effective meeting experiences.
Keep pace with emerging new business models	<ul style="list-style-type: none"> • Maximize strategic ROI: Strategic ROI, while difficult to measure, is often the most transformative. Your organization can collaborate strategically to reinvent the concept of customer service, develop entirely new business models, or enter new markets with a built-in competitive advantage. Real-world examples of such transformative initiatives range from remote healthcare to virtual banking, to entire "smart cities" (for example, New Songdo, Korea) that are pre-wired for collaboration.
Reduce CapEx and OpEx	<ul style="list-style-type: none"> • Achieve faster ROI: Cisco can help deploy Webex Meetings with little or no delay and get your entire organization up and running quickly. With productivity and cost reduction benefits, Cisco helps you refocus on your organization's core competencies, cutting overhead, and minimizing travel. • Improve operational ROI: Webex Meetings helps change the way you operate by cutting or avoiding travel, infrastructure, energy, and office space costs. And it provides the ability for

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Desired Business Outcome	How We Can Make It Happen
	organizations to easily scale and frees IT staff to focus on key priorities. This area is easy to implement and measure, and it is typically the first area that a business considers.

2.2. Proposed Cisco Webex Meetings Overview

NTT Cloud Communications' proposed Webex Meetings can accelerate deployment and tap into the enterprise infrastructure of the Cisco Webex platform. Cloud collaboration makes it easy to scale Webex Meetings to as many sites, projects, or lines of business as necessary. You can continue to build on collaboration success by expanding the proposed Webex Meetings usage to other groups, divisions, and locations, without infrastructure investments. Cloud delivery gives you the ability to build a full-scale collaboration strategy with minimal IT investment, helping reduce the workload on your operations team, maximize ROI, and lower TCO.

You can enhance your business by increasing productivity and efficiency, while improving overall communication. The proposed Webex Meetings is easy to roll out and scale throughout your organization and can also help minimize costs and optimize IT resources.

Webex Meetings applications are run Hosted from Cisco Webex: The Cisco Webex platform is a global,

enterprise-scale network designed specifically for highly secure delivery of on-demand applications. It offers a scalable architecture, consistent availability, and multilayer tenant security validated by rigorous independent audits, including SSAE-16 and ISO 27001.

The proposed Webex Meetings solution allows you to choose from three buying models for your business:

- The Cisco Enterprise Agreement (EA) model is priced per user, per month, for organizations with 250 or more users. Gain maximum value by enabling services for everyone in your organization for meetings.
- The Active User offer allows variable meetings, starting at 15 percent (minimum 40 or 75 active users, depending on plan) of all knowledge workers while only paying for those users that actively host meetings. Active User subscription is ideal for those who are unable to make a full enterprise commitment on Cisco Enterprise Agreement for meetings and need a solution that provides minimal upfront commitment and the ability to pay for growth as adoption occurs. Anyone can host or schedule a meeting, and you pay only for those who use the entitlement.
- You can choose the Named User buying model to purchase what you need today for individuals, teams, or departments and grow at your own pace based on your consumption needs, eventually evolving to Active User buying model or an Enterprise Agreement.

For both Cisco Enterprise Agreement (EA) or Active User, there is provision for up to 20 percent growth during contract term. Annual "true-forward" billing aligns current knowledge worker count with volume pricing for the next period.

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2.2.1 Business Class Management

Also available through NTT Cloud Communications, the Cisco Webex Control Hub provides visibility and control for Cisco Webex Teams (formerly Cisco Spark) and Webex Meetings. It is a simple-to-use, web-based, single-plane-of-glass service that enables you to provision, administer, and manage Webex Teams and Webex Meetings services.

For those needing more advanced capabilities with your existing analytics software, the premium Pro Pack for Cisco Webex Control Hub is available for Webex Meetings.¹ To help you understand your system at a glance, top metrics are easily visible. Trending and visualizations make key patterns clear and apparent. Webex Meetings session- and user-level details are available along with diagnostic capabilities.


The Pro Pack for Cisco Webex Control Hub, available through NTT Cloud Communications, allows you to:

- Analyze and create reports for meeting and audio usage, average meeting join time, and media quality
- Identify recurring anomalies with historical trends
- View engagement, quality, and diagnostic data

¹ The Cisco Webex Control Hub supports Cisco Webex sites that are 1) managed by Cisco Webex Control Hub or 2) managed by Cisco Webex Site Administration and have been Cisco Webex linked to Cisco Webex Control Hub. The Cisco Webex Control Hub provides access to reports for both sites managed by Cisco Webex Control Hub and Cisco Webex Site Administration.

2.2.2 Proposed Cisco Webex Meetings Components

NTT Cloud Communications offers these components with the following features and benefits:

Component	Description
Cisco Webex Meetings (formerly Cisco Webex Meeting Center) 	<p>Webex Meetings makes online meetings more effective with a powerful feature set for productive and efficient meetings. You can get more done, faster, and empower your workforce with online collaboration using Webex Meetings. Share documents, presentations, and applications with integrated audio and video anytime, on any mobile device or your own video device. It's simple to conduct regular meetings among geographically dispersed staff members. You can also hold engaging and creative sessions with external customers or internal teams.</p> <p>Features include:</p> <ul style="list-style-type: none">• Video-first meeting experience: Make meeting simple by inviting others to join using mobile devices or their own video systems, including Microsoft Skype for Business. Video conferencing is built into Webex Meetings and brings together video bridging and web conferencing from the cloud into one service. Webex Meetings offers business-quality technologies from the cloud with a large number of concurrent participants (up to 1000) in a single meeting. Everyone can enjoy videos up to 720p and content to 1080p with support for standard (4:3) and widescreen (16:9) content. It can support any video-enabled device of users' choice with support for third-party standards-based video endpoints. Additionally, Webex Meetings supports video devices such as the Cisco DX80, soft clients, Webex

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Component	Description
	<p>Meetings-enabled mobile, or desktop web clients, as well as Jabber.</p> <ul style="list-style-type: none"> • Integrated where you work: Meet where you work with the tools you use. Webex Meetings integrates with third-party calendars, messaging, team collaboration apps including Microsoft Teams, Slack, Workplace by Facebook, Microsoft Office 365, Microsoft Outlook, Lotus Notes, and Google Calendar. • Personal Room: Your Personal Room is always available with your own unique ID that never changes, making it easy to join a meeting. You can schedule ahead or meet instantly. This space is highly customizable. You can add an avatar, or profile photo, to make it an interactive virtual work environment and customize it with personalized items to make it feel like your own workspace. If you're unable to attend your meeting, select an alternate host to start and run the meeting in your Personal Room. A Personal Room does not require reservations, and you can start meetings in your Personal Room from a telephone or your mobile device. Just like real-life scenarios, use security options to let in employees or escort visitors into a physical meeting space. Unauthenticated attendees are kept in the Personal Room lobby until the host admits them. The Personal Room remembers if they were previously authenticated. • Brand awareness: You can customize standalone Webex Meetings sites with self-service branding to improve brand awareness. Administrators can brand site elements with your logo and meeting link, color schemes, and footer (including policy links). • Shared content (document, specific application, or your entire desktop): Share and collaborate on content such as Microsoft Office documents. Meeting attendees can view a document, watch the presenter make annotations to the document, and even take remote control and make their own edits. Presenters can even share multimedia, such as audio and video files, or use a virtual whiteboard to illustrate concepts and ideas. With a collaborative partnership designed for the enterprise, organizations can have a faster moving, smarter, and more connected workforce by sharing files from the IBM Connections Cloud and Microsoft One Drive. • Interactive multimedia experience (IME): Engage your audience by incorporating multimedia in your presentations, including Microsoft PowerPoint, Adobe Flash animations, audio, and video files. • Mute/unmute and background audio noise detection: Make meetings less distracting by muting yourself, and meeting participants can mute specific participants or everyone. You can also mute or unmute your audio simultaneously from either your headset or your computer. Computer call-in users can experience fewer interruptions with Webex Meetings background audio noise detection that can identify background noises, such as typing, knocking, sirens, and dogs barking, and will prompt you to mute your microphone. • Integrated video: View videos from up to seven attendees, or select full-screen mode to view the active speaker in the main video panel, with other participants' video displayed as thumbnails. Alternatively, you can choose a full screen video layout, where users can choose to switch to a grid view that shows equal-sized windows for up to twenty-five video streams. And for the most detailed video view,

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Component	Description
	<p>select the expanded full-screen option to view the active speaker in true HD 720p display resolution.</p> <ul style="list-style-type: none"> • Integrated audio: Both Webex Meetings public switched telephone network (PSTN) and Webex Meetings Cloud Connected Audio (CCA) offer an interactive meeting experience with Webex Meetings-integrated audio. In fact, the Webex Meetings-integrated audio experience can also be delivered through qualified service providers with CCA. Choose toll or toll-free with call in, call me, or give attendees the option to join using integrated computer audio. • One meeting experience: Whether participants are together or apart, internal or external to the organization, they will have one meeting experience joining Webex Meetings across mobile or video devices. • Call me: Have your meeting call your phone or video system. Simply enter your phone number or preferred video system when the meeting begins and the meeting calls you—no dialing and no passcodes. • Ability to meet on any device or platform: Stay connected to important meetings wherever you are. Webex Meetings is supported on major platforms: <ul style="list-style-type: none"> – Windows OS – Mac OS – Android – iOS <p>Webex Meetings on mobile devices can provide a rich, native experience that offers high-quality two-way video, audio connectivity, and content sharing on major mobile platforms. Mobile device support currently extends to:</p> <ul style="list-style-type: none"> – Webex Meetings – Cisco Webex Training (formerly Cisco Webex Training Center) – Cisco Webex Events (formerly Cisco Webex Event Center) • Meeting recording, editing, and playback: Securely create encrypted and password-protected recordings of your meetings for future reference, training, or demonstrations. • eCommerce: Charge for classes and online certification programs. Webex Meetings offers integration with payment platforms. For many companies, this provides an opportunity to turn a cost center into a profit center. • Chat and polls: Participants can engage in private or public chat conversations with the meeting host, another attendee, or all meeting participants. During the meeting the host can collect feedback with one or more polls and instantly tabulate results to share during the meeting. • Encryption and password protection of network-based recordings: Recordings are encrypted and you have the option of requiring passwords before download or playback. • Accessibility: For vision-impaired users, screen reader applications can read Webex Meetings controls such as meeting information, participants, chat, recordings, mute/unmute, and start/stop video. • One-click meeting access: Start a meeting and invite attendees


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Component	Description
	<p>instantly from your desktop, taskbar, or favorite applications.</p> <ul style="list-style-type: none"> • Enterprise integration: Use a Single Sign-On (SSO) to access Webex Meetings and other enterprise applications, or explore other integrations with collaboration products such as Webex Teams, Jabber, or Cisco Collaboration video devices. Choose from three levels of participant security: <ul style="list-style-type: none"> – Level 1: Identify attendees as Internal or Guest. – Level 2: Require all participants to authenticate with SSO. – Level 3: Very secure, internal only, and invitation only, which is useful if you want only selected people invited to the meeting. • Administration and security: Manage participants and enforce corporate policy controls for each user. Security is enforced at multiple layers from the platform, application, and user level. Webex Meetings conferencing offers a variety of security options from meeting password protection, through strict network and data center security to provide a high level of privacy and data integrity.
<p>Cisco Webex Training (formerly Cisco Webex Training Center)</p> 	<p>Webex Training is an online training solution that makes it easy to deliver highly effective, live instruction to anyone, anywhere. You can capture and post recordings for self-paced learning. You can also review attendees and let them join the training session via mobile device on iOS or Android platforms. With Webex Training, you can provide a dynamic, interactive learning environment and better manage audience participation.</p> <p>Webex Training offers built-in tools to engage learners and maximize information retention. In addition to standard Webex Meetings features such as document, whiteboard, and application sharing (including streaming video), Webex Training extends the reach of your training and e-Learning initiatives without adding staff or increasing your travel budget. And you do not sacrifice interactivity or instructional effectiveness.</p> <p>Features include:</p> <ul style="list-style-type: none"> • High-quality video and audio: Go online without losing face-to-face contact or personal interaction with your audience. See up to seven video participants at a time in HD (720p), full-screen mode. Active-Speaker technology allows you to see who is speaking, but you can also lock the video on a presenter or participant. Self-adjusting video quality adapts to individual equipment and bandwidth conditions. All participants also get clear, reliable audio through a telephone bridge or voice over IP (VoIP) and can join through callback or call in using a toll or toll-free number. • Multimedia sharing: Share Microsoft PowerPoint presentations, documents, streaming videos, demonstration software, whiteboards, and Adobe Flash animations. Pass sharing and annotation privileges to your learners to encourage participation. In addition, the multimedia experience supports third-party closed captioning services that offer streaming live text or a sign language interpreter video feed. • Breakout sessions: Assign participants (manually or automatically) to virtual breakout rooms for group projects, brainstorming, and role

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Component	Description
	<p>playing. Each breakout session functions as an individual sub-conference where participants can talk privately and share whiteboards, presentations, and applications. Instructors can roam from group to group to provide guidance and support, just as in a real classroom.</p> <ul style="list-style-type: none"> • Hands-on labs: Accelerate the roll out of new software applications and tools by providing learners with access to remote lab computers for hands-on, technical training. Hands-on lab sessions may be conducted during live training sessions or on demand. • Quick response tools (Polls, Attendee Feedback, and Attention Indicator): Engage in real-time interaction with your audience. Collect feedback with one or more polls during a session, and instantly tabulate poll results to share with the class. With just a click on an icon, attendees can indicate interest, answer a verbal survey, or raise their hands to ask questions. • Threaded Q&A and chat: Track questions and document responses using threaded Q&A. Panelists can prioritize questions, display answers publicly or privately, or assign the Q&A to a colleague. Engage in private or public chat conversations with the instructor, individual attendees, or the entire class. • Testing, grading, and instructor scoring: Assess training effectiveness through the Webex Training solution's integrated testing engine. Deliver tests before, during, or after live sessions and grade tests quickly. • eCommerce: Charge for classes and online certification programs. The Webex Trainings offers integration with multiple payment platforms. For many companies, this provides an opportunity to turn a cost center into a profit center. • Categorization: Easily organize Webex Training sessions and recordings and guide attendees to specific sessions through logical categories or groupings. • Learning management system (LMS) integration: Get open APIs that facilitate integration with industry-leading LMS systems. Complement your organization's existing learning approach by scheduling and launching synchronous training sessions from Webex Training. • Multiplatform support: Deliver online training to learners regardless of their computers' OS. Webex Training supports Windows, Mac OS, Linux, Solaris, and UNIX. • Enterprise integration: Use SSO to access Webex Training. Choose from three levels of participant security. <ul style="list-style-type: none"> – Level 1: Identify attendees as Internal or Guest. – Level 2: Require all participants to authenticate with SSO. – Level 3: Very secure, internal only, and invitation only, which is useful if you want only selected people invited to the meeting. • Large-capacity training: Enable training for up to 1000 simultaneous learners for your live online sessions. • Ability to participate on any device: Enjoy a rich training experience with audio, video, and content sharing across Android, iPhone, and

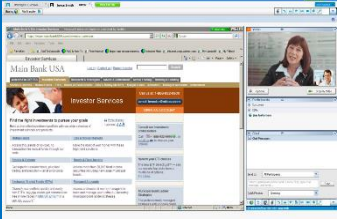
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Component	Description
	iPad devices.
<p data-bbox="188 322 501 430">Cisco Webex Events (formerly Cisco Webex Event Center)</p> 	<p data-bbox="539 322 1431 589">You can use Webex Events to promote your business and services with webinars or corporate meetings. You can produce fully interactive online events complete with high-quality video, personalized invitations, metrics tracking, and on-demand playback. You can deliver online events for any purpose, from targeted marketing sessions to all-hands company meetings. Webex Events capabilities allow your organization to plan, promote, and deliver successful webinars, conduct post-event follow-up, and report on web seminar registrations and attendance.</p> <p data-bbox="539 598 1431 864">Additionally, Webex Events can help you reach sales prospects around the world without the travel and venue expenses. This solution helps you market your products and services more effectively with real-time, online events and webinars. You can also extend your events' reach and impact by supporting your sales and marketing efforts with tools for tracking, engaging, and following up with prospects. Webex Events helps you manage events from start to finish, and improve attendance using automated email invitations, confirmations, and reminders.</p> <p data-bbox="539 873 759 904">Features include:</p> <ul data-bbox="539 913 1431 2007" style="list-style-type: none"> <li data-bbox="539 913 1431 1619">• Plan and promote: <ul style="list-style-type: none"> <li data-bbox="568 954 1431 1055">– Custom registration questions and lead scoring: Capture all registrant information and automatically assign lead-quality scores based on your own criteria. <li data-bbox="568 1064 1431 1232">– Revenue-generation and discounts: Generate revenue by requiring credit card or PayPal payments during registration to attend events or access recordings, and encourage faster adoption with promotion code discounts. For many companies, this provides an opportunity to turn a cost center into a profit center. <li data-bbox="568 1240 1431 1366">– Automated email management with personalized templates: Send invitations, confirmations, reminders, and follow-ups automatically. Take advantage of customizable templates for HTML or text emails. <li data-bbox="568 1375 1431 1509">– Promotions throughout your touch points: Make the most of every opportunity to connect with your prospects by making promotional materials available at registration and through pre- and post-event communications. <li data-bbox="568 1518 1431 1619">– Registration management with attendance control: Save time and help enable a smooth registration experience with automated registrant approval and customized filters. <li data-bbox="539 1628 1431 2007">• Present: <ul style="list-style-type: none"> <li data-bbox="568 1668 1431 1870">– High-quality video and active speaker: Display up to five high-quality (up to 360p) videos of the presenter and panelists. Active-Speaker technology automatically displays the current speaker in the main video, or you can choose to lock in on a specific panelist. Support up to 3000 participants in a non-video-enabled session and up to 500 in a video-enabled session. <li data-bbox="568 1879 1431 2007">– Multimedia content: Share presentations, applications, whiteboards, streaming video files, and annotate shared content in real time. Show preloaded content and play hold music while attendees wait for the event to begin.

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Component	Description
	<ul style="list-style-type: none"> – Private preparation room: Provide a virtual private room in the session for presenters and panelists to practice before the event starts. – Flexible, integrated audio: Choose from toll or toll-free global teleconference, two-way VoIP, or audio broadcast. With integrated audio, the host can control participants' audio; and everyone can see who is speaking. – Threaded Q&A, chat, polling, and attention monitoring: Track and answer incoming questions from the audience using the threaded Q&A feature. Chat privately or publicly with panelists or attendees during the event. Monitor interest with real-time polls and the attention indicator tool. • Follow up and cultivate: <ul style="list-style-type: none"> – Post-event destination URL: Direct attendees to specific URLs, such as a marketing webpage, to view or download additional product information or to contact sales. – Post-event surveys and follow-up email messages: Send email messages automatically with links to the event recording and post-event survey. View survey results in one highly secure location. – Promotions throughout your touch points: Make the most of every opportunity to connect with your prospects by making promotional materials available at registration and through pre- and post-event communications. – Registration management with attendance control: Save time and help enable a smooth registration experience with automated registrant approval and customized filters. – Custom registration questions and lead scoring: Capture all registrant information and automatically assign lead-quality scores based on your own criteria. • Score and analyze: <ul style="list-style-type: none"> – Custom and standard reports: See registration and attendance information, duration of attendance, and even more, using standard or customized reports. Use lead source tracking to identify your most effective sources for attendance. – Export to CRM and marketing automation systems: Speed sales follow-up by uploading event data, such as survey answers and registration information to CRM and marketing automation systems, including Salesforce.com, Oracle On-Demand CRM, and Eloqua. • Enterprise integration: Use SSO to access Webex Events. Choose from three levels of participant security. <ul style="list-style-type: none"> – Level 1: Identify attendees as Internal or Guest. – Level 2: Require all participants to authenticate with SSO. – Level 3: Very secure, internal only, and invitation only, which is useful if you want only selected people invited to the meeting. • Mobile support: Participants can join with audio, video, and content sharing from Android, iPhone, and iPad devices.

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Component	Description
<p>Cisco Webex Support (formerly Cisco Webex Support Center)</p> 	<p>The Webex Support application can help you provide real-time IT support and customer service to employees and customers anywhere in the world. Webex Support helps decrease costs while increasing your support team's productivity. Support representatives can address questions, perform fast fixes, access remote computers, upgrade software, train new support staff, and provide service to internal and external clients anytime, anywhere.</p> <p>Webex Support offers hands-on-support without costly onsite visits. Minimize travel by offering customer support and service to both internal employees and remote customers. Speed resolution and cut costs by delivering personalized service with streaming VoIP and high-quality video.</p> <p>You can also provide better customer service and improve compliance using network-based recording to document sessions, expedite incident resolution, and train new support staff. You can access recordings easily from your Webex Meetings site. Analyze and improve support processes using the detailed reporting function.</p> <p>Features include:</p> <ul style="list-style-type: none"> • Pre-session: <ul style="list-style-type: none"> – Inbound online request via Cisco Click-to-Connect: Make it easy for customers to initiate a session with a button on your website, product, or email signature. Automatically route support requests to a technical support representative's (TSR) queue or a customized request form. – Outbound request: Start a session from email or the Webex One-Click, desktop client. – Call back and wait times: Give customers the option to request a callback, and show them the estimated wait time. The TSR and customer can join an audio conference after receiving an immediate callback from Webex Support. • In-session: <ul style="list-style-type: none"> – Desktop and application access: View and control customers' desktop or applications, or allow them to view or control yours. – Custom scripts: Save a library of frequently used scripts. Push and run scripts with a single click for easy patches and updates. – File transfer: Drag and drop files to and from a customer's system to patch or update files. – Access to customer's desktop as administrator: Sign on a customer's machine as an administrator. – Remote printing: Print from a customer's computer to a local printer. – Integrated VoIP and high-quality video: Speak with customers via teleconference or integrated VoIP. Provide more personalized support using live, high-quality video. – Chat: Chat with several TSRs and customers at once. – Multisession client: Support multiple customers at once from a tabbed, client interface. – System information: Collect system information with one click. Print and save for future reference.

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Component	Description
	<ul style="list-style-type: none"> – Session continuance: Maintain the same session even after reboot and in safe mode. – Agent inbox: Get a notification when a customer is in your queue. Control personal settings and availability status. – Real-time status of other agents: TSRs can see all other agents' queues and availability for easy escalations. – Post-session survey and notes: Take customer surveys and save TSR session notes. • Manager tools: <ul style="list-style-type: none"> – Web Automated-Call-Distribution (ACD) Queue Manager: Set up queues with rules-based routing, by availability or skill set. Distribute a large number of requests by allocating to sub-queues by percentage. – Web ACD Manager Dashboard: Monitor all sessions and agent activity at both the queue and TSR levels. – Network-based recording: Record and archive all details of the customer interaction, including audio, chat, video, and sharing. Easily fulfill compliance and internal review requirements. Access later with on-demand streaming playback or download. – Management reporting: Measure help desk and support statistics including number of sessions, session time, and session feedback.
<u>Cisco Webex Cloud Connected Audio</u>	<p>Webex CCA is an audio conferencing service naturally integrated with Webex Meetings that provides internal and external users with a more consistent experience that can boost meeting effectiveness. Integrated audio, video, and content sharing across any mobile or video device enables more effective meetings. This is possible by extending existing investments and adding audio to your existing IP network. Easily scale conferencing to more users and stay current with the latest features with upgrades from the cloud. At the same time make conferencing affordable by predicting monthly budgets with license-based pricing and optimizing cost savings.</p> <p>By making meetings simple, consistent, and more effective for everyone, it leads to higher productivity and improves business agility. Plus you present a more professional business image to potential customers, partners, and investors, which positively affects customer satisfaction. Webex CCA is delivered as-a-service by NTT Cloud Communications.</p>
<u>Cisco Webex Platform</u>	<p>The Webex platform offers ease of deployment and application delivery. Because applications are provisioned through the cloud, users automatically have access to the latest versions.</p> <p>The platform uses highly secure data centers located strategically near major Internet access points worldwide. It routes data, audio, and video on dedicated, high-bandwidth fiber. This essentially eliminates lag time and interruptions. Using secure connections reduces the scattering of packets and simplifies reassembly.</p> <p>Features include:</p> <ul style="list-style-type: none"> • Globally load-balanced meeting traffic: Scale meetings to meet demand, regardless of how many attendees are in the meeting,

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Component	Description
	<p>knowing that the Webex platform is globally load-balanced to handle the traffic.</p> <ul style="list-style-type: none"> • Optimization for real-time communications (maximized audio, video, and data experience): The Webex platform can provide the best audio, video, and data performance for meeting attendees. When attendees join a meeting, Webex determines which point of presence has the lowest latency and can offer the best performance. • Secured meeting data: Be confident that all meeting data is kept secure through the multilayered security model and through the enterprise policy controls inherent in the Webex platform. Cisco provide enterprise-grade availability, scalable architecture, and multilayer security validated by rigorous independent audits, including SSAE-16 and ISO 27001. Cisco provide a truly global footprint, with highly secure data centers strategically located near major Internet access points worldwide. Security is a key component of the Cisco product portfolio, which has been shaping the future of the Internet and transforming how people connect, communicate, and collaborate.
<p>Cisco Webex Teams</p> 	<p>The Cisco Webex Teams app is a business communications tool that combines important business capabilities in one simple interface to form a single experience.</p> <p>It is an app for continuous teamwork with video meetings, group messaging, file sharing, and white boarding. This is all done with the historical context of team and one-to-one interactions, including shared files and persistent messages.</p> <p>The free app lets teams try out the experience and external experts, partners, and customers can be added to spaces for collaboration. The subscription-based solution enables enterprise-grade features for enhanced messaging, meetings, and/or calling.</p> <ul style="list-style-type: none"> • Meetings: Connect teams with integrated Webex Meetings and meet easily with the added benefits of before-, during-, and after-meeting messaging and content sharing. Join from anywhere and be able to switch devices seamlessly. And keep the conversation going after the meeting. • Messaging: Persistent team collaboration messaging is central to the service. Send important information via direct and team messages, where they can be read and responded to right away—or flagged for follow up later. Keeping track of conversations is easy—all your messages are saved in the same space where you meet. • File sharing: File sharing in a space is quick and simple. Received files are neatly organized, searchable, and saved right alongside all of your communication, so it's easy to find what you're looking for. • White boarding: White board or draw on your phone or any device, and share the interactive drawing in chat. • Security: With some of the most advanced security in the collaboration industry, you know your data, conversations, and files are always protected. • Integrations: Webex Integrations connects with the apps you use the most, so your work flows smoothly.

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2.2.3 Features and Benefits

Feature	Description	Benefit
Users	<ul style="list-style-type: none"> Support for up to 1,000 concurrent users in a single meeting: <ul style="list-style-type: none"> Up to 75 SIP or H.323 video conferencing screens or clients; for example, a three-codec video conferencing system equals three users (***) Up to 500 additional Cisco Webex Meetings video participants (depending on your organization's licensing model) Up to 1,000 additional Cisco Webex Audio-only users (depending on your organization's licensing model) Total number of users depends on the Cisco Webex licensing choice 	<ul style="list-style-type: none"> Helps reduce costs and allows IT to focus on core business priorities Provides high scalability and availability as a cloud-based service Easy to roll out and expand as the organization grows
Join Experience	<p>Video Systems</p> <ul style="list-style-type: none"> One Button to Push join from Cisco on-prem registered video systems, controlled by TMS and Cisco Webex Teams registered apps and devices (*) Simply dial a video address, e.g., @.webex.com Alternatively, use an IP address and enter the meeting number Additional support for Skype for Business (SfB) and Lync users, e.g., .@lync.webex.com Video IVR with visual cues for a more intuitive join experience (*) <p>Desktop, Mobile and Browser Apps</p> <ul style="list-style-type: none"> Click-to-join from invitations Enter meeting number for ad-hoc join Use your computer or a telephone for audio Or, have the cloud call your SIP based video system for full audio, video, content share experience 	<ul style="list-style-type: none"> Schedule your meeting, go to your conference room, and tap the Join button. That easy! Standards based video address dialing for universal access Join meetings quickly without the need for complex call control and firewall setups on H.323 endpoints
IVR Interaction, In-Meeting Controls and Indicators	<p>Video Systems</p> <ul style="list-style-type: none"> In-meeting controls using Dual-Tone Multi-Frequency (DTMF) controls <ul style="list-style-type: none"> Mute and unmute self Mute and unmute all (host) Lock/unlock meeting (host) Record meeting (host) Change own video layout SIP video systems require at least one of the following capabilities: <ul style="list-style-type: none"> RFC 2833 RTP Payload Type In-band DTMF audio tones (*) Key Press Markup Language (KPML) (*) H.323 video systems require at least one of the following capabilities: <ul style="list-style-type: none"> H.245 User Input Indicator 	<ul style="list-style-type: none"> Select from available video layouts for a more engaging meeting experience Control audio privacy in meetings

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Feature	Description	Benefit
	<ul style="list-style-type: none"> ○ RFC 2833 RTP Payload Type ○ In-band DTMF audio tones (*) • Users on video systems that cannot negotiate DTMF will only be able to join a meeting after the host starts it • Recording status indicator • Audio line mute state change prompts <p>Desktop, Mobile and Browser Applications</p> <ul style="list-style-type: none"> • Full participant list • Recording status indicator • Meeting lock status indicator • Mute/unmute audio of participants (host) • Expel participant from meeting (host) • Lock/unlock meeting (host) • Record meeting (host) • Transfer host role to another participant (host) 	
Video	<p>Video Quality</p> <ul style="list-style-type: none"> • Main video at up to 720p at 30 frames per second (fps) • Main video at up to 1080p at 30 fps when connected to Hybrid Media Nodes (*) • Content sharing up to 1920x1200 at 3 fps <p>Video Aspect Ratios</p> <ul style="list-style-type: none"> • 16:9 widescreen • 4:3 standard <p>Video Codec Support</p> <ul style="list-style-type: none"> • H.261 (**) • H.263 (**) • H.263+ (**) • H.264 AVC • H.263 (CIF) or H.264 UC (720p/30) for Skype for Business and Lync clients 	<ul style="list-style-type: none"> • Meet online just as if you were face to face • Use High-Definition (HD) video to improve communications, relationships, and productivity • Enable people to meet face to face to share documents, presentations, and applications
Audio	<p>Audio Codec Support for Video Systems</p> <ul style="list-style-type: none"> • G.711 (μ-law and a-law) • MPEG-4 AAC-LD • Opus • G.722 • G.728 • G.722.1 • G.729 (with and without Annex B) • MPEG-4 AAC-LC (TIP calls only) <p>Audio Codec Support for Applications</p> <ul style="list-style-type: none"> • Opus • Internet Low Bitrate Codec (iLBC) • G.722 <p>Audio Integration Options for Applications</p> <ul style="list-style-type: none"> • Cisco Webex integrated audio (telephone and VoIP) • Cisco Webex Cloud Connected Audio Access <p>Methods for Applications</p> <ul style="list-style-type: none"> • Call-in (dial into the meeting) 	<ul style="list-style-type: none"> • Unparalleled audio quality • Optimal use of network resources

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Feature	Description	Benefit
	<ul style="list-style-type: none"> • Call-back (meeting calls you) and video call-back • VoIP (use your computer microphone and speakers or your smartphone data connection) 	
SIP Video Systems	<ul style="list-style-type: none"> • Single and tripe-screen standards-based video systems (multiscreen endpoints must use the Cisco Telepresence Interoperability Protocol [TIP]) • Advanced Encryption Standard (AES) 128-bit encryption • Signaling protocol support: SIP, SIP Transport Layer Security (TLSv1.2), Binary Floor Control Protocol (BFCP), and TIPv8 • Media protocol support: Real-Time Transfer Protocol (RTP), Secure RTP (sRTP), and Real-Time Control Protocol (RTCP) • Content share (dual video) protocol support: BFCP 	<ul style="list-style-type: none"> • Widest interoperability allows for better reuse of investment
H.323 Video Systems	<ul style="list-style-type: none"> • ITU-T H.323 standards-based video systems • AES 128-bit encryption • Signaling protocol support: H.323, H.323 with H.235, H.225.0, and H.245 • Media protocol support: RTP, sRTP, and RTCP • Content (dual video) share protocol support: H.239 • Annex-O dialing: Ability for standalone H.323 video systems not registered to a gatekeeper to dial and join meetings 	<ul style="list-style-type: none"> • Take advantage of existing investment in older systems • Broaden reach of video conferencing inside of and across enterprises
Security	<ul style="list-style-type: none"> • AES 128-bit encryption • PIN-protected access into personal rooms from video systems • Meeting lock and unlock for added privacy • Authenticated access into meetings on desktop and mobile apps • SIP TLSv1.2 and H.235 for signaling security • sRTP for media security • Password protected Network-Based Recordings (NBR) • Data at rest encryption for recordings in Cisco Webex data centers 	<ul style="list-style-type: none"> • Global, enterprise-scale network designed specifically for highly secure delivery of on-demand applications • It offers a scalable architecture, consistent availability, and multilayer tenant security validated by rigorous independent audits, including SSAE-16 and ISO 27001

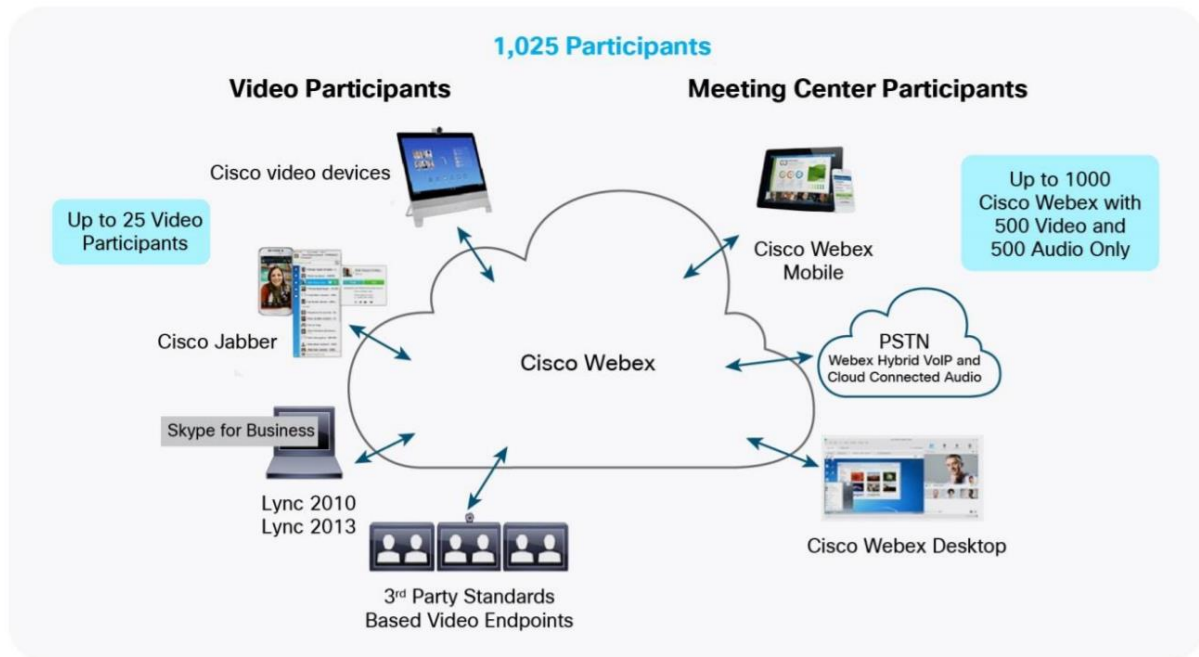
* Requires video platform, version 2.

** Not available on content sharing channel for sites on video platform version 2.

*** Features will vary for customers on FedRAMP and TSP audio

Figure 1. Accommodate a Multitude of Participants from a Multitude of Platforms

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2.3. Cisco Webex Meetings Privacy

This section describes the processing of personal data (or personal identifiable information) by Cisco Webex Meetings.

2.3.1 Overview of Cisco Webex Meetings Capabilities

Cisco Webex Meetings (the "Service") is a cloud-based web and video conferencing solution made available by Cisco to companies or persons ("Customers," "you," or "your") who purchase it for use by their authorized users (each, a "user"). Cisco Webex Meetings enables global employees and virtual teams to collaborate in real time from anywhere, anytime, on any mobile device or video system as though they were working in the same room. Solutions include meetings, events, training, and support services. For a detailed overview of Cisco Webex Meetings, please visit the Cisco Web Conferencing [homepage](#).

Because Cisco Webex Meetings enables collaboration among its users, you may be asked to provide your personal data in order to use the Service. The following paragraphs describe Cisco's processing of personal data in connection with the delivery of Cisco Webex Meetings, the location and transfers of that data, and how it is secured in accordance with privacy principles, laws, and regulations. If you choose to purchase Cisco Webex Meetings, you will need to disclose personal data to Cisco in order to use it. Cisco will use your personal data consistent with this Privacy Data Sheet. Note that this Privacy Data Sheet is a supplement to the [Cisco Privacy Statement](#).

2.3.2 Personal Data Processing

Cisco Webex Meetings allows users to instantly connect in a way that is as personal as a face-to-face meeting. The meeting host has the option to record meetings and all users have the option to upload and preserve files shared during and outside of meetings. If the

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meeting host opts not to preserve the meeting content, it disappears from the Cisco Webex platform immediately after the meeting concludes. If you are a user and your employer is the Customer that purchased the Service, all of the information described in this Privacy Data Sheet is accessible by your employer and is subject to your employer's policies regarding access, use, monitoring, deletion, preservation, and export of information associated with the Service.

Similarly, if users participate in meetings hosted by users in other companies, the meeting host will control any meeting recordings or files shared during the meeting, which will be subject to the host's corporate policies regarding access, use, monitoring, deletion, preservation, and export of information. Note, Cisco has no control over, and is not responsible or liable for the privacy of any information that you have shared with others. Even after you remove information from the Webex platform, copies of that information may remain viewable elsewhere to the extent it has been shared with others.

This Privacy section covers Cisco Webex Meetings, Cisco Webex Events, Cisco Webex Support, and Cisco Webex Training and Technical Support Assistance included with the Service. If you use the Service together with Cisco Webex Teams, see the see the Cisco Webex Teams Privacy Data Sheet (available on [The Cisco Trust Center](#)) for descriptions of the data that may be collected and processed in connection with those services. The tables below list the categories of personal data used by Cisco Webex Meetings and describe why Cisco and NTT Cloud Communications process such data.

Webex Meetings, Webex Events, Webex Support, and Webex Training

Personal Data Category	Types of Personal Data	Purpose of Processing
Registration Information	<ul style="list-style-type: none"> Name Email Address Password Public IP Address Browser Phone Number (Optional) Mailing Address (Optional) Avatar (Optional) Billing Information 	Registration Information is used to: <ul style="list-style-type: none"> Enroll you in the Service Display your user avatar identity to other users Make improvements to the Service and other Cisco products and services Provide you support
Host and Usage Information	<ul style="list-style-type: none"> IP Address User Agent Identifier Hardware Type Operating System Type and Version Client Version IP Addresses Along the Network Path MAC Address of Your Endpoint (As Applicable) Service Version Actions Taken Meeting Session Information (title, date and time, frequency, average and actual duration, quantity, quality, network activity, and network connectivity) 	Host and Usage Information is used to: <ul style="list-style-type: none"> Understand how the Service is used Diagnose technical issues Conduct analytics and statistical analysis in aggregate form to improve the technical performance of the Service Respond to Customer support requests

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Personal Data Category	Types of Personal Data	Purpose of Processing
	<ul style="list-style-type: none"> • Number of Meetings • Number of Screen-Sharing and NonScreen-Sharing Sessions • Number of Participants • Host Name • Screen Resolution • Join Method • Performance, Troubleshooting, and Diagnostics Information 	
User-Generated Information	<ul style="list-style-type: none"> • Meeting and Call Recordings • Uploaded Files 	User-Generated Information is used to: <ul style="list-style-type: none"> • Provide the Service, optional components which include recording meetings and file sharing

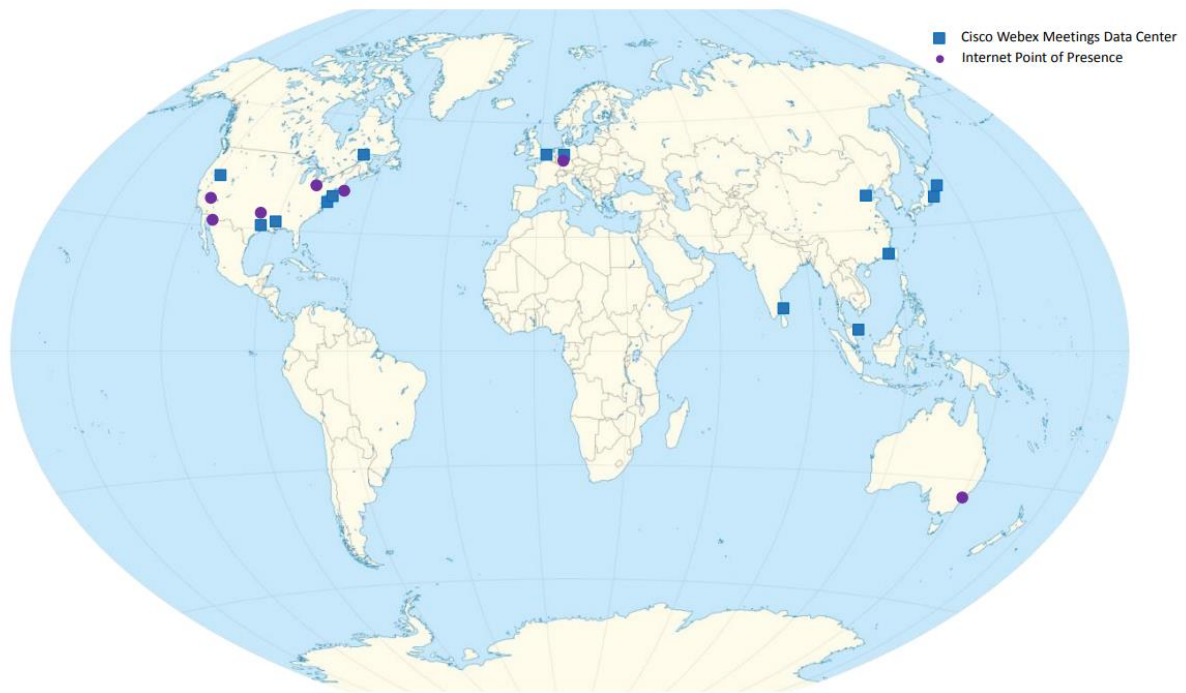
Technical Support Assistance (TAC)

Personal Data Category	Types of Personal Data	Purpose of Processing
TAC Support Information	<ul style="list-style-type: none"> • Name • Email Address • Phone Number of the Employee Appointed to Open the Service Request • Authentication Information (exclusive of passwords) • Information About the Condition of the System • Registry Data About Software Installations and Hardware Configurations • Error-Tracking Files 	TAC Support Information is used to: <ul style="list-style-type: none"> • Provide you support • Review quality of the support service • Perform analysis of the service solution

2.3.3 Cross-Border Transfers

Cisco Webex Meetings leverages its own data centers to deliver the Service globally. If you join a meeting using Cisco Webex Teams, please see the Cisco Webex Teams Privacy Data Sheet for applicable privacy information, including data center locations. The Cisco Webex Meetings data centers are currently located in the following countries (data center locations may change from time to time and this section will be updated to reflect those changes):

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Cisco Data Center Locations	Internet Point of Presence (iPOP) Locations
Amsterdam, Netherlands	Amsterdam, Netherlands
Bangalore, India	California, USA
California, USA	Illinois, USA
Hong Kong, China	New York, USA
London, UK	Sydney, Australia
New York, USA	Texas, USA
Singapore, Singapore	
Texas, USA	
Tokyo, Japan	
Toronto, Canada	
Virginia, USA	

User-Generated Information is stored in the data center closest to a Customer's location as provided during the ordering process.

Cisco has invested in a number of transfer mechanisms to enable the lawful use of data across jurisdictions. In particular:

- [Binding Corporate Rules](#)

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- [EU-U.S. and Swiss-U.S. Privacy Shield Frameworks](#)
- [APEC Cross Border Privacy Rules](#)
- [EU Standard Contractual Clauses](#)

2.3.4 Access Control

Customers and Cisco can access personal data on Cisco Webex Meetings as described in the table below.

Personal Data Category	Who Has Access	Purpose of Access
Registration Information	User through the My Webex Meetings Page	Modify, control, and delete information
	Customer through the Site Admin Page	Modify, control, and delete in accordance with Customer's personal data policy
	Cisco	Support the Service in accordance with Cisco's data access and security controls process
Host and Usage Information	Host through the My Webex Meetings Page	View Meeting Session Information
	Customer through the Site Admin Page	View Meeting Session Information
	Cisco	Support and improvement of the Service by the Cisco Webex Meetings Support and Development Team
User-Generated Information	User through the My Webex Meetings Page	Modify, control, and delete based on user's preference
	Customer using APIs provided with the Service or through the Site Admin Page	Modify, control, and delete in accordance with Customer's personal data policy
	Cisco	While Cisco operates the Service, Cisco will not access this data unless it is shared with Cisco by Customer, and will only access in accordance with Cisco's data access and security controls process
	Other Customers and users (when shared during a meeting)	Content you choose to share during a meeting may be accessed by users in the meeting, wherever they are located. Even after you remove information from Webex Meetings, copies of that content may remain viewable elsewhere to the extent it has been shared with others.

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2.3.5 Data Portability of User-Generated Information and Other Personal Data

Cisco Webex Meetings allows Customers and users to export all User-Generated Information. A Customer's administrator may do so using APIs provided with the Service (recordings only) or through the Site Admin Page; while individual users may do so through the My Webex Meetings Page. Meeting recordings are available in Webex Meetings proprietary ARF and standard mp4 formats depending on the account type. Cisco offers a free Webex Meetings ARF player to convert ARF files to mp4 format.

Customers are permitted to export personal data collected about their users on the Cisco Webex platform using APIs or via the Site Admin Configuration. There is no time restriction on exporting this data.

2.3.6 Data Deletion & Retention

Cisco Webex Meetings allows Customers and users to export all User-Generated Information. A Customer's administrator may do so using APIs provided with the Service (recordings only) or through the Site Admin Page; while individual users may do so through the My Webex Meetings Page. Meeting recordings are available in Webex Meetings proprietary ARF and standard mp4 formats depending on the account type. Cisco offers a free Webex Meetings ARF player to convert ARF files to mp4 format.

Customers are permitted to export personal data collected about their users on the Cisco Webex platform using APIs or via the Site Admin Configuration. There is no time restriction on exporting this data.

2.3.7 Data Deletion & Retention

Subject only to their employer's corporate retention policies, users with an active Webex Meetings subscription have complete control over how long their User-Generated Information (e.g., recordings and files they initiate or upload) is stored on the Cisco Webex platform and can delete such User-Generated Information from their account through the My Webex Meetings page at any time during the term of their subscription. Enterprise Customers have the ability to set organization-wide retention periods for recordings using APIs. After the Service is terminated or expires, User-Generated Information is deleted from the Cisco Webex platform within 60 days.

Customers can request deletion of other personal data retained on the Cisco Webex platform by sending a request to privacy@cisco.com or opening a TAC service request, and unless the personal data is required to be retained for Cisco's legitimate business purposes, Cisco endeavors to delete the requested data from its systems within 30 days. The table below describes the retention period and the business reasons that Cisco retains the personal data. Users seeking deletion of other personal data retained on the Cisco Webex platform must request deletion from their employer's site administrator.

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Personal Data Category	Retention Period	Reason and Criteria for Retention
Registration Information	7 years from when the Service is terminated	Data collected as part of registration, including information provided by Customers as part of Cisco's financial due diligence, constitute Cisco business records and are kept to comply with Cisco financial and audit policies, as well as tax requirements.
TAC Support Information	Until Customer (i) requests deletion via email to privacy@cisco.com or (ii) by opening a TAC service request	TAC Support Information is retained to ensure efficient support in case of recurring issues and to comply with Cisco audit policies related to business records of services provided to Customers.
User-Generated Information	<ul style="list-style-type: none"> Active Subscriptions: At Customer's or user's discretion Terminated Service: Deleted within 60 days 	User-Generated Information is not retained on the Cisco Webex platform when Customer or user deletes this data.
Host and Usage Information	7 years from when the Service is terminated	Information generated by instrumentation and logging systems created through the use and operation of the Service is kept as part of Cisco's record of Service delivery. Usage information used to conduct analytics and measure statistical performance is retained but pseudonymized.

2.3.8 Personal Data Security

Cisco Webex Meetings is ISO 270001, SSAE – 16, and SOC 2 Type II certified and in accordance with those standards adopts technical and organizational security measures to protect your personal data from unauthorized access use or disclosure as required by law. Additional information about our encryption architecture is summarized in the table and paragraphs below.

Personal Data Category	Type of Encryption
Registration Information (excluding Passwords, discussed below)	Encrypted in transit, but not at rest
Passwords	Encrypted and hashed in transit and at rest
Host and Usage information	Encrypted in transit, but not at rest
User-Generated Information	Encrypted in transit, but not at rest

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Protecting Data at Rest

Cisco Webex Meetings encrypts sensitive data at rest. Any data not encrypted at rest is protected by highly-secure data center protection mechanisms and operational procedures. Cisco Webex Meetings data centers feature communication infrastructure with industry-leading performance, integration, flexibility, scalability, and availability.

Encryption at Run Time

All communications on the Cisco Webex platform occur over encrypted channels. After a session is established, all media streams (audio, VOIP, video, screen share, and document share) are encrypted. Cisco Webex Meetings then re-encrypts the media stream before sending it to other users. Note that if a Customer allows attendees to join its meetings using third-party video endpoints, those attendees may be sending your meeting data unencrypted on the internet. Media streams flowing from a user to Cisco Webex Meetings servers are decrypted after they cross the Cisco firewalls. This enables Cisco to provide network-based recording and SIP based call support for video endpoints.

End-to-End Encryption (Optional)

For businesses requiring a higher level of security, Cisco Webex Meetings also provides end-to-end encryption. With this option, Cisco Webex Meetings does not decrypt the media streams. In this model, traffic cannot be deciphered by the Cisco Webex Meetings server. The end-to-end encryption option is available for Webex Meetings and Webex Support. Note that when end-to-end encryption is enabled, the following features are not supported:

- Network-based recordings
- Join Before Host
- Collaboration Meeting Rooms Cloud

2.3.9 Third-Party Service Providers (Sub-processors)

NTT Cloud Communications may share Registration Information, Host Information, and/or Usage Information with service providers, contractors or other third parties to assist in providing and improving the Service. The data shared may include aggregate statistics or pseudonymized data. All sharing of information is carried out consistent with the Cisco Privacy Statement and we contract with third-party service providers that can provide the same level of data protection and information security that you can expect from Cisco. We do not rent or sell your information.

If a Customer subscribes to the Service through a Cisco partner, we may share Host and/or Usage Information about the Customer's employees' use of the Service with the partner. If a Customer chooses to purchase support for the Service through a Cisco partner, any or all of the information described in this Data Sheet may be shared with the partner.

2.3.10 Information Security Incident Management

NTT Cloud Communications may share Registration Information, Host Information, and/or Usage Information with service providers, contractors or other third parties to assist in providing and improving the Service. The data shared may include aggregate statistics or pseudonymized data. All sharing of information is carried out consistent with the Cisco Privacy Statement and we contract with third-party service providers that can provide the

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same level of data protection and information security that you can expect from Cisco. We do not rent or sell your information.

If a Customer subscribes to the Service through a Cisco partner, we may share Host and/or Usage Information about the Customer's employees' use of the Service with the partner. If a Customer chooses to purchase support for the Service through a Cisco partner, any or all of the information described in this Data Sheet may be shared with the partner.

2.3.11 Breach and Incident Notification Processes

The Data Protection & Privacy team within Cisco's Security & Trust Organization coordinates the Data Incident Response Process and manages the enterprise-wide response to data-centric incidents. The Incident Commander directs and coordinates Cisco's response, leveraging diverse teams including the Cisco Product Security Incident Response Team (PSIRT), the Cisco Security Incident Response Team (CSIRT), and the Advanced Security Initiatives Group (ASIG).

PSIRT manages the receipt, investigation, and public reporting of security vulnerabilities related to Cisco products and networks. The team works with Customers, independent security researchers, consultants, industry organizations, and other vendors to identify possible security issues with Cisco products and networks. The [Cisco Security Center](#) details the process for reporting security incidents.

The Cisco Notification Service allows Customers to subscribe and receive important Cisco product and technology information, including Cisco security advisories for critical and high severity security vulnerabilities. This service allows Customers to choose the timing of notifications, and the notification delivery method (email message or RSS feed). The level of access is determined by the subscriber's relationship with Cisco. If you have questions or concerns about any product or security notifications, contact your Cisco sales representative.

2.3.12 Certifications and Compliance with Privacy Laws

The Security and Trust Organization and Cisco Legal provide risk and compliance management and consultation services to help drive security and regulatory compliance into the design of Cisco products and services. Cisco Webex Meetings and its underlying processes are designed to meet Cisco's obligations under the EU General Data Protection Regulation and other privacy laws around the world.

Cisco Webex Meetings leverages the following privacy transfer mechanisms related to the lawful use of data across jurisdictions:

- [EU-U.S. and Swiss-U.S. Privacy Shield Frameworks](#)
- [APEC Cross Border Privacy Rules](#)
- [EU Standard Contractual Clauses](#)
- Binding Corporate Rules are currently in-process

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In addition to complying with our stringent internal standards, Cisco Webex Meetings also continually maintains third-party validations to demonstrate our commitment to information security. Cisco Webex Meetings has received the following certifications:

- ISO 27001
- SOC 2 Type II Attestation
- FedRAMP
- The WebTrust Seal of Assurance for CA and the Web Trust Seal of Assurance for CA SSL

2.3.13 Corporate Quality Compliance and Certifications

Cisco holds a Global ISO 9001 Certification and ISO 14001 Registration, managed by the Corporate Quality Compliance and Certifications program, which establishes and maintains policies that ensure quality management of processes and environmental responsibilities. Visit our [Quality Certifications](#) page to understand the scope of these compliance certifications and read more information.

2.3.14 FAQ

For more information related to Cisco Webex Meetings technical and operational security features, please see the [Webex Meetings Security White Paper](#). For more general information and FAQs related to Cisco's Security Compliance Program and Cisco's GDPR readiness please visit [The Cisco Trust Center](#).

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3. Cisco Webex Teams

3.1. Teamwork, re-imagined

Agility is a key requirement for your modern enterprise to capture and maintain a strategic advantage. Foundationally, being agile means using borderless collaborative technologies that promote the most effective means of cross-functional teaming. NTT Cloud Communications offers Cisco Webex, a suite of products and services, which connects people and teams anytime, anywhere. Whether you're having a quick discussion or working on a project from start to finish, Cisco Webex delivers meetings, team collaboration, and calling capabilities designed to optimize business productivity. The end user experience is beautifully simple and designed to enhance how people and teams connect.

Simple and flexible, NTT Cloud Communications proposes the Cisco Webex Teams™ app, part of the Cisco Webex suite, which allows your business to focus on innovation and maintaining a strategic advantage. Move work forward in secure work spaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more. Eliminate wasting time and resources on managing fragmented and overlapping user experiences and tool management.

Complete team collaboration solution: With one subscription, you can enable people to use Cisco meetings and calling capabilities, combined with the enhanced messaging capabilities of the proposed Webex Teams, for all-in-one team collaboration built for businesses.

Bringing together a team scattered across the country or the globe has felt roughly akin to herding cats—until now. The Cisco Webex cloud collaboration portfolio, available through NTT Cloud Communications, makes it easy for everyone to work together in one place

Use the Cisco Webex Suite for Maximum Team Productivity



Create a project & start the stream of communication



Continue the conversation, with the power of face to face



Take your conversations wherever you go. Transparently escalate to the best experience.

Pervasive, Seamless, Connected

Simple, Secure, Interoperable

3.2. One solution to stay connected

NTT Cloud Communications is pleased to propose the **Cisco Webex Teams** solution, which provides your teams with a way to quickly pull people together and get work done from

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anywhere and on any device. This solution integrates enhanced messaging capabilities, video meeting experiences, and calling in such a simple way that it is hard to tell where one ends and the next begins.

All of the proposed solution's capabilities enable groups to connect and get work done from anywhere. For instance, when calling another Webex Teams user, you can instantly share your desktop with a single click. Or, join a video meeting from anywhere using your device of choice, which could be a mobile device if you are on the road. You can also pair the app to a video room system if you are in the office with other colleagues, to start meetings, share your screen, even take the call with you. Start a call with another app user or anyone using PSTN services.

To keep your work safe, messages, files, and whiteboard drawings are handled with end-to-end encryption, which includes data in transit, at rest, and even in use.

3.2.1 Proposed Cisco Webex Cloud Advantage

NTT Cloud Communications offers the Cisco Webex Suite, which delivers a powerful cloud architecture with the following benefits:

- Support for Cisco's award-winning line of Webex devices for desks and rooms, so that teams can also enjoy enhanced productivity in physical spaces around the office, with a single experience delivered from the cloud
- Data security and compliance features keep content and users safe regardless of who they're working with or where they're working
- APIs and SDKs for workflow integrations as well as embedded communications – even on mobile operating systems
- Webex Hybrid Services gives you the best experiences possible, and preserves your existing investments, by connecting your existing resources to the Webex cloud
- Rich analytics provide powerful insights, and unified management across services simplifies provisioning and management, giving you faster return on your investment
- Native interoperability brings scale and simplicity, with popular third-party systems and services such as Microsoft Exchange, Google Calendar, standards-based video devices, and Microsoft Skype for Business
- A commercial model that supports subscription-based pricing with flexibility to start small and grow, as well as deploy on premises, in the cloud, or both
- Intelligent voice-based assistant to automate mundane tasks

Core Capabilities of the Team Collaboration Solution by Cisco Webex

You're never more than one click from making and receiving voice and video calls, joining meetings, expressing your ideas on virtual whiteboards, sharing important files, scheduling meetings, and more. The three main components—enhanced messaging, meetings, and calling—all come together in one simple interface to form a single experience, with one easy subscription.

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ENHANCED MESSAGING

This capability lets you enjoy one-to-one and group messaging in virtual spaces that can keep your content and context for team interactions. Send messages and share files. Integrate with your favourite apps to stay up to date. Draw out ideas on whiteboards that anyone can add to. Lock spaces when content is sensitive so only moderators can decide who can be added. Integrate with calendar services, directories, and Single Sign-On solutions to simplify IT management and enhance end user functionality.

MEETINGS BUILT FOR TEAMS

Bring everyone together with high-quality video, screen-sharing, and collaborative white boarding on any device. Anyone in a Webex Teams space can schedule a time to meet in advance or tap to start instantly. Democratized in-meeting tools such as muting others, adding guests, and recording help improve engagement. And all of the chats, files, and whiteboards shared during meetings can be easily reviewed later by any team member – whether or not they were participating live. Learn more about the newly expanded Webex team meeting experience.

Value-Added Solution Components

CISCO WEBEX HYBRID SERVICES

NTT Cloud Communications offers Cisco Webex Hybrid Services, which allow you to integrate your on-premises or cloud assets with the proposed Webex Teams in the Webex cloud. This helps protect your investments and provide even greater collaboration capabilities for a more delightful end-user and IT experience. NTT Cloud Communications offers these Cisco Webex Hybrid Services:

- **Hybrid Call Service:** Call service enables you to use the Cisco call control you have or desire (such as Cisco UCM, Cisco Business Edition 6000 or 7000, or Cisco HCS). It also enables you to integrate it tightly with the proposed Webex Teams so your end users will never know they're not using a single service.
- **Hybrid Calendar Service:** This service integrates your on-premises Microsoft Exchange, Office 365, and Google calendar (G Suite) with the proposed Webex Teams capabilities. This makes it simpler to schedule meetings and create Webex Teams spaces.
- **Hybrid Directory Service:** This service integrates with the proposed Webex Teams to provide easy click-to-meet, message, or call. It automatically synchronizes the proposed solution with the on-premises Microsoft Active Directory to provide accurate and consistent click-to-call capabilities for users and ease the administration burden for IT.
- **Video Mesh:** Meetings can span cloud and data center, bringing together the quality of on-premises video and agility of the cloud to help reduce latency, bandwidth usage, and costs.
- **Hybrid Data Security Service:** Ideal for security-conscious customers, Hybrid Data Security Service takes Cisco's industry-defining data security a step further by allowing customers to own and manage their own keys on-premises. You will still experience end-to-end encryption, helping ensure that all messages, files, and whiteboards remain secure and available at all times, while retaining full access to

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features such as search. With Cisco Webex Teams, your data is private. This includes all content, messages, and files—even your whiteboard drawings.

Each of these services can be deployed together or individually.

BUSINESS-CLASS MANAGEMENT

NTT Cloud Communications offers the Webex Control Hub, which provides visibility and control for the proposed Webex Teams app. It is so simple to use—no IT experience is needed to manage this web-based, single-plane-of-glass service. The management portal enables you to provision and manage users, entitlements, devices, and services for the proposed Webex Teams.

For those needing more advanced capabilities or integrations with your existing security, compliance, and analytics software, the premium Pro Pack for Cisco Webex Control Hub is also available through NTT Cloud Communications. It allows you to manage encryption keys on premises with the included Cisco Webex Hybrid Data Security, integrate with data-loss prevention and archival solutions, view usage trends to help get the most out of your service, along with many more capabilities.

The Webex Teams external health portal provides status and performance monitoring. When you subscribe, you can be notified of service maintenance and incidents by email, SMS, or feed. Operations are simplified through integrated service management.

Enterprise-grade security and compliance: With end-to-end encryption, messages, files, and whiteboard drawings are encrypted from your device to theirs and everywhere in between. For added control, manage your own encryption keys on-premises. And Cisco has taken the risk out of working with other companies. Your policies are in force even when your employees are collaborating with others outside your company.

Interoperability for speed and convenience: In addition to the immersive experience delivered by the proposed Webex Teams app, meeting participants can join from a standards-based video device, right from their phone using a call-in number, or even from Microsoft Skype for Business. But you also have other meetings. And that's no problem. Join or host Personal Room or standard Webex Meetings appointments right from the proposed Webex Teams app. As well as any standards-based Session Initiation Protocol (SIP)-compliant meeting. Because doing more from one place means you can be more productive.

Best meeting experiences with Webex devices: The proposed Webex Teams app works great with Webex devices to give you the best possible video meeting and teamwork experiences in the office. Instantly pair with any cloud-registered Webex device to start meetings, share your screen, even take the call with you if you need to change locations. Further, when paired to the Webex Board, you can instantly save whiteboard drawings created on the touch screen with others no matter where they are. Visit this page for a list of all cloud-enabled Webex devices.

Open integration: Take advantage of the offered Cisco Webex within your own applications. The proposed Webex Teams SDKs and widgets provide an easy way to embed high-quality audio-video calling into any web or native application. And anyone can visit the Webex App Hub to instantly connect the proposed Webex Teams spaces with popular third-party tools using a growing catalog of integrations and bots.

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3.2.2 Proposed Cisco Webex Teams Benefits

Desired Business Outcome	How We Can Make It Happen
Accelerate business outcomes	<ul style="list-style-type: none">• Promotes growth: The proposed Webex Teams app provides a solution for innovation and growth. It helps connect and engage employees, customers, and partners to keep work moving forward anytime, anywhere with a complete set of tools.• Speeds decision making: Start a meeting with another person or with a whole group from wherever you are to accelerate decision making. Share what's on your screen for fast alignment. Annotate on screens. Escalate to white boarding for an immersive tool to visualize the ideas you and your team are discussing. You can join the meeting from virtually any device.• Simplifies how people work together: The proposed Webex Teams app holds your teams' ideas, conversations, and files for future reference. Everyone is always looped in. You'll be notified of any new activity in your secure virtual spaces, and see when people have viewed what you've shared.
Collaborate without risk	<ul style="list-style-type: none">• Secures your information: You can work confidently with end-to-end encryption. When the content is sensitive, room moderators can lock their spaces and decide who can be added.
Free up IT resources	<ul style="list-style-type: none">• Provides cloud simplicity: The included Webex as-a-service cloud approach reduces complexity for IT while enabling new collaboration apps for users who want to be more productive. With Cisco Services, offered by NTT Cloud Communications, you pay for what you need. You can scale up apps and users as needed. And there is little to no infrastructure to buy or maintain—everything is hosted in Webex cloud and managed by Cisco.

3.3. Proposed Cisco Webex Teams Overview

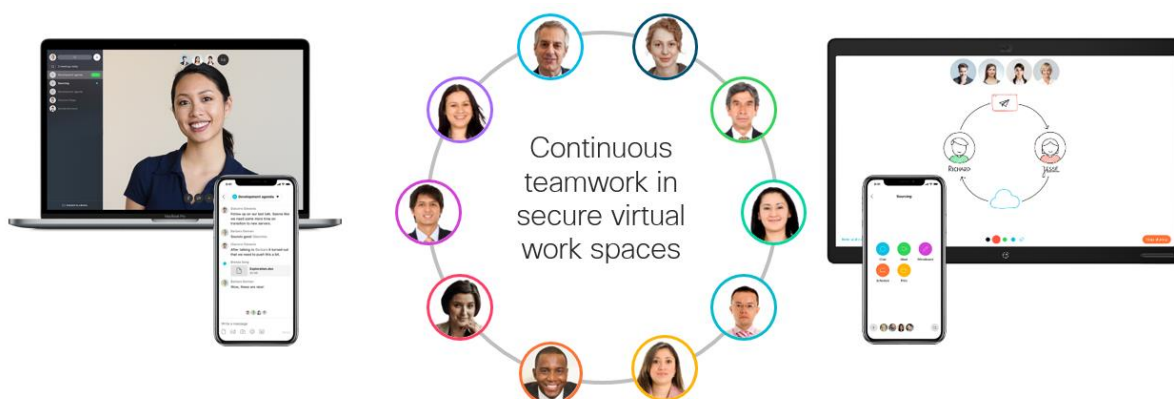
NTT Cloud Communications' proposed **Cisco Webex Teams** is an app for continuous teamwork. With the proposed solution, create secure virtual work spaces with anyone where you can work on projects from start to finish, solve problems, and create stronger relationships. Get things started with messaging and file sharing. Express your ideas on whiteboards that others can add to. Seamlessly use high-quality video meetings and make calls. Even keep up to date with what is happening in other apps. Anytime, anywhere, on virtually any device.

When it's time to meet, the proposed Webex Teams gives everyone an equal seat at the table. Any member of a space can start an instant or scheduled meeting, with the ability to mute attendees when needed, add meeting guests, and record the meeting. And everything that's shared during a meeting is kept in the connected space for easy review later.

When teamwork flows into physical rooms, bring the proposed Webex Teams experience with you. Simply pair the app to a Webex device to join your meetings, share your screen, capture life-sized whiteboard drawings, and more.

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Cisco Webex Teams App—Empower a More Intuitive Way to Work



All-in-one experience for messaging, file sharing, white boarding, video meetings, calling, and more.

3.3.1 Proposed Cisco Webex Teams App and Supported Devices

NTT Cloud Communications offers these components and supported devices with the following features and benefits.

Proposed Cisco Webex Teams App

Component	Description
Cisco Webex Teams App	<p>The Webex Teams app is a business communications tool that combines important business capabilities in one simple interface to form a single experience.</p> <p>This solution is for continuous teamwork with video meetings, group messaging, file sharing, and white boarding. This is all done with the historical context of team and one-to-one interactions, including shared files and persistent messages.</p> <p>The free app lets teams try out the experience and external experts, partners, and customers can be added to spaces for collaboration. The subscription-based solution enables enterprise-grade features for enhanced messaging, meetings, and/or calling.</p>






Cisco Webex Devices

Component	Description
Cisco Webex Boards	All-in-one system for rich team collaboration: it's a wireless presentation screen, a digital whiteboard, and a video conferencing device. Designed for rich collaboration, connecting physical and virtual

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Component	Description
 <p>Cisco Webex Board 55</p>  <p>Cisco Webex Board 70</p>	<p>meeting rooms to facilitate continuous workflow – before, during, and even after everyone has left the physical room.</p> <ul style="list-style-type: none"> • Cisco Webex Board 55 <ul style="list-style-type: none"> – Screen: 55-inch 4K screen – Camera: 83-degree field of view • Cisco Webex Board 70 <ul style="list-style-type: none"> – Screen: 70-inch edge 4K screen(s) – Camera: 83-degree field of view
<p>Cisco Webex Room Series</p>  <p>Cisco Webex Room 55</p>  <p>Cisco Webex Room 70 Dual</p>	<p>Cisco Webex Room Series</p> <p>Cisco Webex Room Series is a powerful, fully integrated collaboration system that brings more intelligence and usability to your meeting rooms. Use the Room Kits to turn a regular display into a video conferencing solution.</p> <ul style="list-style-type: none"> • Cisco Webex Room 55 <ul style="list-style-type: none"> – Fully integrated system with 55" 4K screen – Powerful speaker system with built-in amplifier – For small to medium rooms with 6-8 people • Cisco Webex Room 70 Single and Dual <ul style="list-style-type: none"> – Options for one or two 70" 4K displays to show content on one, people on the other – Built-in speakers, stereo sound, optimized for voice – All-in-one device for larger rooms of up to 14 people
<p>Cisco Webex Room Kit Series</p>  <p>Cisco Webex Room Kit</p>	<p>Cisco Webex Room Kit, Room Kit Plus and Room Kit Pro</p> <p>Do you already have flat-panel displays? Bring more intelligence and usability to any size video team rooms with Cisco Webex Room Kits.</p> <p>Cisco Webex Room Kit is ideal for rooms for up to 7 people. Cisco Webex Room Kit Plus works is best for rooms for up to 14 people.</p> <p>The Cisco Webex Room Kit Pro provides a powerful and flexible platform for creating the ultimate video collaboration experience – large, custom video rooms, including boardrooms, auditoriums, and purpose-built rooms for vertical applications. The Room Kit Pro is the most advanced product within the Room Kit Series, built with integrators in mind and enabling flexibility and creativity for customized video collaboration rooms that delight customers.</p>

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Component	Description
 <p>Cisco Webex Room Kit Plus</p>  <p>Cisco Webex Room Kit Pro</p>	<p>Room Kits easily integrate with your flat-panel displays, and offer sophisticated camera technologies with speaker-tracking capabilities. Choose a 4K screen for optimal results.</p>
<p>Cisco Webex Share</p> 	<p><u>Cisco Webex Share</u> enables huddle spaces by providing simple wireless content sharing to any HD display.</p> <p>Cisco Webex Share delivers expanded productivity for Cisco Webex customers</p> <ul style="list-style-type: none"> • Simple and affordable - priced for every huddle space • Integrate enterprise calendar to enable reservations and to view upcoming events via Cisco Webex hybrid calendar service • Built for enterprise - single-pane-of-glass management and analytics via Cisco Webex Control Hub
<p>Cisco DX Series</p> 	<p>The flagship <u>DX80</u> offer no-compromise collaboration for every desk. It's easy to be productive with these devices featuring high-definition (HD) video and audio. This affordable series lets you empower every office and home-office desktop with a productive collaboration experience.</p>
<p>Cisco Webex Desk Pro</p> 	<p>The <u>Cisco Webex Desk Pro</u> is an AI-powered collaboration device for the desk. It is purpose-built for collaboration and features a stunning 4k display, advanced cognitive collaboration capabilities like Webex Assistant and facial recognition, and creative applications like digital whiteboarding. Easily pair your device wirelessly or dock your laptop and quickly join or start your meeting with one button to push. With a USB-C connection, the Webex Desk Pro becomes your all-in-one primary monitor and collaboration device that supports your videoconferencing software of choice.</p> <p>The Webex Desk Pro is designed for personal desk-based collaboration and focus rooms that accommodate one to two people. Packed with all the workplace and workflow capabilities included within Cisco's larger</p>

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Component	Description
	meeting room devices, the Webex Desk Pro is the ultimate desk-based collaboration device.

3.4. Cisco Webex Teams Privacy

This section describes how Cisco Webex Service processes personally identifiable information ("personal data")

3.4.1 Overview of the Cisco Webex Teams Service

Cisco Webex Service (the "Service") is a cloud-based service made available by Cisco to companies or persons ("Customer," "you," or "your") who purchase it for use by their authorized users ("user"). Cisco Webex Service provides a complete collaboration suite for your team to create, meet, message, make calls, and share, regardless of whether they are together or apart—in one continuous workstream before, during, and after meetings. The core capabilities in Cisco Webex Service are Cisco Webex Teams, Cisco Webex Calling, and Cisco Webex Meetings. For more information about the Service, please see the Cisco Webex Service Offer Description available [here](#).

Because the Service enables collaboration among users, you will be asked to provide your personal data in order to use it. The following paragraphs describe Cisco's processing of personal data in connection with the delivery of the Service, the location and transfers of that data, and how it is secured in accordance with privacy principles, laws, and regulations. Cisco will use your personal data consistent with this Privacy Data Sheet. Note that this Privacy Data Sheet is a supplement to the [Cisco Privacy Statement](#).

3.4.2 Personal Data Processing

If you are a user and your employer is the Customer that purchased the Service, all of the information described in this Privacy Data Sheet is subject to your employer's policies regarding retention, monitoring, deletion, and export of information associated with the Service. This may include access to the keys used to encrypt or decrypt your User-Generated Information.

If you as an individual subscribed to the Service for personal use ("consumer user"), your employer's policies will not apply to the data that you share while using the Service. However, if you subscribed to the Service using your employer-issued email address and your employer later purchases the Services from Cisco, you will be required to update the email address associated with your account to a personal email address. Cisco recommends that you use your personal email address to access the Service for personal use. If you want to change your email address, you can do so by following these [instructions](#).

Users can communicate with users from other companies through the Cisco Webex Teams app in two types of space: (i) a group space made up of at least three users belonging to

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more than one organization; or (ii) a one-on-one space made up of two users belonging to different organizations. If you are a user posting into spaces created by or including users from other companies, those companies' policies related to retention, monitoring, deletion and export may govern your data (as described in the applicable sections of this Privacy Data Sheet).

This Privacy Data section covers the Service and Technical Support Assistance included with the Service. When you launch a meeting in Cisco Webex Teams, Cisco Webex Meetings functionality will be used. Accordingly, please see the Cisco Webex Meetings Privacy Data Sheet (available on The Cisco Trust Center) for a description of how recordings are collected and processed. The tables below list the categories of personal data processed by the Service and describe why we process such data.

Cisco Webex Teams

Personal Data Category	Types of Personal Data	Purpose of Processing
Registration Information	<ul style="list-style-type: none"> • Activation Codes • Display Name • Email Address • Name • Profile Picture • Password • Company Name • Billing Contact Name • Organization ID • Universal Unique Identifier 	Registration Information is used to: <ul style="list-style-type: none"> • Enroll you in Cisco Webex Teams • Display your user avatar identity to other users • Notify you about features and updates • Understand how the Service is used • Send you Cisco marketing communications • Make improvements to the Service and other Cisco products and services • Provide you remote access support • Authenticate and authorize access to your account
Host and Usage Information	<ul style="list-style-type: none"> • Device Name • Geolocation • IP Address • User Agent Identifier • Operating System Type and Version • Client Version • IP Addresses Along the Network Path • MAC Address • Time Zone • Domain Name • Activity Logs 	Host and Usage Information is used to: <ul style="list-style-type: none"> • Understand how the Service is used • Diagnose technical issues • Conduct analytics and statistical analysis in aggregate form to improve the technical performance of the Service • Respond to Customer support requests
User-Generated Information	<ul style="list-style-type: none"> • Spaces Activity (date, time, person engaged and the activity) • Messages (content, sender, recipients, date, time, and read receipts) • Content Shared (files, file names, sizes and types) • Whiteboard Content • Meetings and Calls Information (title, invitation content, participants, link, 	User-Generated Information is used to: <ul style="list-style-type: none"> • Provide the Service, an important component of which is a persistent history of your interactions with other users

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Personal Data Category	Types of Personal Data	Purpose of Processing
	date, time, duration and quality ratings) • Voicemails • Presence (user status) • Recordings	
Information Collected Related to Optional Features	Geographic Location	If you choose to enable optional location-sharing, we will collect your geographic location when you send a message or share content in a space. We collect this information so that it can be shared with other users in the space.
	Calendar and Contact Information on Your Mobile Device	If you choose to use the Service on your mobile device, upon sign-up you will have the option of sharing your calendar and/or contacts with the Service mobile application. This calendar and contact information are accessed only by the application locally on your mobile device and are not shared with Cisco unless and until: <ul style="list-style-type: none"> • you interact with a contact from your mobile device contact list using the Service, in which case we collect information only about that user. The Service mobile application uses this information to make it easier for you to connect with your contacts. • you create a space from a calendar event using the Service, in which case, we collect the information in the meeting invitation, including the date, time, duration and meeting participants
	Information Collected by Cookies, Local Storage, and Other Browser Storage Technologies	When you use the Service in your web browser, we use cookies, local storage, and other browser storage technologies to ensure that you can stay logged into the Service until you choose to log out and to improve the performance of the Service. These technologies may store Registration Information, Host, and/or Usage Information. Cookies are always sent using transport encryption.

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Cisco Webex App Hub (APIs)

Personal Data Category	Types of Personal Data	Purpose of Processing
Registration Information	<ul style="list-style-type: none"> • Activation Codes • Display Name • Email Address • Name • Password • Company Name • Billing Contact Name • Organization ID • PIN • SIP Identifier • Phone Number • Directory Extension • Voicemail Box Number 	<p>Registration Information is used to:</p> <ul style="list-style-type: none"> • Authenticate and authorize access to Cisco Webex App Hub • Notify you of features and updates • Understand how the Service is used • Provide you remote access support • If you choose to use Cisco Webex App Hub to add a third-party integration or bot to a space, the third party may share information and content associated with your third-party service or application account with us. do not receive or store your passwords for these third-party services or applications, although we do store authentication tokens associated with them.
Host and Usage Information	<ul style="list-style-type: none"> • Device name • Geolocation • IP Address • Mobile Type • MAC Address • Time Zone • Universal Unique Identifier • Domain Name • Activity Logs 	<p>Host and Usage Information is used to:</p> <ul style="list-style-type: none"> • Provide the Service • Diagnose technical issues • Conduct analytics and statistical analysis in aggregate form to improve the technical performance of the Service • Respond to Customer support requests

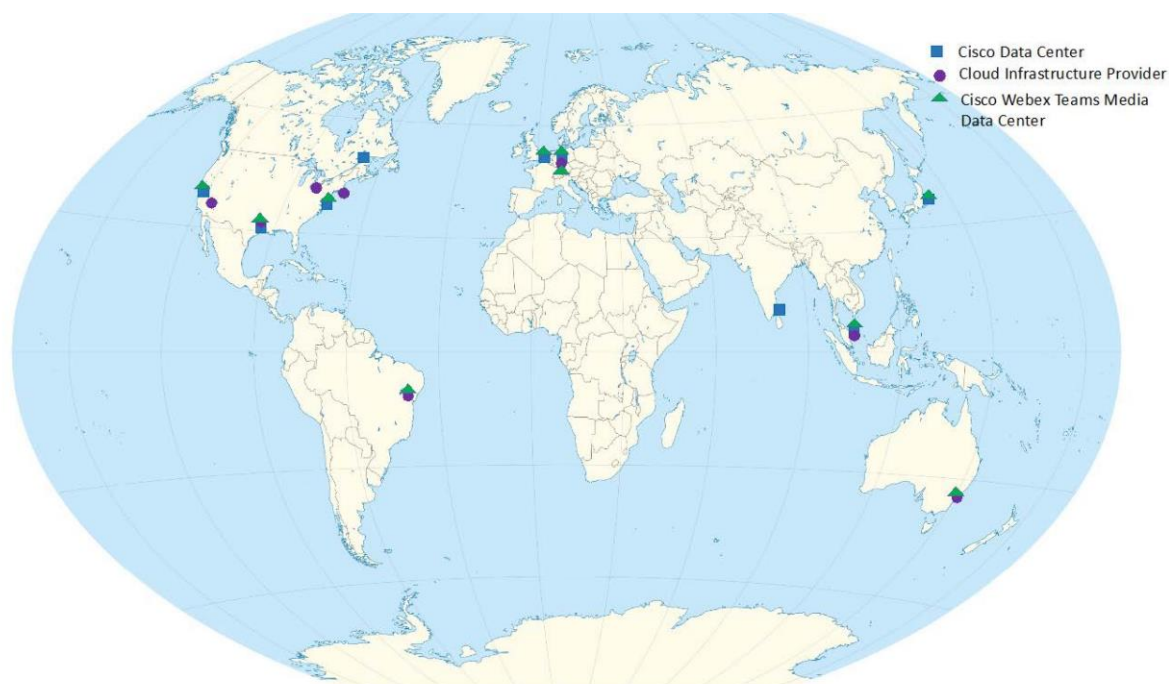
Technical Support Assistance (TAC)

Personal Data Category	Types of Personal Data	Purpose of Processing
TAC Support Information	<ul style="list-style-type: none"> • Name • Email Address • Phone Number of the Employee Appointed to Open the Service Request • Authentication Information (exclusive of passwords) • Information About the Condition of the System • Registry Data About Software Installations and Hardware Configurations • Error-Tracking Files 	<p>TAC Support Information is used to:</p> <ul style="list-style-type: none"> • Provide you remote access support • Review quality of the support service • Perform analysis of the service solution

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3.4.3 Cross-Border Transfers

Cisco leverages its own data centers as well as third-party cloud hosting providers to deliver the Service globally. These data centers are currently located in the following countries (data center locations may change from time to time and this Privacy Data Sheet will be updated to reflect those changes):



Cisco Data Center Locations	Cloud Infrastructure Provider Locations	Media Data Center Locations
Dallas, TX, USA San Jose, CA, USA Washington DC, USA Toronto, Canada Amsterdam, Holland Bangalore, India London, UK Singapore, Singapore Tokyo, Japan	Chicago, Illinois, USA Dallas, TX, USA Los Angeles, CA, USA New York, New York, USA Frankfurt, Germany Sao Paulo, Brazil Singapore, Singapore Sydney, Australia	Dallas, TX, USA San Jose, CA, USA Washington DC, USA Amsterdam, Holland Frankfurt, Germany London, UK Sao Paulo, Brazil Singapore, Singapore Sydney, Australia Tokyo, Japan

Not all of the above locations are used for processing and storage for all Cisco Webex Service products. Storage and processing details are as follows:

Product	Processing	Storage
Cisco Webex Teams	US locations + Worldwide	US locations only

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Product	Processing	Storage
	Media Data Center locations	(For meeting recordings, reference the Cisco Webex Meetings Privacy Data Sheet)
Cisco Webex App Hub	US locations only	US locations only

Cisco has invested in a number of transfer mechanisms to enable the lawful use of data across jurisdictions. In particular:

- [Binding Corporate Rules](#)
- [EU-U.S. and Swiss-U.S. Privacy Shield Frameworks](#)
- [APEC Cross Border Privacy Rules](#)
- [EU Standard Contractual Clauses](#)

3.4.4 Access Control

Customers and Cisco can access personal data stored on the Cisco Webex platform as described in the table below. In a group space, the administrator of the organization that created the space can monitor all of the information posted in the group space; whereas the administrator of organizations that have participants in the space can monitor only those messages and files posted by their own users. In a one-on-one space, both organizations' administrators can monitor all of the information posted in the one-on-one space. Participants in group spaces and one-on-one spaces can access all of the information posted in the space.

Cisco Webex Teams

Personal Data Category	Who Has Access	Purpose of Access
Registration Information	Customer through the Webex Control Hub	Process in accordance with Customer's personal data policy
	Cisco	Support the Service in accordance with Cisco's data access and security controls process
Host and Usage Information	Customer through the Webex Control Hub	Process in accordance with Customer's personal data policy
	Cisco	Support and improvement of the Service by the Cisco Webex Teams Support and Development Team
User-Generated Information (excluding Recordings, discussed below)	Customer through eDiscovery console, Events API (enables data leak prevention), or Encryption Keys (Pro Pack for Cisco Webex Control Hub Customers only)	Process in accordance with Customer's personal data policy
	Cisco	While Cisco operates the Service, Cisco does not access or monitor this data

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Personal Data Category	Who Has Access	Purpose of Access
		unless it is shared with Cisco by Customer, and will only do so in accordance with Cisco's data access and security controls process. Additionally, if users invite Cisco into a user-hosted space, or join a Cisco-owned space, users should be aware that as part of Cisco's security process, Cisco may scan (but does not retain) uploaded files.
	<ul style="list-style-type: none"> • Other Customers (when users share with other Customers) • Bots (when users add them to their spaces and communicate with the bot directly) 	To the extent users post User-Generated Information in spaces that include users from other companies, those users and their administrators may be able to access the data posted. Users can see the other participants (including bots) in a space, and any user in a non-moderated space and the moderator in a moderated space can remove another user or bot at any time.
Recordings	User through the My Webex Meetings Page	Modify, control, and delete meeting recordings based on user's preferences
	Customer using APIs provided with the Service or through the Site Admin Page	Modify, control, and delete in accordance with Customer's personal data policy
	Cisco	While Cisco operates the Service, Cisco does not access or monitor this data unless it is shared with Cisco by Customer, and will only do so in accordance with Cisco's data access and security controls process
	Other Customers and users (when shared during a meeting)	Content you choose to share during a meeting may be accessed by users in the meeting, wherever they are located. Even after you remove information from Webex Meetings, copies of that content may remain viewable elsewhere to the extent it has been shared with others.

3.4.5 Access Control

Cisco Webex Teams allows enterprise Customers to export up to 90 days of User-Generated Information using APIs provided with the Service (except for recordings, discussed below). Additionally, enterprise Customers that purchase Pro Pack for Cisco Webex Control Hub can use the APIs that come with that service to export User-Generated Information for any period that the Customer sets, in accordance with its corporate policies. The User-Generated Information posted by users who are using Cisco Webex Service purchased by their employer is treated as data of the employer (Cisco's Customer). Accordingly, the Customer's corporate policies will apply. If users wish to export their User-Generated

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Information, the user must consult the Customer administrator or the person within their employer authorized to make determinations regarding the disposition of data belonging to the Customer. In a group space, the administrator of the organization that created the space can export all of the information posted in the group space; whereas the administrator of the organizations that have participants in the space can export only those messages and files posted by their own users. In a one-on-one space, both organizations' administrators can export all of the information posted in the one-on-one space.

There are several ways enterprise Customers and consumer users may export their personal data from the Cisco Webex platform. Customers may export limited categories of personal data via the Webex Control Hub (as CSV exports) and all types of personal data (except authentication tokens) using APIs. If consumer users wish to export their personal data, they must use APIs.

When you launch a meeting in Cisco Webex Teams, Cisco Webex Meetings functionality will be used. Cisco Webex Meetings allows enterprise Customers and consumer users to export all meeting recordings stored on the Cisco Webex platform. An enterprise Customer's administrator may do so using APIs provided with the Webex Meetings Service or through the Webex Meetings Site Admin Page; while consumer users may do so through the My Webex Meetings Page. Meeting recordings are available in Webex Meetings proprietary ARF and standard mp4 formats depending on the account type. Cisco offers a free Webex Meetings ARF player to convert ARF files to mp4 format.

3.4.6 Data Deletion & Retention

Cisco Webex Teams allows for the persistent retention of messages and files shared by users. Accordingly, Customer's User-Generated Information is stored on the Cisco Webex platform for 7 years while the Customer has an active subscription (subject to data storage limitations). For Customers that wish to minimize the amount of data stored on the platform or customize the retention period to be longer or shorter than 7 years, Pro Pack for Cisco Webex Control Hub includes retention settings that automatically delete User-Generated Information in accordance with the enterprise Customer's corporate data retention and deletion policies.

After a Customer's subscription terminates or expires, its remaining encrypted User-Generated Information and personal data is retained on our platform for 7 years. Customers that have terminated the Service can request deletion of personal data retained on the Cisco Webex platform by sending a request to privacy@cisco.com or opening a TAC support request. When a Customer that has terminated the Service makes a request for deletion, Cisco endeavors to delete the requested data from its systems within 30 days, unless the data is required to be retained for Cisco's legitimate business purposes. If we are required to retain certain categories of data, the reason why we retain it and the retention period are described in the table below.

In a group space, the retention policy of the organization that created the space controls, and its administrator can delete all of the information posted in the group space. In a one-on-one space, each organization's administrator can delete only those messages and files posted by its own user in accordance with its retention policy.

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Personal Data Category	Retention Period	Reason and Criteria for Retention
Registration Information	7 years from when the Service is terminated	Data collected as part of registration, including information provided by Customers as part of Cisco's financial due diligence, constitute Cisco business records and are kept to comply with Cisco financial and audit policies, as well as tax requirements.
TAC Support Information	Until Customer requests deletion via privacy@cisco.com or by opening a TAC service request for deletion.	TAC Support Information is retained to ensure efficient support in case of recurring issues and to comply with Cisco audit policies related to business records of services provided to Customers.
User-Generated Information (excluding Recordings and Voicemail for Cisco Webex Calling, discussed below)	Active Subscriptions: 7 years unless Customer purchases Pro Pack for Cisco Webex Control Hub, in which case the retention period is customizable by Customer. Terminated Service: 7 years after user's last post, unless Customer specifically requests deletion via privacy@cisco.com or by opening a TAC service request	User-Generated Information is persistent because the Service was built to allow Customers to leverage this information to collaborate with other users over long periods of time.
Recordings	Active Subscriptions: At Customer's or user's discretion Terminated Service: Deleted within 60 days	When you launch a meeting in Cisco Webex Teams, Cisco Webex Meetings functionality will be used. Meeting recordings are not retained on the Cisco Webex platform when Customer or user deletes this data.
Host and Usage Information	7 years from when the Service is terminated	Information generated by instrumentation and logging systems created through the use and operation of the Service is kept as part of Cisco's record of Service delivery. Usage Information used to conduct analytics and measure statistical performance is retained but pseudonymized.

3.4.7 Personal Data Security

Cisco Webex Teams is ISO 27001:2013 certified and in accordance with those standards adopts technical and organizational security measures to protect your personal data from unauthorized access use or disclosure as required by law. Additional information about our encryption architecture is summarized in the table and paragraphs below.

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Personal Data Category	Type of Encryption
Registration Information (excluding Passwords, discussed below)	Encrypted in transit, but not at rest
Passwords	Encrypted in transit and at rest
Host and Usage information	Encrypted in transit, but not at rest
User-Generated Information (excluding Recordings, discussed below)	Encrypted end to end with Cisco holding keys on Customer's behalf unless Customer purchases the Pro Pack for Cisco Webex Control Hub and deploys Hybrid Data Security, which allows Customer to hold keys.
Recordings	When you launch a meeting in Cisco Webex Teams, Cisco Webex Meetings functionality will be used. Beginning May 2018, Cisco released encryption of recordings at rest. Any new recordings created on your site after the enablement of this feature will be automatically encrypted end to end.

The Service uses different kinds of encryption to protect different kinds of data in transit and in storage. In this section, "you" and "your" refers to the user.

End-to-end encryption is used to protect messages, content, whiteboards, and meeting information. Just prior to sending a message from your client, it is encrypted on your device. (If you have opted to share your location information, that information is also encrypted.) Messages remain encrypted until they are received by other users, where they are decrypted on those user's devices. The same process is used for each whiteboard stroke, whiteboard background images, and whiteboard snapshots (with one exception listed below under media encryption). The same process is also used for content that you share, except as noted below. Push notifications are likewise end-to-end encrypted.

There are a few circumstances under which User-Generated Information is decrypted:

- For certain types of files (PDFs, Microsoft Word documents, and PowerPoint presentations), we decrypt the object in order to send it to a third party to be "transcoded" for display in a space. For example, if you upload a slide presentation into a space, it will first be encrypted on your device. When we receive the presentation on our server, we will decrypt it and send it to a third party, where individual thumbnail images of each slide will be generated. The third party will send the thumbnails and presentation back to us. We will then encrypt the thumbnails and presentation and send them to the other users in the space. The decrypted file and images are not stored; only the encrypted forms of these objects are stored.
- For bots and integrations that have not integrated with our end-to-end encryption scheme, we decrypt messages and content associated with the bot or integration before sending it to the third party supporting the bot or integration. We do not store the decrypted messages and content.
- Messages and content may be decrypted by your employer or the employers of those you communicate with using the Service. If you communicate with Cisco employees, then those messages can be decrypted by Cisco.

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Media encryption is used to protect the audio, video, screen sharing data, and voicemails that you transmit during a call. When you make a call, media is encrypted from your device to our servers. It may be decrypted on our servers so that we can manage the call. It is re-encrypted before being sent to the other participants on the call unless they are connected via the public telephone network or do not support encryption. If you dial into a meeting using SIP and there is whiteboarding taking place in the meeting, we will decrypt the end-to-end encrypted whiteboard content, transcode it, and send it to you using media encryption. We do not store any call audio, video, or screen sharing data on our servers. Voicemails are encrypted from your device to our servers, decrypted to be prepared for storage, and re-encrypted in storage on our servers. Voicemails transmitted via email are not encrypted. Faxes are not encrypted.

Transport encryption (also known as HTTPS) is used to protect all connections to and from the Service other than voice and video calls. When you register for the Service, send messages, share content, write on a whiteboard, connect with third-party services or applications via integrations, send logs or screen shots to provide us with feedback, or otherwise connect to the Service, we always use transport encryption.

3.4.8 Third Party Service Providers (Sub-processors)

We may share User-Generated Information, Registration Information, Host Information, and/or Usage Information with service providers, contractors, or other third parties to assist in providing and improving the Service. The data shared may include aggregate statistics or individualized data. All sharing of information is carried out consistent with the Cisco Privacy Statement and we contract with third-party service providers that can provide the same level of data protection and information security that you can expect from Cisco. We do not rent or sell your information. A current list of third-party service providers with access to personal data can be provided upon request.

If a Customer purchases the Service through a Cisco partner, we may share any or all of the information described in this Data Sheet with the partner. Customers have the option of disabling this information-sharing with Cisco partners.

Unencrypted messages may be shared with third-party services and applications that you choose to integrate with the Service, but not with any other third parties without your permission or unless required by law.

3.4.9 Information Security Incident Management

Breach and Incident Notification Processes

The Data Protection & Privacy team within Cisco's Security & Trust Organization coordinates the Data Incident Response Process and manages the enterprise-wide response to data-centric incidents. The Incident Commander directs and coordinates Cisco's response, leveraging diverse teams including the Cisco Product Security Incident Response Team (PSIRT), the Cisco Security Incident Response Team (CSIRT), and the Advanced Security Initiatives Group (ASIG).

PSIRT manages the receipt, investigation, and public reporting of security vulnerabilities related to Cisco products and networks. The team works with Customers, independent security researchers, consultants, industry organizations, and other vendors to identify possible security issues with Cisco products and networks. The Cisco Security Center details the process for reporting security incidents.

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The Cisco Notification Service allows Customers to subscribe and receive important Cisco product and technology information, including Cisco security advisories for critical and high severity security vulnerabilities. This service allows Customers to choose the timing of notifications, and the notification delivery method (email message or RSS feed). The level of access is determined by the subscriber's relationship with Cisco. If you have questions or concerns about any product or security notifications, contact your Cisco sales representative.

3.4.10 Certifications and Compliance with Privacy Laws

The Security and Trust Organization and Cisco Legal provide risk and compliance management and consultation services to help drive security and regulatory compliance into the design of Cisco products and services. Cisco Webex Service and its underlying processes is designed to meet Cisco's obligations under the EU General Data Protection Regulation ("GDPR") and other privacy laws around the world.

Cisco Webex Service leverages the following privacy transfer mechanisms related to the lawful use of data across jurisdictions:

- [Binding Corporate Rules](#)
- [EU-U.S. and Swiss-U.S. Privacy Shield Frameworks](#)
- [APEC Cross Border Privacy Rules](#)
- [EU Standard Contractual Clauses](#)

Cisco Webex Teams has received the following certifications:

- ISO/IEC 27001:2013
- SOC 2 Type I Attestation
- SOC 2 Type II Attestation

Customers can review the certifications under NDA.

3.4.11 Corporate Quality Compliance and Certifications

Cisco holds a Global ISO 9001 Certification and ISO 14001 Registration, managed by the Corporate Quality Compliance and Certifications program, which establishes and maintains policies that ensure quality management of processes and environmental responsibilities. Visit our [Quality Certifications](#) page to understand the scope of these compliance certifications and read more information.

For more information and FAQs related to Cisco Webex Teams technical and operational security features, please see the Cisco Webex Teams Tech Ops and Security FAQs [page](#) and the Cisco Webex Teams Security, Compliance, and Management [page](#).

For more general information and FAQs related to Cisco's Security Compliance Program and Cisco's GDPR readiness please visit [The Cisco Trust Center](#).

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4. Cisco Cloud Connected Audio (CCA-SP)

4.1. Product Overview

Cisco Webex Cloud Connected Audio (CCA) provides broad global Public Switched Telephone Network (PSTN) dial-in and call-me services to attendees in Cisco Webex Meetings, Events, Trainings, and Teams.

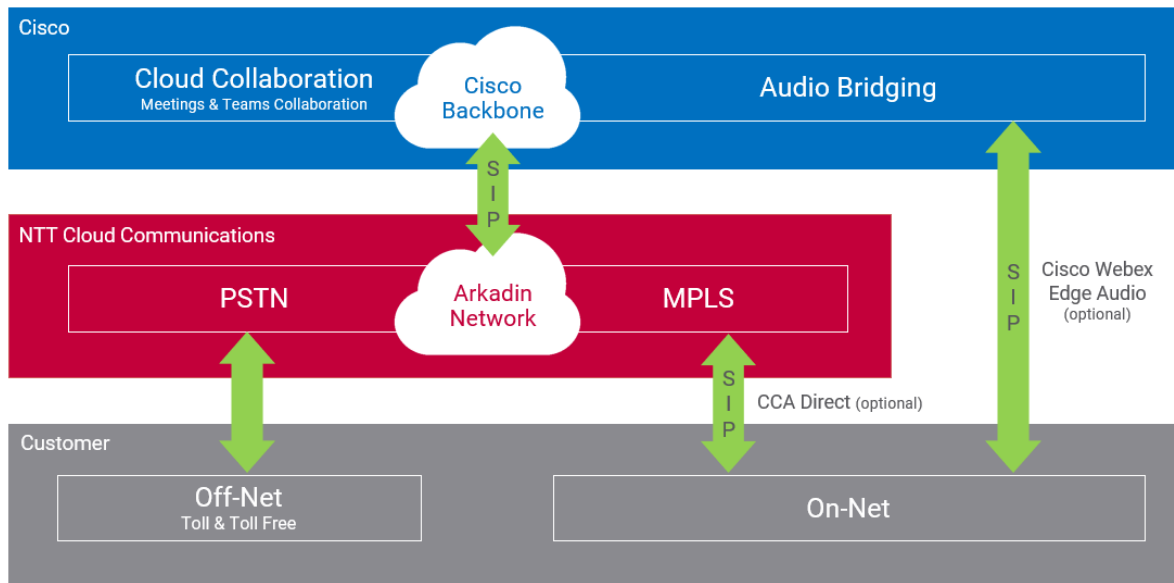
These audio options available with Cisco Webex promote efficient discussions among participants by providing a fully integrated experience. As a cloud-based PSTN audio option, CCA provides a broad coverage footprint with toll dial-in, toll-free dial-in, and call-me capabilities for local and global connections. It operates on a wide variety of devices, including cell phones, IP phones, and softphones, and supports the ability to enable telephony attendees as well as attendees and devices that use Voice over IP (VoIP) to all collaborate in the same session.

NTT Cloud Communications is a CCA Service Provider (CCA-SP), that provides premium high-quality audio services at very competitive rates globally. CCA delivers one of the best and most consistent user experiences that is flexible and cost-effective, for off net or on net traffic. Additionally, NTT Cloud Communications is allowing to use your on-premises IP telephony investments (Cisco, Avaya, Nortel, Siemens, Lync, etc.) through a dedicated interconnection with NTT Cloud Communications global network and SIP access (see CCA Direct section).

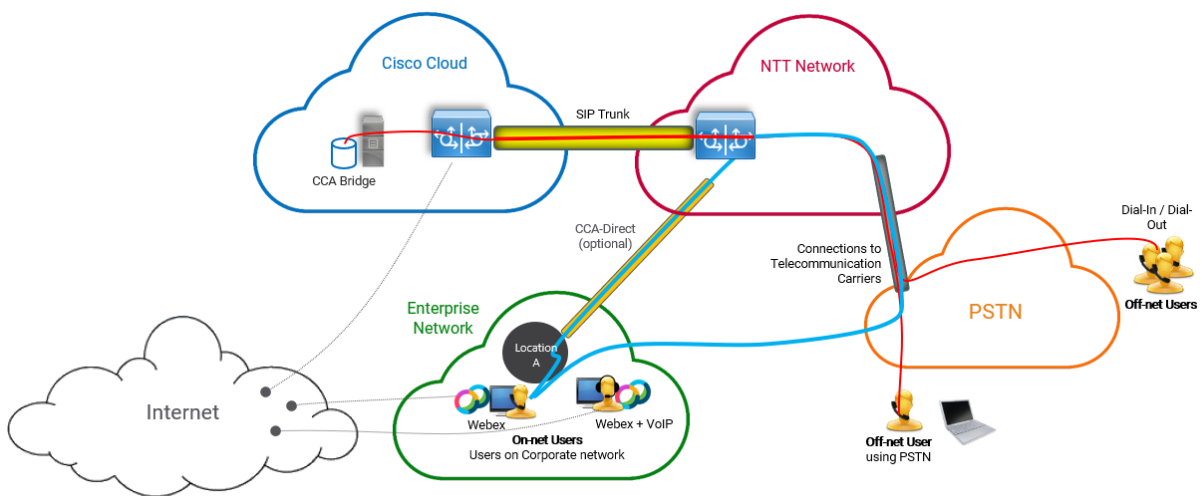
To maximize the power of Webex within your own datacenter leveraging your Cisco Call Manager (CUCM) please explore Cisco Webex Edge Services to further improve audio quality and optimize PSTN audio costs.

Natively integrated to the Cisco Webex meetings experience, meeting hosts and attendees realize all the benefits of a purpose-built integration in the in-meeting experience. These include: an integrated attendee list; active speaker; video and audio switching; and hybrid audio support - in addition to all the dynamic tools that have made Cisco Webex web conferencing today's market-leading conferencing solution. Cisco Webex meetings lets you collaborate and communicate confidently and effectively across multiple offices, borders, and time zones.

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4.2. Operating mode



The CCA solution pairs the NTT Cloud Communications global service provider network with the Cisco Webex & CCA infrastructure. NTT Cloud Communications is providing the Global DID plan and subsequent inbound & outbound routing of calls from/to the Cisco CCA infrastructure. VOIP and data connection are sourced via the public internet direct to Cisco from end customers.

Cisco Webex offers a flexible, high-performance platform of products for organizations of any size that want to deploy online meetings with audio conferencing. CCA is designed to attach to a Cisco Webex meeting product purchased from Cisco; it is not available as standalone product.

The solution will provide a single global access numbers list.

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NTT Cloud Communications is interconnected with Cisco in three regions:

- Americas: San Jose, Dallas
- EMEA: London, Amsterdam
- APAC: Singapore, Hong Kong

Additionally, this solution will provide an option for a direct SIP connectivity via a SIP Trunk to the NTT Cloud Communications MPLS (see CCA Direct).

4.3. Features and Benefits

CCA makes telephony more effective with a powerful feature set for productive and efficient audio integration.

Benefits	Description
Global Access	<ul style="list-style-type: none"> • 98-country access for toll call-in • 129-country access for toll-free call-In • 248-country access for call-me • VoIP available where regulators allow
Complete Webex Integration	<p>Seamlessly integrate with Cisco audio, web, and video conferencing across any device</p> <p>Scale to more users and reduce complexity with future upgrades delivered quickly and automatically from the Cloud</p>

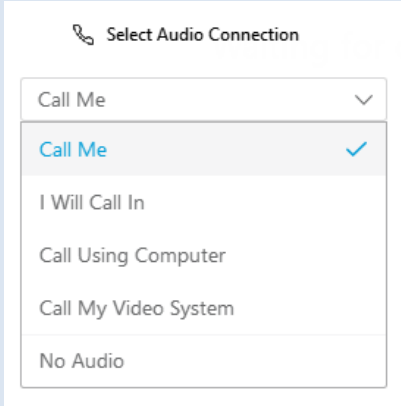
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Benefits	Description
	Leverage on-premise IP telephony investments to perform highly secured OnNet Call via dedicated interconnection (see CCA Direct)
Premium Audio Quality	Audio bridging hosted and managed in the Cisco Cloud High QoS for VoIP as Cisco reduces compression requirements Over 200 local, toll, and toll-free access options Unlimited capacity Wideband codec supported (G722, Opus)
Value-added Management Services	Advanced fraud management Audio quality diagnostics Flexible reporting and invoicing, to facilitate cross-charging within the client organization
Scalability	Total audio capacities are 1000 total participants in a single meeting: up to 1000 on phones and up to 1000 on VoIP.
Significant Cost Savings	100% OPEX pricing that provides a more predictable monthly invoice than traditional Cisco Audio or TSP rate plans have done. Very competitive pricing, particularly for toll-free and callback services Reduced and more predictable local and long distance PSTN variable charges. CCA offers a total of 75 Toll destinations, 310 callbacks (mobile & landline), 112 Toll-Free destinations (landline & mobile) Leverage the NTT Cloud Communications high quality free VoIP calling on NTT's global, award-winning MPLS network.

Cisco Webex CCA seamlessly integrates with Cisco Webex (Webex Meetings and Webex Teams), to ensure a simple and consistent user experience for your end users, including across audio features such as:

Features	Description
Conference Management	The solution offers powerful conference control for management of active conferences, allowing moderators to: <ul style="list-style-type: none"> • Use the active talker indicator for positive identification of the speaker • Add or drop participants in a conference • Mute audio from a selected participant • Use the conference lock feature Terminate a conference
Invite and Remind	Send invitations and reminders using an automated phone call or text message.

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Features	Description
Active speaker indicator and intelligent video switching	Focus on who's talking with active speaker technology, which automatically displays the current speaker's video in the active speaker window, including for speakers who have dialed in via Cisco Webex CCA.
Smooth switching between telephony audio and VoIP	Allow hosts and participants to choose the device that suits them best as they move from one location to another during a meeting.
Call-in and callback options	<p>Have your meeting call you. Simply enter your phone number when the meeting begins and the meeting calls you back - no dialing, no passcodes.</p> 
Customized audio prompts	<p>Customers have the flexibility to personalize messages with audio prompts* to improve brand awareness.</p> <p>*depend customer audio volume and on 50 days Cisco SLA for the implementation</p>
Audio on entry and exit	<ul style="list-style-type: none"> Optionally announce name, play beep, or allow silent entry and exit Optionally mute participants on entry
Compatibility	<ul style="list-style-type: none"> Works with all Cisco Webex services Supports mobility clients Supports Network-Based Recording (NBR) and tracking codes

4.4. Audio Access List

The CCA offer includes unlimited 62 Toll Dial-in country coverage and VOIP audio as part of the Cisco Collaboration Flex Plan for Webex meeting products.

Additional destinations are available with an additional cost charged per minute.

A standard and global list of toll and toll-free access numbers will be enabled for each client as part of the deployment.

All in country dial in, as well as dial out and toll-free capabilities comprised in NTT Flex plan are subject to a fair usage policy of 5,000 (five thousand) minutes per host per month.

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Country coverage: Due to rapidly changing and unpredictable global telecommunications laws and regulations, availability of certain Cloud Connected Audio services and related offerings may become restricted.

While NTT Cloud Communications routinely monitors applicable telecommunications law and regulations in an attempt to readily adapt to changing legal environments, NTT Cloud Communications reserves the right to modify its Country Coverage Listing for all affected CCA offerings, without notice, as necessary to meet all country legal requirements.

Currently, the Cisco Webex Meetings Audio services may be affected under these circumstances are:

- 62 Toll Dial-in coverage included in the CCA license
- Flat rate audio offers (optional add-on to the CCA license):
 - International Call Back Audio (20 Dial-out coverage included)
 - US Canada Call Back Audio (2 Dial-out coverage included)
 - APAC Call Back Audio (10 Dial-out coverage included)
- Uncommitted (Pay-as-you-go) audio offer
 - Global toll-free call-in rates
 - Global toll call-in rates
 - Global callback/call-me rates
- Integrated VoIP

Integrated VoIP: Customers with billing addresses in the following countries will not be provisioned with Cisco Webex VoIP capabilities: India, Algeria, Kuwait, Lebanon, and Yemen. We advise that VoIP should not be used by users from within these countries. However, Cisco Webex is not aware of the location of each user, and hence Cisco Webex does not (cannot) specifically prevent VoIP from working based on location.

Country coverage for CCA PSTN Audio

All countries not included in the purchased destination plan (Toll Dial In, Toll Free Dial In and Dial Out) are charged per minute, per connection depending on country (see below). This table applies to Cisco Cloud Connected Audio PSTN Audio service available on the Cisco Collaboration Flex Plan sold through the A-FLEX NTT Cloud Communications offers, with availability in April 2020.

	Included in licence	Flat rate Audio			Usage (per minute)		
Country	Toll Dial-in	International	US Canada	APAC	Toll Dial-in	Toll-free Dial-in	Dial out
Abkhazia							X
Afghanistan							X
Aland Islands							X

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Alaska							X
Albania					X		X
Algeria					X		X
American Samoa							X
Andorra							X
Angola					X		X
Anguilla						X	X
Antarctica							X
Antigua and Barbuda						X	X
Argentina	X					X	X
Armenia							X
Aruba							X
Australia	X	X		X		X	X
Austria	X	X				X	X
Azerbaijan							X
Bahamas						X	X
Bahrain	X					X	X
Bangladesh					X		X
Barbados						X	X
Belarus						X	X
Belgium	X					X	X
Belize							X
Benin					X		X
Bermuda						X	X
Bhutan							X
Bolivia							X
Bosnia and Herzegovina					X		X
Botswana						X	X
Brazil	X	X				X	X
British Indian Ocean Territory							X
British Virgin Islands						X	X
Brunei Darussalam						X	X
Bulgaria	X					X	X
Burkina Faso					X		X
Burundi							X
Cambodia					X	X	X
Cameroon					X		X
Canada	X	X	X			X	X
Canary Islands							X
Cape Verde							X
Cayman Islands						X	X
Central African Republic							X
Chad							X
Chile	X					X	X
China					X	X	X
Christmas Island							X
Cocos (Keeling) Islands							X
Colombia	X	X				X	X
Comoros							X
Congo							X
Cook Islands							X
Costa Rica	X					X	X

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Croatia	X					X	X
Cuba							X
Curaçao							X
Cyprus	X					X	X
Czech Republic	X					X	X
Denmark	X	X				X	X
Djibouti							X
Dominica						X	X
Dominican Republic	X					X	X
Dutch Caribbean							X
Ecuador						X	X
Egypt						X	X
El Salvador	X					X	X
Equatorial Guinea							X
Eritrea							X
Estonia	X					X	X
Ethiopia							X
Falkland Islands (Malvinas)							X
Faroe Islands							X
Fiji						X	X
Finland	X					X	X
France	X	X				X	X
French Guiana							X
French Polynesia							X
Gabon							X
Gambia							X
Georgia	X					X	X
Germany	X	X				X	X
Ghana					X		X
Gibraltar							X
Greece	X					X	X
Greenland							X
Grenada						X	X
Guadeloupe						X	X
Guam						X	X
Guatemala					X		X
Guernsey							X
Guinea							X
Guinea-Bissau							X
Guyana							X
Haiti							X
Holy See (Vatican City State)							X
Honduras							X
Hong Kong, SAR China	X			X		X	X
Hungary	X					X	X
Iceland	X					X	X
India	X			X		X	X
Indonesia					X	X	X
Iran, Islamic Republic of							X
Iraq							X
Ireland	X	X				X	X
Isle of Man							X

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Israel	X					X	X
Italy	X	X				X	X
Côte d'Ivoire							X
Jamaica						X	X
Japan	X			X		X	X
Jersey							X
Jordan						X	X
Kazakhstan						X	X
Kenya	X					X	X
Kiribati							X
Korea (North)							X
Korea (South)	X			X		X	X
Kuwait							X
Kyrgyzstan							X
Lao PDR							X
Latvia	X					X	X
Lebanon							X
Lesotho							X
Liberia							X
Libya							X
Liechtenstein							X
Lithuania	X					X	X
Luxembourg	X					X	X
Macao, SAR China							X
Macau, China					X		
Macedonia, Republic of					X	X	X
Madagascar					X		X
Malawi						X	X
Malaysia	X			X		X	X
Maldives							X
Mali					X		X
Malta	X					X	X
Marshall Islands							X
Martinique						X	X
Mauritania							X
Mauritius					X	X	X
Mayotte						X	X
Mexico	X	X				X	X
Micronesia, Federated States of							X
Moldova						X	X
Monaco						X	X
Mongolia							X
Montenegro							X
Montserrat						X	X
Morocco					X	X	X
Mozambique							X
Myanmar							X
Namibia	X						X
Nauru							X
Nepal							X
Netherlands	X	X				X	X
New Caledonia							X
New Zealand	X	X		X		X	X
Nicaragua							X

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Niger							X
Nigeria					X	X	X
Niue							X
Norfolk Island							X
Northern Mariana Islands							X
Norway	X	X				X	X
Oman						X	X
Pakistan					X	X	X
Palau							X
Panama	X					X	X
Papua New Guinea						X	X
Paraguay							X
Peru	X	X				X	X
Philippines					X	X	X
Poland	X					X	X
Portugal	X					X	X
Puerto Rico	X					X	X
Qatar						X	X
Réunion						X	X
Romania	X					X	X
Russian Federation	X					X	X
Rwanda							X
Saint Helena							X
Saint Kitts and Nevis						X	X
Saint Lucia						X	X
Saint Pierre and Miquelon						X	X
Saint Vincent and Grenadines						X	X
Saint-Barthélemy							X
San Marino							X
Sao Tome and Principe							X
Saudi Arabia						X	X
Senegal					X		X
Serbia					X	X	X
Seychelles					X		X
Sierra Leone							X
Singapore	X	X		X		X	X
Sint Maarten							X
Slovakia	X					X	X
Slovenia	X					X	X
Solomon Islands							X
Somalia							X
Somaliland							X
South Africa	X					X	X
South Sudan							X
Spain	X	X				X	X
Sri Lanka					X	X	X
Sudan							X
Suriname							X
Swaziland							X
Sweden	X	X				X	X
Switzerland	X					X	X
Syrian Arab Republic (Syria)							X

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Taiwan, Republic of China	X					X	X
Tajikistan					X		X
Tanzania, United Republic of					X	X	X
Thailand					X	X	X
Timor-Leste (East Timor)							X
Togo							X
Tokelau							X
Tonga							X
Transnistria							X
Trinidad and Tobago						X	X
Tunisia					X		X
Turkey	X					X	X
Turkmenistan							X
Turks and Caicos Islands						X	X
Tuvalu							X
Uganda					X	X	X
Ukraine	X					X	X
United Arab Emirates						X	X
United Kingdom	X	X		X		X	X
United States of America	X	X	X	X		X	X
Uruguay						X	X
Uzbekistan						X	X
Vanuatu							X
Venezuela					X	X	
Venezuela (Bolivarian Republic)							X
Vietnam					X	X	X
Virgin Islands, US						X	X
Wallis and Futuna Islands							X
Western Sahara							X
Western Samoa							X
Yemen							X
Zambia							X
Zimbabwe							X

If a client needs access numbers for a country that is currently not supported, they may submit an access number request. A valid access number request for a country must utilize at least 5,000 minutes per month. The reason for this is to because carriers require at least 5,000 minutes per month to keep an access number active.

4.5. Proposed Cisco Cloud Connected Audio Components

Several components are available to monitor and customize CCA for customers, some are managed by the NTT Cloud Communications teams, some others by the customer (selfcare).

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4.5.1 Core Telephony Management

NTT Cloud Communications manages for the customer telephony domains and callback groups, view, create users and associate them with groups.

The changes requested to NTT Cloud Communications are submitted to Cisco Audio and Video Operations Team (AVOPS) for approval and execution.

The following is a description of some components available from NTT Cloud Communications Service Delivery Agents:

- **Webex Site or URL:** A Webex site name is a unique site URL that has its own database index. It is, typically, the name of a company where employees host meetings which attendees join. This specific site URL can have a unique configuration such as version, permissions, list of hosts, page branding, and telephony configuration.
- **Webex Cluster:** Each Webex site URL is linked to a specific cluster. A cluster is a group of servers in a pool that share a primary and a secondary location of service across different data centers.
- **Webex Audio Bridge:** Unique to its own configuration, a Webex audio bridge can host a certain number of calls at one time and is assigned to a specific telephony configuration called a Telephony Domain. That specific telephony domain is assigned to a Webex site. Bridges can have unique configurations including multiple tenants and call-in and callback parameters.
- **Telephony Domain (TD):** Telephony domains define specific details for NTT Cloud Communications or customer configuration and can be shared amongst sites on the same Webex cluster. Within the telephony domain, a phone number group set, Webex Cluster, and Audio bridge are assigned. These configurations are static. There are multiple telephony domains for NTT Cloud Communications and may be multiple telephony domains for our customer if they have unique Webex sites on different bridges.
- **Callback Group:** A callback group defines which countries or regions can receive a callback from the system during a meeting.

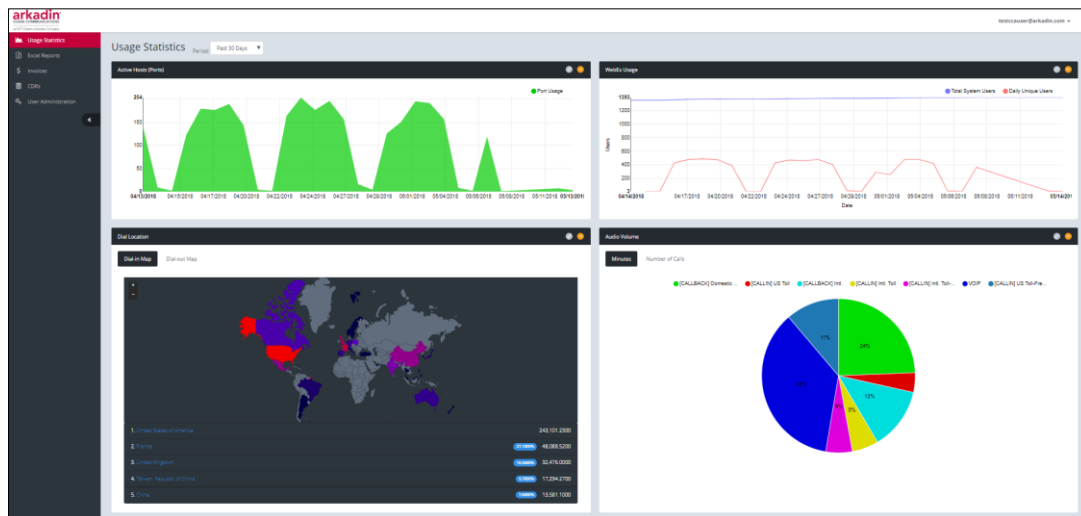
4.5.2 CCA Analytics Service (CCA Portal)

CCA Analytics Service provides you with more insights into your usage and costs associated with your conferencing solution than any other conferencing service in the market. Having access to this detailed information allows you to develop governance models that are aligned with your business and organizational goals, and then assists you in evaluating their effectiveness.

CCA Analytics Service captures end-user usage data, call history data and costs from Cisco Webex CCA service. This data then populates into a powerful and intuitive dashboard and detailed reports. The dashboard empowers your conferencing administrators to analyse data patterns related to user behaviours and feature/ license adoption, so that they can

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drive internal initiatives to reduce costs and meet organisational goals around e.g. end-user productivity or environmental sustainability.



Features:

- Customer Specific CCA-SP & Webex Portal
- Same day data as received from Cisco
- Full granular reporting suite – 30 days, 60 days, Yearly filters
- Group reporting functionality
- Drill down data for additional analysis
- CSV download
- Email notification
- Adoption Metrics – Webex, VoIP

4.6. Security

Since CCA is a fully encapsulated environment, it would be exceedingly difficult to reach it from the Internet, and even more so to perpetrate any kind of an attack. Other tenants are also an unlikely source of malicious traffic, since Webex's security practices prevent inter-tenant routing. Furthermore, traffic over the peering link is limited to routing protocols between the gateway routers, and to user datagram packets (UDP) with destination ports higher than 1024 between CUBEs. On CUBE level, only traffic from pre-configured dial peers is allowed.

Firewall use is certainly possible but is not required. The access control list (ACL) in place on the gateway routers already limit traffic to UDP packets on high greater than 1024) ports. A stateful packet inspection firewall would help ensure that traffic is further limited to ports, which have been negotiated for use as RTP destinations in a SIP session between CUBEs on both sides of the peering connection. Such limitation would only be useful if there were services bound to high UDP ports running on either CUBE that could be used as target, but there are none. A denial of service (DoS) attack is unlikely in this environment, because it would have to originate from Webex, and would be thwarted by the "only traffic from pre-configured dial peers" rule on the quantum processor level. Therefore, a firewall would add to the cost and complexity of the solution without making it appreciably more secure.

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In an effort to reduce overhead and maximize throughput of the network components, the traffic is not encrypted, nor is SIP digest authentication used. The rationale is that the peering link is not unlike a time-division multiplexing (TDM), expectations of security are covered by the private nature of the connection.

Concerning privacy, the use of the SIP normalization and topology hiding features of CUBE is recommended. The replacement of the originating endpoint's telephone number with a generic one may not be a good idea, because it would hinder troubleshooting and debugging effort if there is a quality or network problem with a call.

In conclusion, Webex CCA offers strong security and reasonable privacy without introducing unnecessary overhead to the traffic or encumbering the design with marginally useful network security elements.

4.7. CCA Direct

CCA Direct gives a client the ability to consume Cisco Webex CCA through a SIP Trunk directly from his private network through an included Sip Access (Sip Trunk). CCA Direct is focused on PSTN Audio cost reduction, Increased security and premium audio quality for the Enterprise, all seamlessly integrated with Cisco Webex Meetings and Webex Teams.

Such interconnection relies on one or more IP private circuit(s) and is the most stable and secure way for customers to access NTT Cloud Communications services.

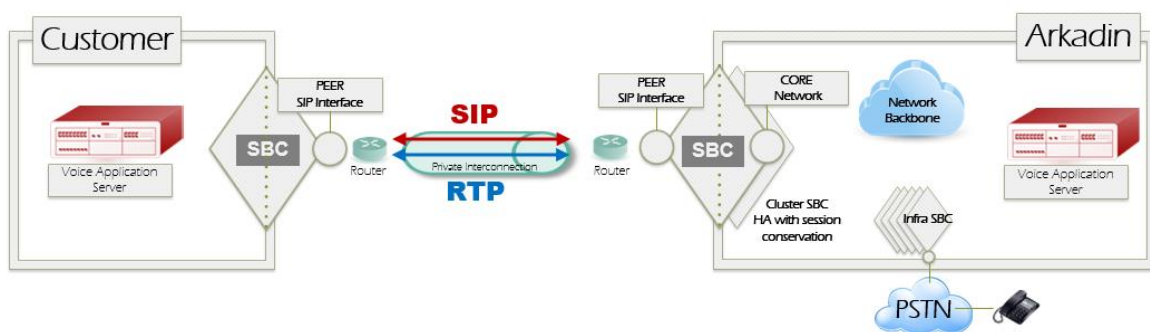
CCA Direct is available all around the world; NTT Cloud Communications provides a global coverage with IP Carrier Neutral Points of Presence (POP).

CCA Direct is an A-Flex Licence addon, it requires a minimum of 500 users and 36 months of engagement.

CCA Direct Sip Access is based on Sip Trunk technologies, and provides several benefits:

- **Modern and standard Voice** interconnection solution.
- **Robust and End to End managed connection**, to avoid third party peering issue.
- **Scalability** of the offer.
- **Security**, as Client traffic stays securely between NTT Cloud Communications and the customer (private network).
- **Enhanced features**, such as HD Voice (G722 for CCA).

- Single Private Link



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4.8. Cisco Webex Edge Audio

Cisco Webex Edge Audio decouples the PSTN from Cisco Webex by intelligently changing the call routing to a simple to deploy on-net path. It's a service that allows any company, of any size, that uses Cisco Unified Communications Manager (Unified CM) to intelligently and automatically route audio calls over VoIP or utilize existing PSTN services.

Once deployed, any meeting participant automatically joins a Webex through a direct VoIP route to the Webex cloud - not only from their PC but also from any Cisco registered phone – completely transparent and with no change in behavior. This provides great cost-savings for customers as it eliminates PSTN charges created by employees. At the same time, it provides users with all the benefits of high quality wide-band codecs that Cisco Webex offers.

Webex Edge Audio also can lower PSTN costs for participants using call back from any phone – including mobile phones and home phones. When callback is requested to join a meeting from on-premises, Unified CM automatically routes the call to the desk phone. The customer can also choose to route callback for specific countries via their Expressways on-net and out their own PSTN gateways providing additional costs savings over using Cisco Webex. Webex Edge audio provides ultimate flexibility to our customers in choosing the on-net path in locations/country where they can save on PSTN and at the same time allows them to buy off-net minutes in locations/country where they do not have an on-prem/CUCM deployment.

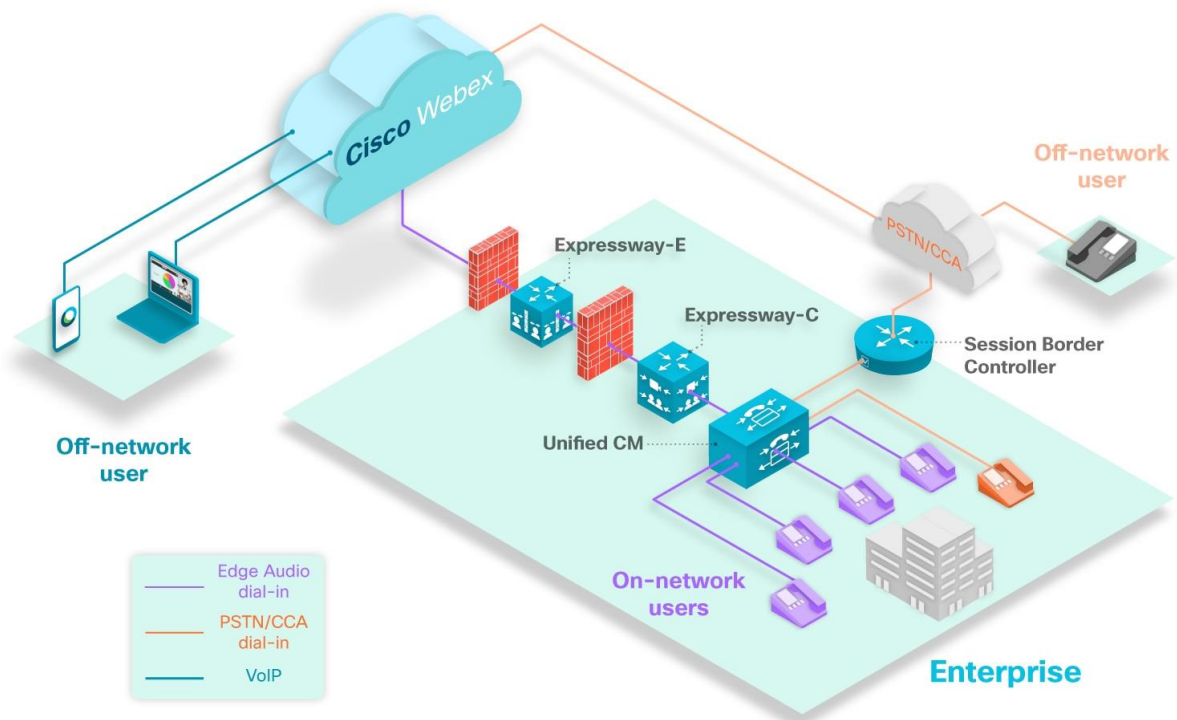
In summary, for any Unified CM registered device Webex Edge Audio creates an end-to-end VoIP path whether users are dialling in or requesting the call back option from Webex. For all other users with a non-Unified CM-registered phone or mobile device, the company's own PSTN services can be used. We have democratized audio savings while improving the audio quality for calls on Unified CM registered devices.

Webex Edge Audio can be enabled by NTT Cloud Communications through a provisioning process and setup with Unified CM and Cisco Expressway. Unlike with other solutions, our customers do not need to spend on edge traversal license on third party session border controllers. They connect to the Webex cloud through Cisco Expressway with no additional licenses.

Dial-in and callback scenarios

Edge Audio is an audio solution where calls originating within the enterprise go through your company network, over the internet, and into the cloud. Similarly, calls that initiate from Webex during a meeting route through the internet to leverage your on-premises audio routing.

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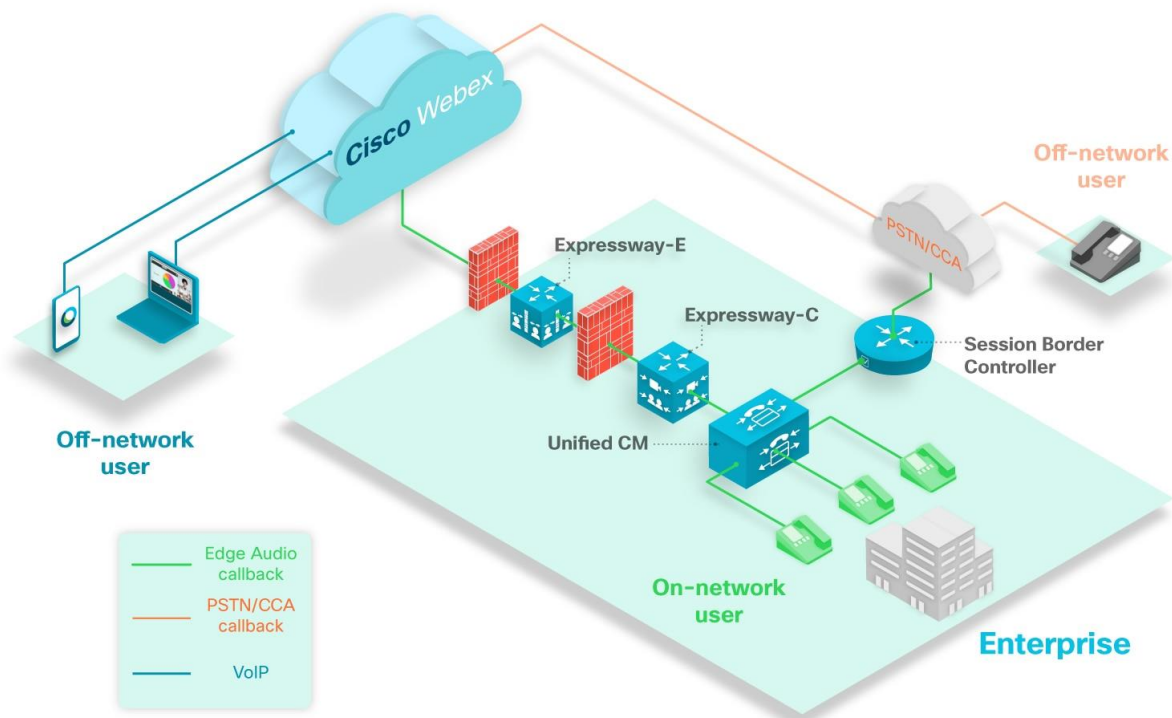


The above diagram shows a typical dial-in scenario. The purple phones represent dial-in users who are calling numbers that are set up with Edge Audio. All on-network users that dial numbers configured with Edge Audio will have their call route into the Unified CM, through the Expressways, and into the Webex cloud.

The orange phone represents a user in your enterprise that is dialling into a meeting using a number that is not configured to route over Edge Audio. Since the user is dialling an unconfigured number, the call routes through the Session Border Controller, over CCA-NTT Cloud Communications, and into the Webex cloud.

The grey phone represents an off-network user. Off-network users who dial into Webex meetings will not route over Edge Audio. Their calls route over the CCA-NTT network and into the Webex cloud.

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The above diagram shows a typical callback scenario. The green phones represent callback users on your network that are set up to have calls route to them.

The grey phone represents an off-network user. If an off-network user selects the callback option when connecting their audio, then the call routes over the CCA-NTT network and into the Webex cloud.

Features and benefits

Benefits of Webex Edge include:

- An optimal meeting experience with superior quality, reliability, and security
- Consistent network performance versus Internet-based connections
- No change in user behavior or training required
- Enhanced audio quality with a wideband codec
- Increased availability and access to meetings, regardless of location or mobility
- Cost savings for routing audio calls using VoIP and bypassing PSTN
- Ease in scaling and management with minimal provisioning required
- Flexible on-net and off-net deployment
- Less network blockage as meeting traffic does not interfere with mission-critical applications
- Simple setup

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System requirements

Cisco products and solutions	Version
Webex site	T33.X
Cisco Unified Communications Manager (UCM)	UCM 10.5 or newer
Cisco Expressway™	Version X8. 10 or newer
Cisco UCM registered IP phone	Supporting G.711 or G.722

Cisco Webex Edge Audio requires a signed certificate from a Cisco trusted Certificate Authority (CA).

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5. Cisco Webex Calling

5.1. Overview of Cisco Webex Calling

The cloud calling options in the Cisco Collaboration Flex Plan provide full enterprise PBX functionality from the Cisco Webex Cloud Calling platform, from approved Cisco partners. The Flex Plan offers enterprises with 100+ users a smooth transition to the cloud from their existing on-premises PBX infrastructures.

Cisco Webex Calling includes rich enterprise telephony, group PBX features, and mobility integrations. The Cisco Calling App for desktop and mobile devices is included, providing comprehensive calling capabilities for mobile workers.

Cisco Webex Teams is also included with all Flex Plan calling user subscriptions, adding rich unified communications and team collaboration services. Cisco Webex Meetings is offered as an optional, integrated add-on to provide the premium meetings experiences that enterprise users expect. The Flex Plan delivers a complete solution package that addresses the financial and technological challenges faced by enterprises who want to move to the cloud with a simple and flexible migration strategy.

With new cloud calling options, the Flex Plan positions enterprises for the collaboration experience you need to drive growth and optimize workflows and organizational performance. Businesses can migrate to the cloud on your own schedule, with Flex Plan protections for your on-premises investments. Flex Plan deployment models help ensure continuous interoperability between cloud and on-premises systems and devices.

5.1.1 Cisco Webex Calling Features and Benefits

Cisco Webex cloud calling capabilities gives every business an intelligent and practical path through the transition between on-premises and cloud communications and collaboration deployments, with an award-winning user experience at every step.

Flex Plan offers several important benefits for business:

- Access to a full-stack, enterprise-grade cloud collaboration bundle that includes everything a business needs - cloud calling, meetings, teams, customer care, and devices. All are integrated and delivered with the PSTN and implementation services from a local service provider, which provides a one-vendor experience for customers
- Secure and reliable cloud services delivered by trusted regional service providers
- Full deployment flexibility to support any mix of on-premises, cloud, and cloud hybrid deployments, with financial protection for future migration of any included on-premises licenses
- Built to support multisite and global multi-national networking requirements
- Intelligent user experience that integrates customer collaboration applications and devices with other cloud applications so you can streamline workflows and support a more intuitive way to work

5.1.2 Cisco Cloud Calling subscription model

Cisco Webex calling is offered in the Flex Plan under two subscription options: Named User (NU) and Enterprise Agreement (EA). Choose the option most appropriate for your business.

The EA requires a minimum of 250 Knowledge Worker users/seats per subscription. EA subscriptions allow the addition of up to 50% of the Knowledge Worker subscription seats

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for Common Area devices, free of subscription fees. EA also allows for 20% Knowledge Worker growth over the term of the contract.

Under the NU subscription, Common Area devices are an optional add-on and any new users must be added to the subscription.

	Named User	Enterprise Agreement
Calling / Telephony	✓	✓
Hoteling, Auto-Attendant, Call Queue, Admin Portal, Music on Hold, Hunt Groups	✓	✓
Voicemail	✓	✓
Emergency Dialing	✓	✓
Mobility	✓	✓
Soft Client ¹	✓ Calling only	✓ Calling only
Common Area Devices	Add-on	✓ Up to 50% included, add-on above 50% of knowledge worker count
Knowledge Worker Growth	✗ Not applicable / add more named users	✓ Up to 20% included

¹ Soft client is typically provided under service provider's own brand

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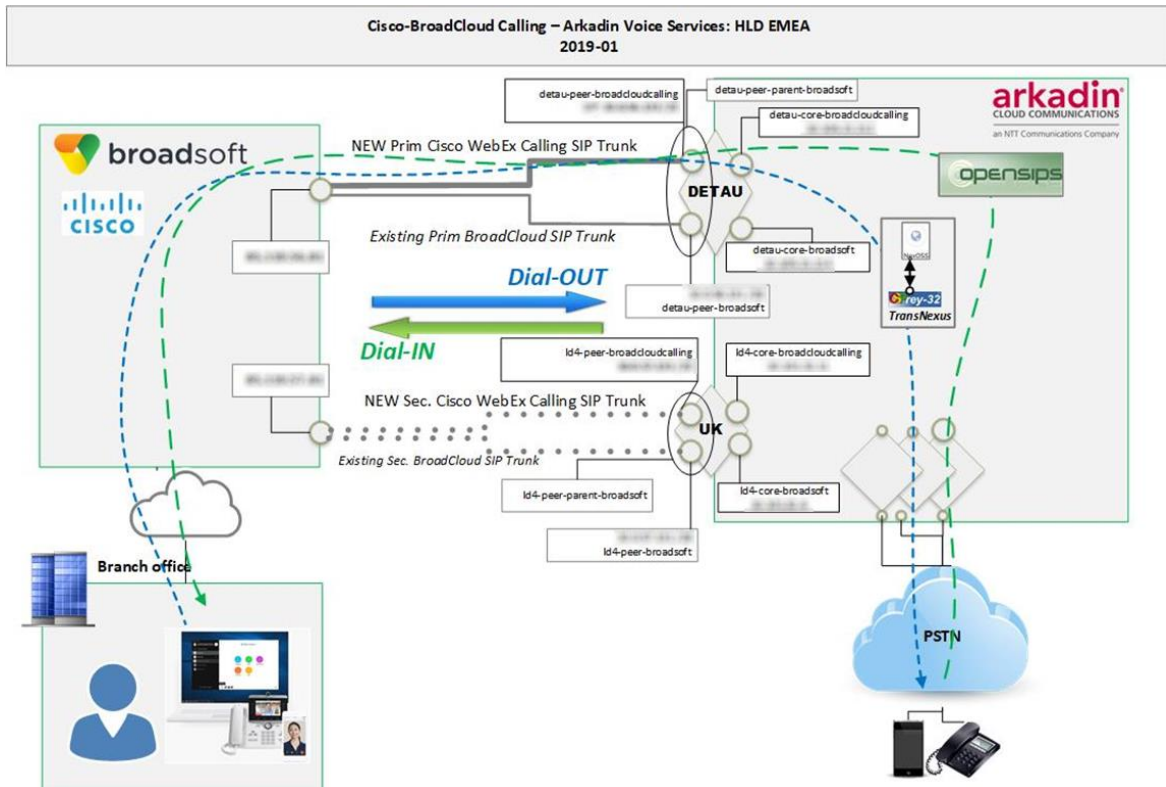
5.2. Architecture

5.2.1 Simplified architecture



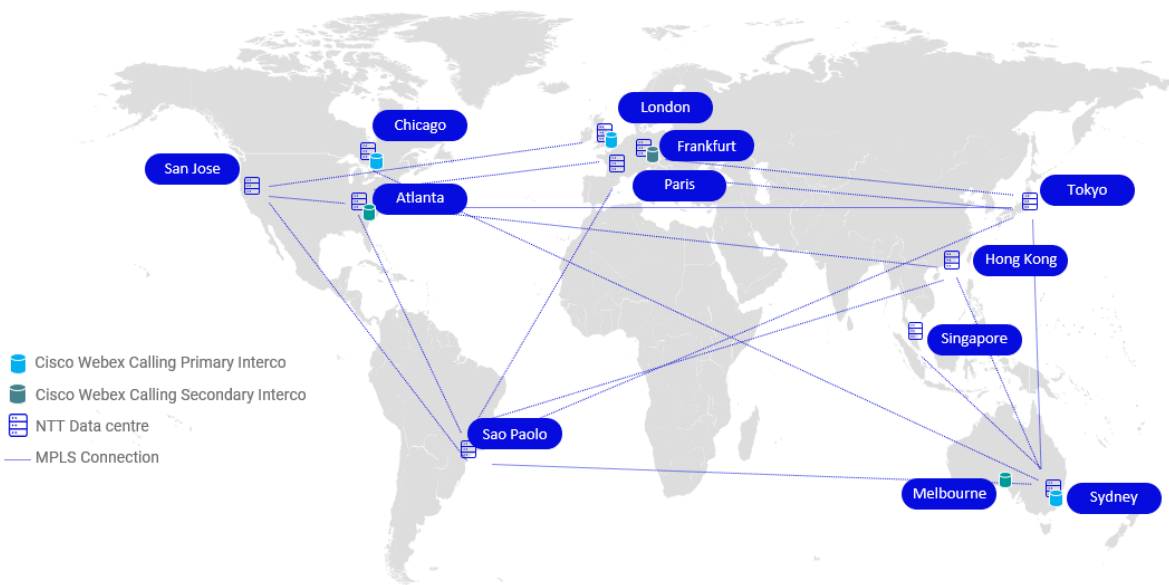
NTT Cloud Communications Voice Network is peered to Cisco Webex Calling platform through a dedicated SIP Trunk over private circuit interconnection.

5.2.2 EMEA HLD



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5.2.3 Global NTT Cloud Communications Voice & Network



5.3. Detailed product specifications

5.3.1 Features

Table 1 outlines the cloud calling features that are supported.
Table 2 shows the Calling App features by client.
Table 3 outlines supported site features and services.
Table 4 provides a detailed description of the telephony features.

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Table 1 – Cloud Calling supported features

Feature	Standard station	Common area station
Cisco Calling App (Desktop & Mobile)	Yes	
Alternate numbers with a distinctive ring	Yes	
Analog hotline	Yes	Yes
Anonymous call rejection	Yes	
Barge-in exempt	Yes	
Business continuity (CFNR)	Yes	
Busy lamp monitoring	Yes	
Call forwarding always	Yes	
Call forwarding busy	Yes	
Call forwarding no answer	Yes	
Call forwarding selective	Yes	
Call history	Yes	
Call hold and resume	Yes	
Call logs with click to dial	Yes	
Call notify	Yes	
Call queue agent	Yes	
Call redial	Yes	Yes
Call return	Yes	
Call transfer (attended and blind)	Yes	
Call waiting for up to 4 calls	Yes	Yes
Call waiting ID	Yes	Yes
Directed call pickup	Yes	
Directed call pickup with barge in	Yes	
Do not disturb	Yes	
Enterprise phone directory	Yes	
Executive / executive assistant	Yes	
Extension dialing, variable length	Yes	Yes

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Feature	Standard station	Common area station
Feature access codes	Yes	Yes
Inbound caller ID (name)	Yes	Yes
Inbound caller ID (name and number)	Yes	Yes
Inbound fax to email	Yes	
Multiple line appearance	Yes	
N-way calling (6)*	Yes	
Office anywhere	Yes	
Outbound caller ID blocking	Yes	Yes
Personal phone directory	Yes	
Pre-alert announcement	Yes	
Priority alert	Yes	
Privacy	Yes	
Push-to-talk	Yes	
Remote office	Yes	
Selective call acceptance	Yes	
Selective call rejection	Yes	
Sequential ring	Yes	
Shared call appearance	Yes (5)	
Simultaneous ring	Yes	
Speed dial 100	Yes	
T.38 fax support	Yes	
Three-way calling*	Yes	
Unified messaging	Yes	
User web portal	Yes	
Video (point to point)	Yes	Yes
Visual voicemail	Yes	
Voice mail	Yes	

*Three-Way Calling supported directly by certain phones while N-Way Calling is supported via the Media Server

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Table 2 – Calling App Feature Capability

Feature	Desktop	Mobile
Microsoft Windows support	Yes	
Apple OSX support	Yes	
Google Android support		Yes
Apple iOS support		Yes
Voice and video calling - VoIP	Yes	Yes
Native mobile network calling		Yes*
Call history	Yes	Yes
Call settings control	Yes	Yes ^{1, 2}
Click to dial from a desktop phone	Yes	
Enterprise phone directory integration	Yes	Yes
Headset support	Yes	Yes
In-call controls	Yes	Yes
Notifications	Yes	Yes
Outlook add-in ³	Yes	
Outlook Directory integration	Yes	
Twin to office phone	Yes	Yes
Configurable web URL button	Yes**	Yes**
Contact management tools ^{1, 2}	Yes	Yes
UC-One Skype for Business add-in ⁴	Yes	

¹ Only Call Forward Always, Do Not Disturb and Office Anywhere supported on mobile. Presence Sharing and Contact synchronization between clients not supported.

² With the Flex Webex Calling offer, Presence Sharing and Contact synchronization between clients is not supported.

³ Outcalling only (contact presence not supported). Supported only on Windows.

⁴ Supported on Windows version only. Provisioned separately per site in Control Hub.

*Requires the device to have an active cellular service plan for native calling.

**Not enabled within the clients by default. Requires a TAC ticket by NTT Cloud Communications to enable. Does not apply to iOS devices.

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Table 3 – Site Features and Services

Each site/location will be provisioned with a standard package of group service as defined in the table below.

Site Features		
Authentication	Group Call Park / Pickup	Music on Hold
Call Park / Retrieve	Intercept Group	Voice Portal
Calling Plan Management	Intercept User	
External Calling Line ID Delivery	Internal Calling Line ID Delivery	

Site Services		
Auto Attendant	Group Paging	Receptionist Client
Call Queue	Hunt Group	Skype4Business (Lync) Integration

Table 4 – Telephony Features Definitions

Subscriber Station Features

Feature Name	Feature Description
Alternate Numbers w/ Distinctive Ring	Enables users to have up to ten phone numbers and/or extensions assigned to them. The usual ringing is provided for incoming calls to the primary phone number and users have the option of enabling a distinctive ring for calls to their second and third phone numbers. For outgoing calls from the user, the user's primary phone number is the calling line identity. This feature is often used to allow a single station to be called locally from multiple originating local calling areas.
Analog Hotline	The Analog Hotline (sometimes referred to as Automatic Ring Down or Hot Dial) feature configures an analog telephone connected to an Analog Telephone Adaptor (ATA) to automatically call a pre-configured telephone number when taken off-hook. When configured, the telephone only makes calls to one number and cannot be used to call any other number.
Anonymous Call Rejection	Enables a user to reject calls from anonymous parties who have explicitly restricted their Caller ID. By activating the service via My Phone or dialing the Feature Access Code (FAC), callers without available caller identification are informed that the user is not accepting calls at that time. The user's phone does not ring, and the user sees or hears no indication of the attempted call. This service does not apply to calls from within the group. You can deactivate the feature through My Phone or the FAC.

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Feature Name	Feature Description
Barge-In Exempt	Enables a user to manage Barge-in settings to include allowing/not allowing users to Barge-in on your calls, and enabling/disabling the playing of a Barge-in warning tone.
Business Continuity (CFNR)	Business Continuity/Call Forwarding Not Reachable (CFNR) allows a user to designate a phone number for all calls to route to when your main phone is not reachable due issues such as unplugged phone, power outage, or natural disaster. Users have the option to activate and deactivate the service by dialing the feature code to activate or deactivate, or by configuring the service via My Phone. If activated, a user must specify the forwarding number. A status indicator on the My Phone desktop identifies whether this service is enabled.
Busy Lamp Monitoring	Provides the ability to monitor the phone status of users within a defined group (for example, busy, idle, do not disturb). Each monitored user appears on a button/line appearance, and the status of each monitored phone is indicated by the button LED lamp/status icon.
Call Forward Always	Enables a user to redirect all incoming calls to another phone number. Users have the option to activate and deactivate the service by dialing the activate or deactivate feature access code or configuring the service via My Phone. If activated, a user must specify the forwarding number. A status indicator on the My Phone desktop identifies whether this service is enabled. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via My Phone.
Call Forward Busy	Enables a user to redirect calls to another destination when an incoming call encounters a busy condition. Users have the option to activate and deactivate the service by dialing the activate or deactivate feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via My Phone.
Call Forward No Answer	Enables a user to redirect calls to another destination when an incoming call is not answered within a specified number of rings. Users have the option to activate and deactivate the service by dialing the activate or deactivate feature access code or configuring the service via their web interface. If activated, a user must specify the forwarding number and the number of rings before forwarding. Users may also forward these calls directly to Voice Mail by using the activate or deactivate feature access code or via My Phone.
Call Forwarding Selective	Enables a user to define criteria that causes certain incoming calls to be redirected to another destination. If an incoming call meets user specified criteria, the call is redirected to the user specified destination. The user controls the service via the My Phone desktop web interface in My Rules, which provides the ability to set the forwarding destination address and the criteria sets for determining which calls require forwarding. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Call History	Call history includes such information as start date, start time, calling number, called number, caller ID, caller ID information (city and state), call duration, and type of call (outgoing, incoming and missed).

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Feature Name	Feature Description
	<ul style="list-style-type: none"> My Account administrators can view the call history for each number assigned to their account. Individual users can see their call history (outgoing, incoming and missed) and place calls via the click to dial feature.
Call Hold & Resume	Enables a user to place an existing call on hold for an extended period of time, and then retrieve the call to resume conversation. While the calling party is held, the user can choose to make a consultation call to another party.
Call Logs w/ Click to Dial	Enables a user to dial a number when viewing call logs from the Call Log on a phone, My Phone web portal, or BroadTouch client.
Call Notify	Provides an email notification to a user when they receive a phone call meeting specific defined criteria.
Call Redial	Enables users to redial the last number they called by clicking the feature button on their phone or by dialing the Call Redial feature access code.
Call Return	Allows users to call the last party that called, whether or not the call was answered by entered a feature access code.
Call Transfer – Attended	Attended: Enables a user to consult with the add-on party before transferring the caller. To initiate call transfer with consultation, the user hits the “transfer” button/icon and dials the add-on party. When the call is answered, the user can consult with the add-on party. To transfer, the user hangs up causing the caller to be connected to the add-on party. Alternatively, the user can use a flash hook to initiate the transfer. Users have the option to have a three way call instead by hitting the transfer button a second time after the add-on party answers the call.
Call Transfer – Blind	Blind: Enables a user to transfer a call to another party unannounced without conversation. To initiate a blind call transfer, the user hits the “transfer” button/icon and dials the add-on party. When the destination phone rings, the user hangs up and the call directed to the other party. Alternatively, the user can use a flash hook to initiate the transfer.
Call Waiting for up to 4 Calls	Enables a user to answer a call while already engaged in another call. When a second call is received while a user is engaged in a call, the user is informed via a call waiting tone. To answer the waiting call, the user presses the flash hook or feature button on the phone. The user connects with the waiting party and holds the original party. By pressing the flash hook/feature button, the user reconnects to the original party and holds the waiting party. The feature completes when any party hangs up.
Call Waiting ID	Displays the Caller ID information of the waiting party in support of the Call Waiting Feature.
Directed Call Pickup	A Group Call Pick-Up Feature which enables a user to answer a call directed to another phone in their group by dialing the respective feature access code followed by the extension of the ringing phone.
Directed Call Pickup with Barge-in	This version of the Directed Call Pick-Up service enables the user to barge-in on the call if already answered, thereby creating a three-way call. Administrators can configure whether or not a warning tone is played when a barge-in occurs.

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Feature Name	Feature Description
Do Not Disturb	Allows users to set their station as unavailable so that incoming calls are given a busy treatment. Users have the option to activate and deactivate the service by dialing a feature access code (activate or deactivate), configuring the service via their web interface, desktop or mobile client. A status indicator on the My Phone desktop identifies whether this service is enabled.
Enterprise Phone Directory	The Enterprise Directory in My Phone – My Numbers allows Users to access Contacts and Contact Groups within their organization. The Enterprise Directory is comprised of the Users and Groups that have been provisioned by their Site Administrator. Users have the ability to search Contacts / Groups by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality.
Executive / Executive Assistant	Allows a user assigned as an executive to assign assistants, create filters, define call screening rules, and alerting. This feature makes the Call Bridge and Call Retrieve feature access codes (FACs) available for use when a user has been assigned the Executive service.
Extension Dialing, Variable Length	Enables users to dial only the extension number to call other members of their business group, without requiring the called parties full 7- or 10-digit number to be dialed. Variable Length Extension Dialing allows a group administrator to configure extension dialing within the group to be a fixed length that is between two and six digits.
Feature Access Codes	Feature Access Codes are codes that can be entered through the phone keypad to control the configuration of certain features. To use a Feature Access Code, off-hook the phone and enter the appropriate Feature Access Code. For features that require additional input, follow the audible prompts to input the required additional information. The code list is provided in the Quick Reference Guide.
Hoteling	Enables a user's phone profile of phone number, features, and calling plan to be temporarily loaded onto a shared (host) phone. It is comprised of two features: Hoteling Host (Multi-user Phone) and Hoteling Guest (Transportable Profile) that work together to allow the customer to designate specific phones (hosts) that users (guests) can temporarily log into and use as their own phone. When a guest logs into a host phone, their user profile is automatically transferred to the device. The host device then becomes the user's primary device while they are logged into it.
Inbound Caller ID (Name & Number)	Provides the calling name and number provided by the caller's service to the user's equipment which can be displayed if equipped.
Inbound Fax to email	Provides users the ability to receive, store, review, and manage fax messages. Users are notified of new fax messages in the same way that they are notified of new voice messages. Incoming fax messages can automatically forward to a user specified email address.
Main Number outbound Caller ID	All outgoing calls from user stations will reflect the Main Office Caller ID Number rather than the individual station number (Except in cases where a station has 2-way DIDs).
Mobility	A solution that allows users to unite their desktop phone with their mobile phone under one single business identity by extending the Webex Calling features transparently to a user's mobile phone. Calls made from the mobile phone uses

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Feature Name	Feature Description
	<p>the Webex Calling identity which makes it appear the user is calling from their business phone and not their mobile phone. Configuration of call settings can be made from either the mobile clients or My Phone The mobile phone is loaded with the BTBC mobile app (Android or IOS) which provides Webex Calling features:</p> <ul style="list-style-type: none"> • Ringing of either Desk or mobile phone or both • Optionally requiring answer confirmation • Single business appearance • VoIP calling over data network • Call-through Service using native dialer • Fixed Mobile Transfer - allows customers to transfer calls in progress between their landline or wireless phone and their Webex Calling desktop phone
N-Way Calling (6)	<p>Allows users to add up to 5 other parties to a call. When on a call, the user presses the conference button on the phone and dials the number of the add-on party. When the called party answers, the user hits the conference button to add the add-on party. The user can repeat this sequence up to 5 times enabling a call with 6 parties.</p>
Office Anywhere	<p>Office Anywhere is a "Fixed Mobile Convergence" feature that provides the following functionality directly or via the Office Anywhere Portal:</p> <ul style="list-style-type: none"> • Simultaneous Ring - allows customers to receive calls to their Webex Calling desktop phone on any landline or wireless phones when a call is received on their Webex Calling desktop phone. • Unified Outbound Caller ID- allows customers to place calls from any landline or wireless phone using the outbound Caller ID of their Webex Calling desktop phone • LD and International Deflection- allows customers to place long distance and international calls from any landline or wireless phone and have the charges applied to their Webex Calling bill instead of the landline or wireless phone • Fixed Mobile Transfer - allows customers to transfer calls in progress between their landline or wireless phone and their Webex Calling desktop phone
Outbound Caller ID Blocking	<p>Enables a user to block delivery of his/her identity to the called party. The feature can be enabled for a single call or for all calls. The user controls the service via a web interface or through feature access codes. If activated, all calls made by the user have the user's identity blocked. If this service is activated, users can still choose to allow the delivery of their Calling Line ID on a specific call by entering the respective feature access code for Calling Line ID Delivery per Call. Once the call is over, Calling Line ID Blocking is restored.</p>
Personal Phone Directory	<p>The Personal Directory in My Phone – My Numbers allows Users to create and manage personal contacts in their web portal. Users have the ability to search personal contacts by Name or Number and to initiate phone calls directly from the portal via Click-to-Call functionality.</p>

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Feature Name	Feature Description
Pre-Alert Announcement	This service allows users to configure an announcement to be played to the calling party before the calling party's phone is alerted. Can be configured to allow or not to allow the calling party to interrupt the announcement and proceed to alerting.
Priority Alert	Allows a user's phone to ring with a different cadence based on pre-defined criteria. This feature can be used as a way to quickly notify the user that a specific number is calling or when a call is from inside your group or outside your group.
Privacy	Allows users to exclude themselves from the group and directory listings visible to other users.
Push-to-Talk	Enables user to user intercom service across an enterprise. When a user dials the respective feature access code followed by the called party's extension, the system requests that the called station answer automatically. Users and administrators can define accept and reject lists, which can include wildcards.
Remote Office	Remote Office enables telecommuters and mobile workers to use all of their features while working remotely. Since calls are still originated from Webex Calling, the service provides an easy mechanism for separating personal and business phone expenses, as well as keeping alternate phone numbers private.
Selective Call Acceptance	Enables a user to define criteria that causes certain incoming calls to be allowed. If an incoming call meets user specified criteria, the call is allowed to complete to the user. All other calls are blocked, and the caller is informed that the user does not wish to receive the call. The user controls the service via a web interface My Phone, which provides the ability to establish the criteria sets for determining which calls are allowed to complete. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Selective Call Rejection	Enables an End User Subscriber to define criteria that cause certain incoming calls to be blocked. If an incoming call meets End User Subscriber-specified criteria, the call is blocked, and the caller is informed that the End User Subscriber is not accepting calls. The End User Subscriber controls the service via a web interface, which provides the ability to establish the criteria sets for determining which calls require blocking. A criteria set is based on incoming calling line identity, time of day, and day of week. Multiple criteria sets can be defined.
Sequential Ring	Enables users to define a "find-me" list of phone numbers that are alerted sequentially for incoming calls that match specified criteria. While the service searches for the user, the calling party is provided with a greeting followed by periodic comfort announcements. The caller can also interrupt the search to leave a message by pressing a DTMF key.
Shared Call Appearance	Allows for incoming calls to ring on up to 5 additional Site phones simultaneously for a Premium Station, and 5 additional Site phones for a Standard Station, connecting the first phone to be answered. If one of the phones is already hosting an active call under the line ID, incoming calls are delivered to the active phone and any outgoing calls from another phone using the same line ID are blocked. Shared Call Appearance is used to associate a user's Mobile or Desktop client with their main number.

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Feature Name	Feature Description
Simultaneous Ring	Enables users to have multiple phones ring simultaneously when any calls are received on their Webex Calling phone number. The first phone to be answered is connected. For example, calls to a user's desk phone could also ring the user's mobile phone, in case the user is not at his/her desk. An optional setting for this feature is Answer Confirmation which requires the user answering the call to hit a digit on their phone before the call is completed. This ensures that a call is not picked by a voice messaging system before the call can be answered which may happen if a call is ringing to a cell phone that is turned off. With Answer Confirmation turned and a cell phone is turned off, other phones in the simultaneous ring list will still ring and can be answered.
Speed Dial	Speed Dial functionality in the My Phone portal allows Users to program up to one hundred personal speed dial entries (00 -99) that can be dialed directly from the portal or used on their desk phones. Speed Dial entries configured in the My Phone – My Number portal are automatically accessible on the User's desk phone.
T.38 Fax Support	T.38 is a protocol for relaying high-speed facsimile transmissions over IP. ATAs supporting T.38 are validated and tested; Analog faxes can be connected to an ATA line associated with a Webex Calling station.
Three-Way Calling	Enables a Subscriber to make a three-way call with two parties, in which all parties can communicate with each other. To initiate a three-way call while engaged in a regular two-party call, the Subscriber presses the conference button or flash hook and dials the third party. After the third-party answers, the Subscriber presses the flash hook and forms a three-way call with the two parties. To drop the third party, the Subscriber presses the flash hook and is reconnected with the original party in a regular two-party call. If the Subscriber hangs up, all parties are released.
Unified Messaging	Allows users to access their voicemails via multiple options beyond direct phone access. Voicemail notifications can be retrieved via Visual Voicemail on the MyPhone dashboard, or via email with WAV file copies sent to any email address. Additionally, if you just want a notification of a voicemail, notifications can be sent to your cell phone via text or email. This allows users to be mobile and also have real time access to their voicemails like they were in the office. Unified Messaging also supports additional the uploading of voice greetings and setting call.
User Web Portals	Web tools for Site self-administration and the User Dashboard allow easy setup and manipulation of features such as Automated Attendant, Hunt Groups, Call Rules, Call History Reporting, Selective Call Forwarding, and Voice Messaging.
Video (Point to Point)	Video Calling is supported between video enabled phones and clients on the same Webex Calling system. This includes the Cisco Calling Desktop and Mobile clients, as well as VVX 500 and VVX 600 phones using the optional VVX USB camera. The camera is plug-and-play for users with Polycom VVX 500 or 600 phones.
Visual Voicemail	Allows a user to retrieve and listen to their voicemails and inbound fax messages (if inbound fax configured for that user) via the MyPhone dashboard.
Voice Mail	Provides a recorded announcement message and the ability for a caller to record a voice message for the called party. The announcement message can be a

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Feature Name	Feature Description
	personal message recorded by the voice mail owner or a default system message.

Calling App Features

Feature Name	Feature Description
Microsoft Windows Support	The Cisco Calling desktop client is supported on Microsoft Windows desktop and laptop devices. The client is a Session Initiation Protocol (SIP) User Agent (UA) that integrates and manages various features with the Webex Calling server platform. Using this client, the end users can easily initiate and receive phone calls from their computers or facilitate placing calls from their desk phone.
Apple OS X Support	The Cisco Calling desktop client is supported on Apple OS X based devices. The client is a Session Initiation Protocol (SIP) User Agent (UA) that integrates and manages various features with the Webex Calling server platform. Using this client, the end users can easily initiate and receive phone calls from their computers or facilitate placing calls from their desk phone.
Google Android Support	The Cisco Calling Mobile app is supported for Android smart phones. Users can leverage a convenient and intuitive interface for mobile calling services. Outgoing calls placed from the Mobile Client will present the appropriate business TN Caller Id. It also allows simple management of various telephony and mobility features through the client interface.
Apple iOS Support	The Cisco Calling Mobile app is supported for iOS based smart phones. Users can leverage a convenient and intuitive interface for mobile calling services. Outgoing calls placed from the Mobile Client will present the appropriate business TN Caller Id. It also allows simple management of various telephony and mobility features through the client interface.
Call History	Cisco Calling Desktop Clients and Mobile Apps save call history for placed, received, and missed calls from any device. Call history makes it easy for you to redial and call back when you miss a call or when you want to dial a contact with whom you have recently spoken.
Call Settings Control	Cisco Calling Desktop Clients and Mobile Apps provide easy access to call settings controls for key features such as Call Forward and Do not Disturb.
Click to Dial from Desktop Phone	The Cisco Calling Desktop Client allows you to initiate a call with a contact as a click to dial call so that you can pick the call up with your desktop VoIP or Office Anywhere phone.
Enterprise Phone Directory Integration	Cisco Calling Desktop Clients and Mobile Apps include Enterprise Directory Integration. With access to the Enterprise directory, the client enables your workforce with more efficient and timely business communications.
Headset support	Cisco Calling Desktop Clients and Mobile Apps support a variety of wired and wireless headsets.

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Feature Name	Feature Description
In-Call Controls	<p>Cisco Calling Desktop Clients and Mobile Apps support a wide variety of in call actions to include The following call control actions are available during a voice call:</p> <ul style="list-style-type: none"> • End a call • Mute the microphone • Place a call on hold • Open the dial pad • Park a Call • Make a new call • Transfer a call – Attended • Transfer a call – Unattended
Native Mobile Network Calling	<p>When making calls on the Cisco Calling Mobile App, the end-user may choose to make a “Call-Through” outbound call utilizing the cellular data network. With the “Call Through” solution, mobile calls are made using the user's Business Identity; the call will look like it came from their main business number and not from their cell phone number. You can call enterprise contacts using their 4-7-digit enterprise extension (rather than a full 10-digit TN) using Call-Through.</p>
Notifications	<p>Cisco Calling Desktop Clients and Mobile Apps provide users with notifications to indicate Incoming & missed calls, and message waiting indications.</p>
Outlook Directory Integration	<p>Cisco Calling Desktop Clients can be configured through preferences to integrate with Outlook on your desktop computer. Searches for contacts will include contacts from your Outlook account.</p>
Twin to Office Phone	<p>Cisco Calling Desktop Clients and Mobile Apps are fully “twinned” with your main business number and identity (Shared Call Appearance). All incoming calls to your business number will alert your UC One Desktop Client and Mobile App. All outgoing calls placed with your UC One Desktop Client and Mobile App will look like they were placed from your main business number.</p>

Site and Optional Features

Site Services are non-user specific options that provide a range of capabilities generally focus on call routing options and shared use capabilities.

Feature Name	Feature Description
Account / Site Admin Web Portal	<p>Web tools for Site self-administration and the User Dashboard allow easy setup and manipulation of features such as Automated Attendant, Hunt Groups, Call Rules, Call History Reporting, Selective Call Forwarding, and Voice Messaging.</p>
Authentication	<p>Authentication is performed upon the registration of an IP phone. This ensures that the End User Subscriber of the device is authorized to gain access to the Cisco Webex Calling service.</p>

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Feature Name	Feature Description
Auto Attendant	<p>Automated call answering and routing to the desired party or station. A recorded greeting is played to the caller after which the call is transferred to other stations or services. The Site Administrator uses a powerful web-based tool to define how calls are to be transferred. Functions include:</p> <ul style="list-style-type: none"> • Allow/Disallow Direct Extension Dialing – Provides ability for callers to dial a known extension at any time to connect with the user, without requiring additional prompts • Enterprise Wide or Site-Specific Dialing Options – Refines the list of available users and extensions to include with the Internal dialing options • Schedule – Defines Days/Hours for normal business operations, as well as holidays. Supporting distinct greeting messages and routing actions for Business Hours vs. After Hours.
Call Park and Call Retrieve	<p>“Parks” a call using the Call Park Feature Access Code. Once a call is parked, it can be “Retrieved” at the same or another phone by using the Call Retrieve Feature Access Code.</p>
Call Queue	<p>Designated stations logically grouped together to take incoming calls. Calls are placed into a call queue until one of the designated stations becomes available. A set of stations can be logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until answered. This Site Administrator is able to edit the group in real-time to respond to changing needs or workload. Reporting is also available which enables administrators to effectively manage the queue.</p> <p>The following call queuing functionality is included:</p> <ul style="list-style-type: none"> • Call queue with configurable call volume • Custom entrance message upload option • Custom comfort message upload option • Configurable comfort message repeat timer • Custom music on hold upload option • Reporting <ul style="list-style-type: none"> ○ Call Queue Stats (Overall Queue metrics) ○ Number of Agents Staffed (avg.) ○ Number of Agents Talking (avg.) ○ Wait Time ○ Calls Answered ○ Calls Abandoned ○ Calls Abandoned (avg. in sec) ○ Calls Timed Out ○ Calls Transferred ○ Busy Overflows ○ Agent Stats (Agent specific metrics) ○ Number of Calls Handled ○ Average Call Time ○ Number of Calls Unanswered

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Feature Name	Feature Description
	<ul style="list-style-type: none"> ○ Total Talk Time ○ Total Staffed Time <p>Call Queues must be purchased individually. Multiple individual packages can be assigned to the same site if required.</p> <p>Notes:</p> <ul style="list-style-type: none"> • 2-way Number • Each individual hunt group uses one 2-way number and supports internal 4-digit extension dialing • Extension numbers 0911,1911,0311,1311 are not allowed • Need to support HG CLID functionality as implemented for Hunt Group • Call Queue Agents must be purchased and assigned to Queue • Call Queue Agents may be assigned to multiple call queues <p>Only Site users can be assigned to Call Queues</p>
Calling Plan Management	<p>Webex Calling provides an interface to manage the customer inbound and outbound calling plans for each site and specific user/phone numbers. Outbound Calling Plans regulate behavior for calls placed to various destination types:</p> <ul style="list-style-type: none"> • Internal (intra-company) • Local • Long Distance • Toll Free • International • Operator Assistance • Chargeable Directory Assistance <p>Rules for calls originating or forwarded/transferred from a site or number are as follows:</p> <ul style="list-style-type: none"> • Allow. Calls may be placed to destination type. • Allow with Authorization code. User must enter a predefined code to place the call to destination type. • Block. Calls are blocked to the destination type. • Transfer to a Number. Calls attempted to the destination type are transferred to a specified number. <p>Inbound calling plans control call flows originating from internal sources as well as calls forwarded/transferred from external sources. Rule options for inbound calls are as follows:</p> <ul style="list-style-type: none"> • Allow or Block inbound calls originating internally. • Allow or Block all inbound calls from external sources. • Allow transferred external calls only.
External Calling Line ID Delivery	<p>This feature allows subscribers to be able to view the caller ID information of users from an external site/enterprise.</p>

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Feature Name	Feature Description
Group Call Park / Pickup	Allows for the management of Call Park/Pickup groups. Members can park calls against other available members of the Call Park group by dialing the feature access code. When initiated, the call is parked against the first available member of the group. The parked call remains on hold until it is picked up (recalled) by a member of the group. Members of a Group Call Pickup can pick up (answer) incoming calls to any other member of the same Call Pickup group.
Hunt Group	A Hunt Group is a set of stations can be logically grouped together so that incoming calls ring all phones simultaneously, or ring in sequence until answered. The Site Administrator is able to edit the group in real-time to respond to changing needs or workload. The number of hunt group needed is specified at the time of order.
Intercept (Group and User)	The Intercept feature set provides Webex Calling Service Provider (SP) administrators with call intercept capability using call routing and announcement options. This service can be leveraged for service suspension needs, as well as in support of CALEA requirements. The service can be assigned to an individual user's phone number (for example, when they have left the company) or it can be assigned to all the members of the group. End-customers and their users will not see these features.
Internal Calling Line ID Delivery	This feature allows subscribers to be able to view the caller ID information of another user within the same site/enterprise.
Music on Hold	Pre-recorded music or announcements are played to callers when placed on hold. A default music program is provided for a site. If custom programming is desired for a site, an audio file in .wav format meeting specifications can be uploaded for each site manually.
Voice Portal	The voice portal provides an interactive voice response (IVR) application that can be called by members of the group from any phone, to manage their services and voice mailbox, or to change their passcode.

5.3.2 User Experience

Two primary applications are used to support the service, in addition to desktop devices. Each application will be Cisco-branded as Webex.

- **Webex Calling** - Soft-client for VoIP Calling on desktop and mobile devices.
- **Webex Teams** - Team Collaboration/Messaging client included with each Knowledge worker station.

Control Hub will be the primary administrative experience for all services with cross-launch to the Calling Admin Portal, along with Webex Meetings.

For self-service, end users will have access to the **Calling User Portal** as their primary web portal for the Webex Calling application. End users will also have access to the Webex Settings portal to customize their other entitled services. While the Webex Calling Application is a separate client from Webex Teams, end-users are able to click to call from Webex Teams into Webex Calling.

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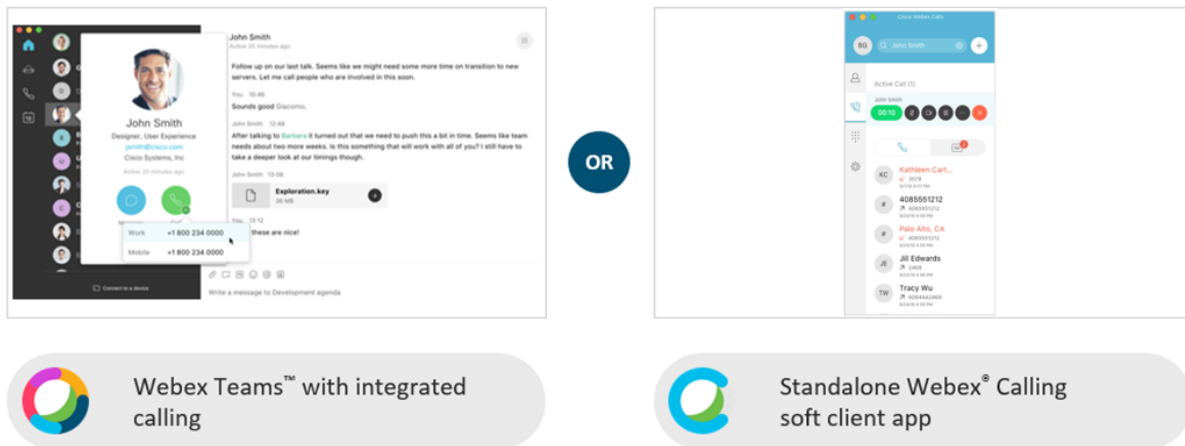
Client Options

Webex Calling offers two end-user client experiences. Users are equipped with both and can choose the one they want to use for any situation.

For highly collaborative workers, working collaboratively on documents in meetings, we recommend using our call invocation capabilities from the Webex Teams client.

For people who are more inclined for one-on-one calling activity, the standalone Webex Calling soft client app, for desktop or mobile is a great solution.

Both options are available for all your users to use as they choose.

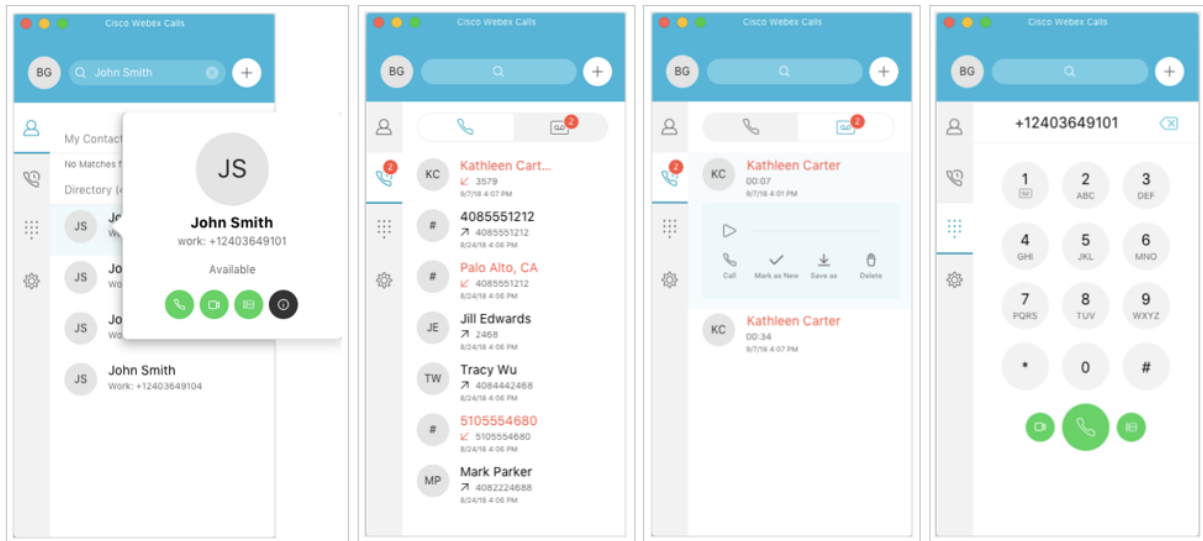


Webex Calling App

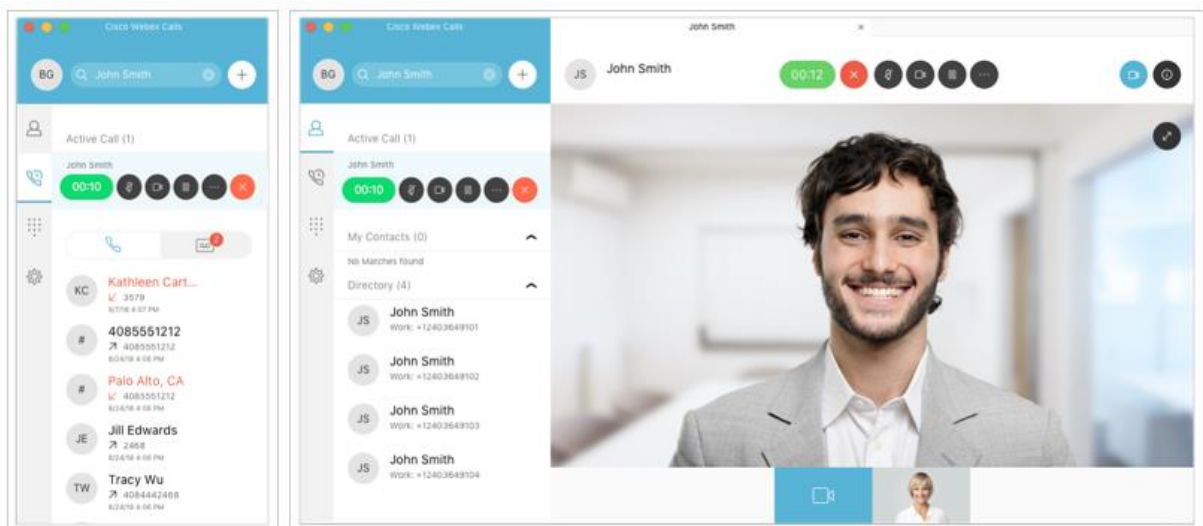
Here's the Webex Calling app. HD audio ensures you always have the best quality media available. Multiline call handling is included. Group features, such as Hunt Groups, Pick Groups, and Call Queues are also included. It's easy for your end users to manage their own call handling settings, to minimize involvement of your support staff in day-to-day telephony administration.

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A rich mobile client extends your Webex Calling cloud PBX features to your employees' smartphones – Android and iOS.



Main features:

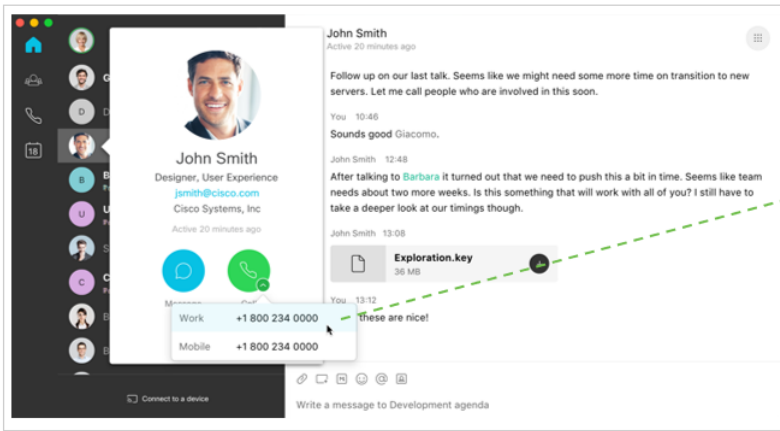


- Advanced calling - Calls look just like a call made from your business desk phone: Placing and Answering Calls, Transferring Calls, Retrieving Voicemail, Park and Retrieve Calls
- 6-way conferencing calling
- Desktop/mobile - Receive calls on your mobile phone as if it was your desk phone - Access your business enterprise directory from your smartphone.
- Hold/retrieve (music on hold)
- Transfer/consultation
- Call history
- Visual voicemail - One-button access
- S4B integration

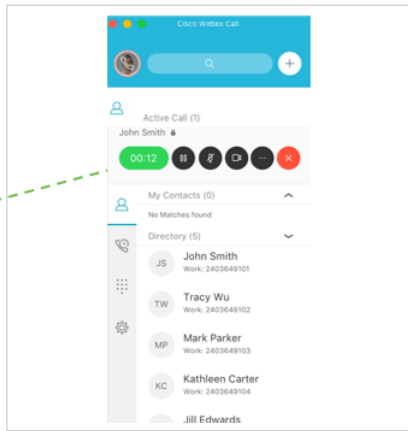
Clients working together: Integrated click to call

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Here's an example of how calls are initiated from the Webex Teams client.



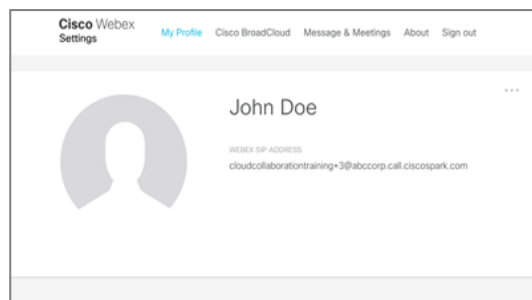
Webex Teams™ is the collaboration and message experience



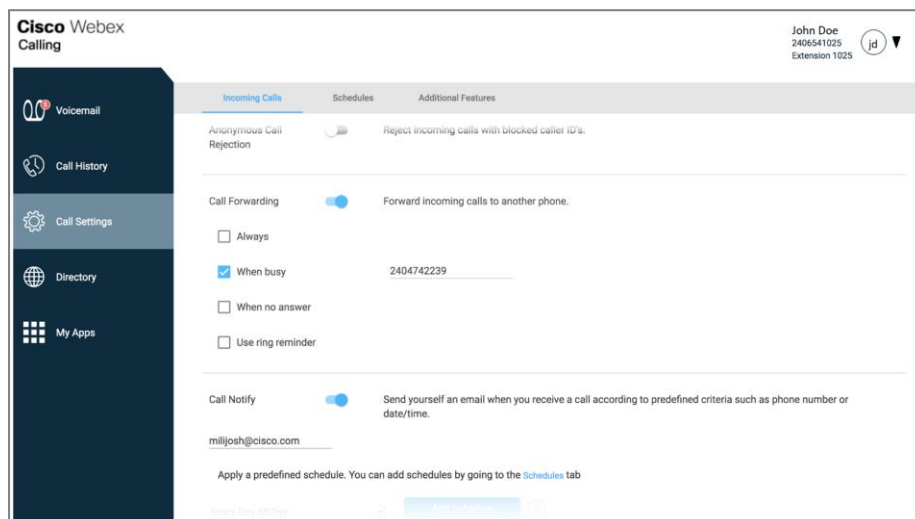
Webex® Calling App is a dedicated soft-client for calling

Webex Calling end-user touchpoints: Portal

Settings.Webex.com is the self-care site for Webex users.



Calling specific settings can be configured through the **Webex Calling self-care portal** in **Settings.Webex.com**.



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5.3.3 Webex Calling Administration

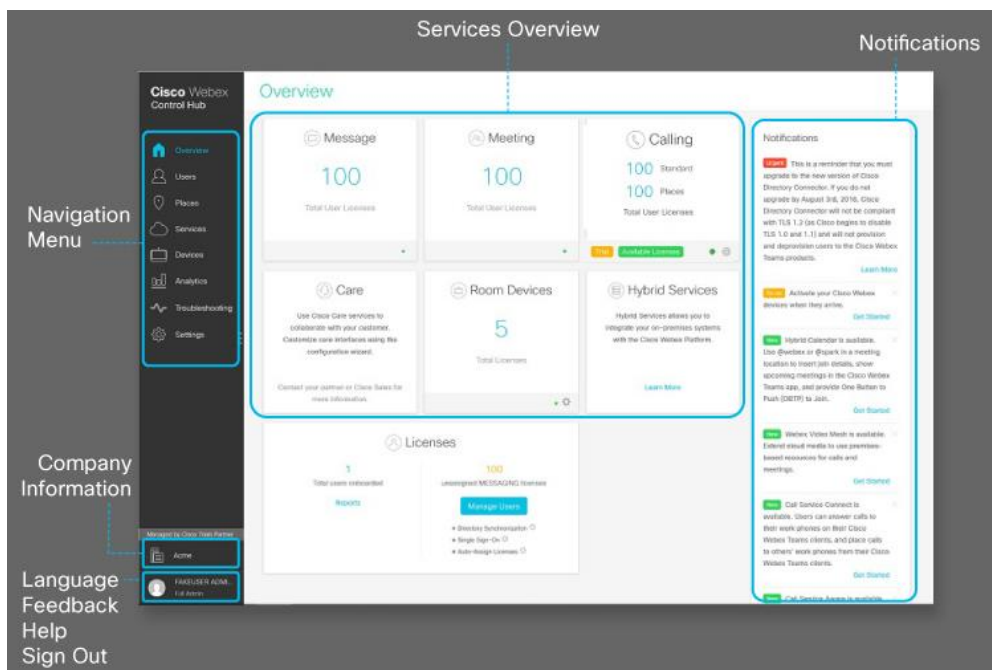
Two primary applications are used for the Webex Calling administration:

- Webex Control Hub
- Webex Calling Administration Portal (CAP)

Webex Control Hub

Users are managed from the user panel in Webex Control Hub. Entitlement, number assignment, roles, devices, and location can all be configured.

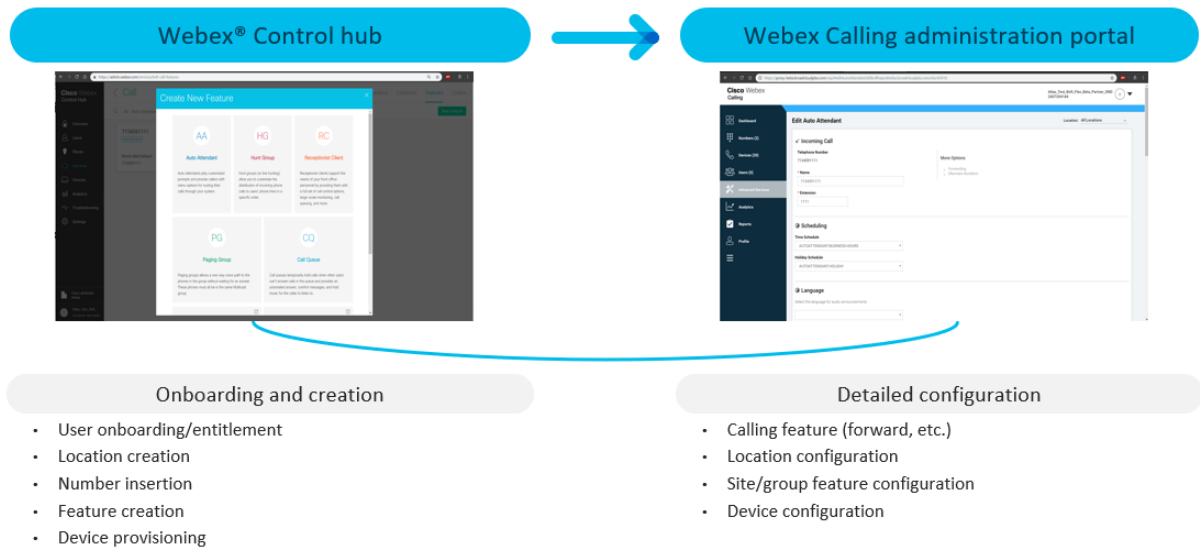
Users can be provisioned, entitled, and configured by either NTT Cloud Communications or customer administrators.



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Webex Calling administration portal

Call-specific configurations can be edited by the end user in self-care or by the administrator in the Webex Calling admin portal.



5.4. Webex Calling supported phones and Webex collaboration endpoints

Table below outlines the devices and apps that are supported on the Cisco Webex Calling solution.

Feature Name	Feature Description
Cisco Calling App	Cisco's cloud PBX calling soft client, which offers full enterprise PBX features and control from desktop, laptop, and mobile devices
Cisco IP phones with multi-platform firmware	<p><u>Cisco IP Phone 6800 Series with Multiplatform Firmware:</u></p> <ul style="list-style-type: none"> IP Phone 6841 IP Phone 6851 <p><u>Cisco IP Phone 7800 Series with Multiplatform Firmware:</u></p> <ul style="list-style-type: none"> IP Phone 7811 IP Phone 7821 IP Phone 7841 IP Phone 7861 IP Conference Phone 7832 <p><u>Cisco IP Phone 8800 Series with Multiplatform Firmware:</u></p> <ul style="list-style-type: none"> IP Phone 8811 IP Phone 8841

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Feature Name	Feature Description
	<ul style="list-style-type: none"> • IP Phone 8845 • IP Phone 8851 • IP Phone 8861 • IP Phone 8865 • IP Phone 8800 Key Expansion Module • IP Phone 8851/8861 KEM • Unified IP Conference Phone 8831 <p><u>Cisco Analog Terminal Adapters:</u></p> <ul style="list-style-type: none"> • Cisco ATA 191 • Cisco ATA 192
Webex Devices	<ul style="list-style-type: none"> • Cisco Webex Room 55 • Cisco Webex Room 70 • Cisco Webex DX80 • Cisco Webex Room Kit • Cisco Webex Room Kit Plus • Cisco SX10 • Cisco SX80 • Cisco MX700

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5.5. Local Gateway for Webex Calling

Part of the Cisco Webex Calling architecture, the Local Gateway for Cisco Webex Calling is an enterprise-class gateway solution that facilitates off-net calling using PSTN connections at the customer site.

5.5.1 What needs does the Gateway address?

Flexible cloud migration path



Enable a BYOPSTN option for Webex Calling

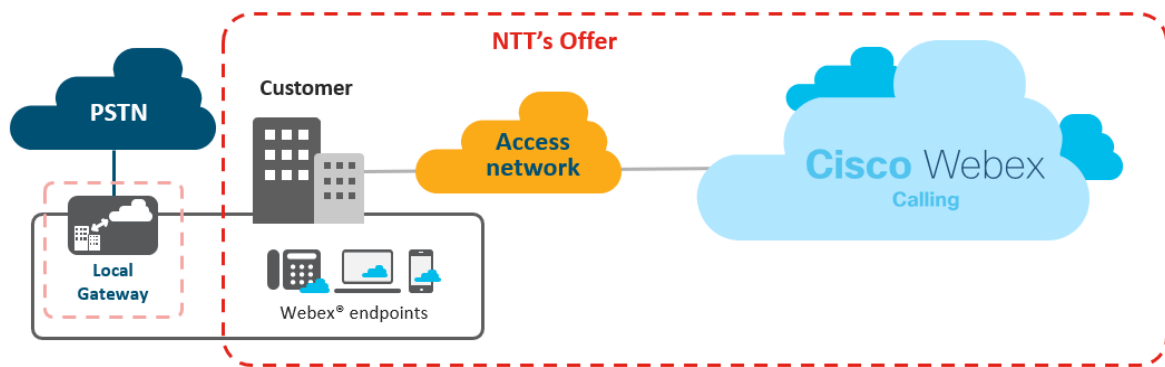
Webex Calling gives you the option to stick with your current PSTN provider, while transitioning your calling services to the cloud, using a Cisco gateway.

The Cisco local gateway is an enterprise-class gateway used to connect Webex Calling hosted in the Cisco cloud to a customer's PSTN connection on-premises. This allows for breakout of PSTN calls made from endpoints connected to the Webex Calling solution.

BYOC Reuse your existing telephone numbers and Public Switched Telephone Network (PSTN) by connecting through a Cisco-provided local gateway

Each location uses their own Local Gateway or could use a Local Gateway that was associated with another location

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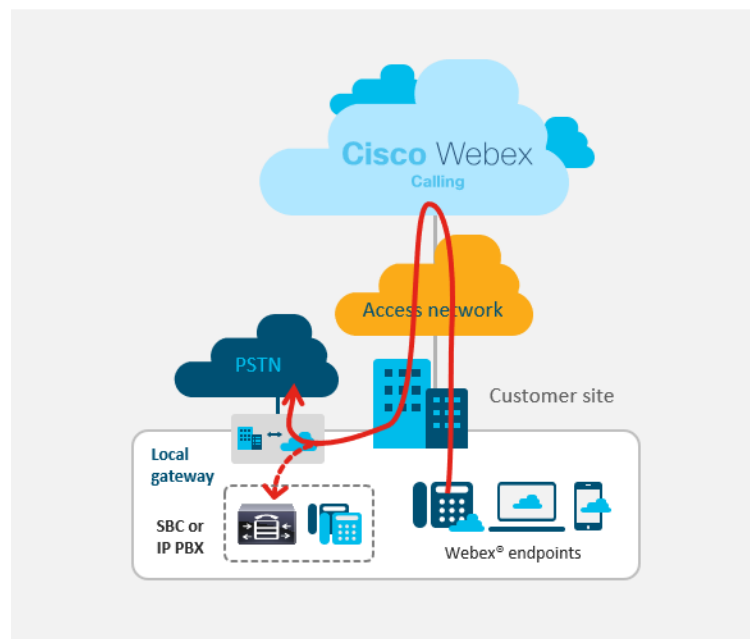


Provide connectivity to an on-premises IP PBX or SBC

If you have existing Cisco Unified Communication Manager systems you intend to keep in place, NTT will work with you to ensure you maintain consistency in dial plan and directory management across your entire network.

Most, if not all of your in-place Cisco IP phones, including Series 6800, 7800 and 8800 devices and ATAs can be reused with Webex Calling.

All communication between Webex Calling and endpoints/LGW is secured (SIP TLS/sRTP).



5.5.2 Product support: CUBE and Cisco IOS gateway

The Local Gateway functionality runs either on a hardware Cisco Integrated Services Router (ISR) or on a Cisco Cloud Services Router (CSR) 1000V virtual platform. The chosen platform can run the Local Gateway functionality side by side with any other Cisco IOS-XE

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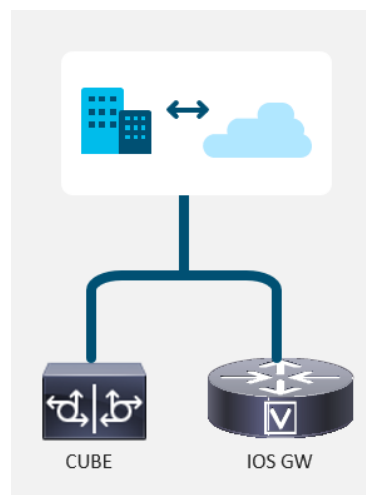
applications (such as Network Address Translation (NAT), Dynamic Multipoint VPN (DMVPN), etc.) that the platform supports.

Where the PSTN access is provided by a SIP trunk, the Cisco Webex Calling Local Gateway functionality is provided by the Cisco Unified Border Element (CUBE) component of Cisco IOS-XE software.

Where PSTN access is provided by using a T1/E1 PRI, BRI, FXO Network Interface Module (NIM), the Cisco Webex Calling Local Gateway functionality is provided by the Cisco Voice Gateway component of Cisco IOS-XE software.

Requirements:

- **Cisco® Unified Border Element (CUBE)** for IP-based connectivity, or **Cisco IOS® gateway** for TDM-based connectivity
- Hardware and software requirements:
 - 4321, 4331, 4351, 4431, 4451 ISRs (**IOS XE 16.9(3)**)
 - Cisco CSR 1000V (vCUBE) (**IOS XE 16.9(3)**)
 - 1100 Integrated Services Router (ISR) (**IOS XE 16.11**)
 - CUBE calling licenses are included in the Webex Calling Flex License
 - **Note:** Platform requirements are driven by encryption/decryption needs (signaling and media to Webex® are always secure)



5.5.3 Deployment options

Depending on how PSTN connectivity is delivered to the premises, two deployment options are available:

- **SIP trunk direct to the Internet Telephony Service Provider (ITSP) or via intermediary call control** – This option is supported by all platforms listed in Table 1. CUBE Trunk Licenses (CUBE-T-RED) are included as part of your Cisco Webex Calling subscription at a ratio of one license for every two knowledge workers. These

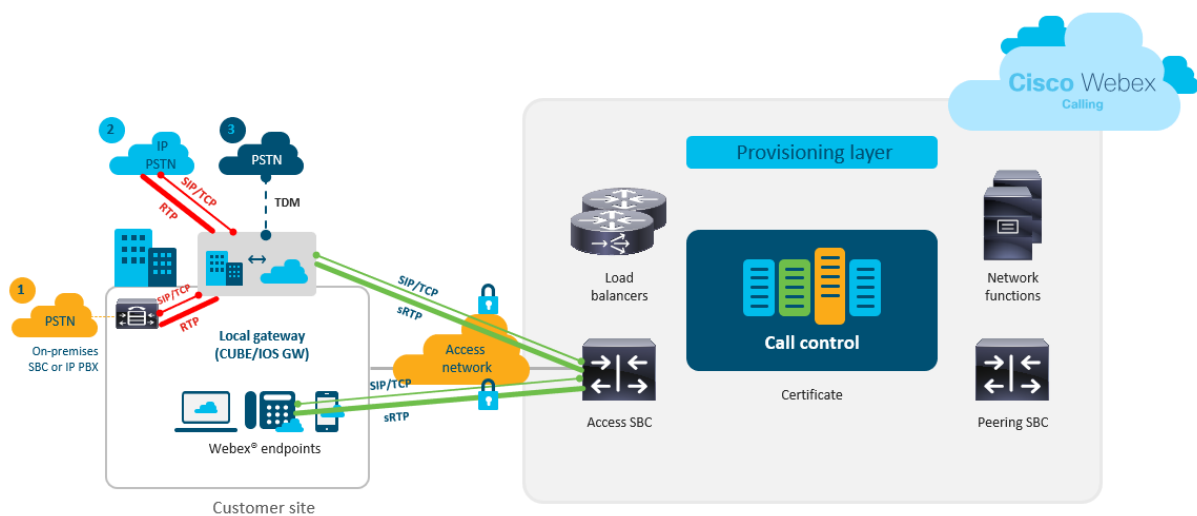
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licenses must be requested by opening a case at licensing@cisco.com once a Flex Plan subscription order is placed. Licenses issued through a Webex Calling subscription are only eligible for call legs to and from the Webex Calling platform and may not be used for any other call flow. For example, between an intermediate call control system and the PSTN—even if the same local gateway is used for this call leg. Issued licenses are valid for the duration of the Flex Plan term.

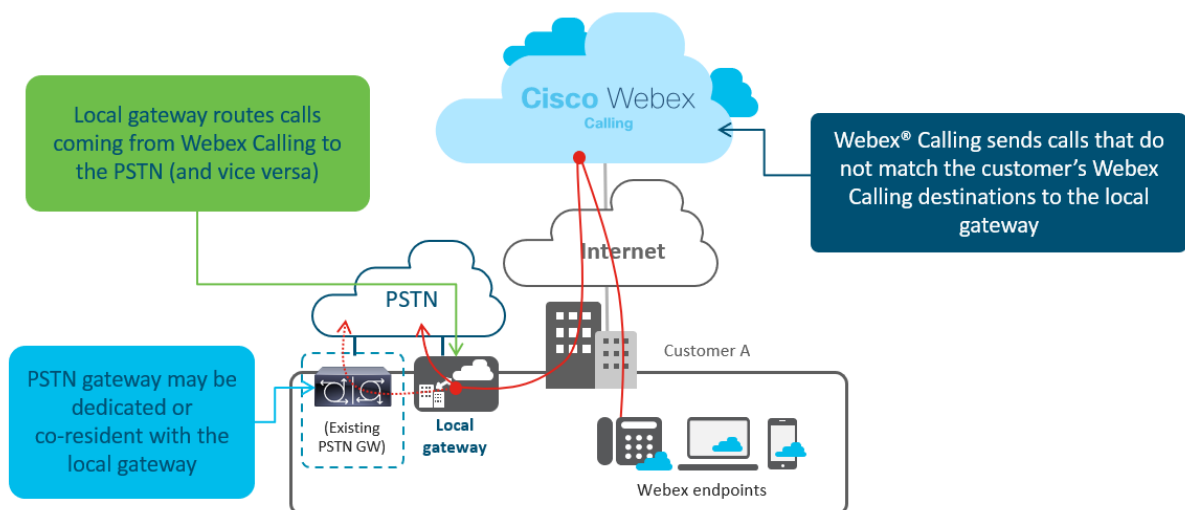
- **TDM trunk (using T1/E1, BRI, or FXO NIM card)** – This option is available only on Cisco 4000 Series ISR platforms listed in Table 1.

5.5.4 Local Gateway technical architecture

PSTN Connectivity options

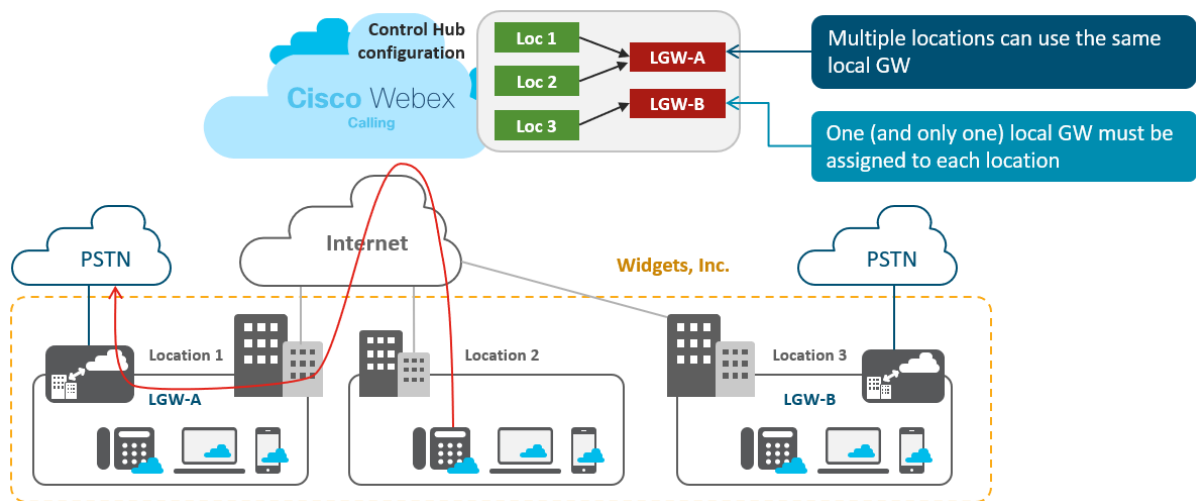


Call routing w/ Single local gateway

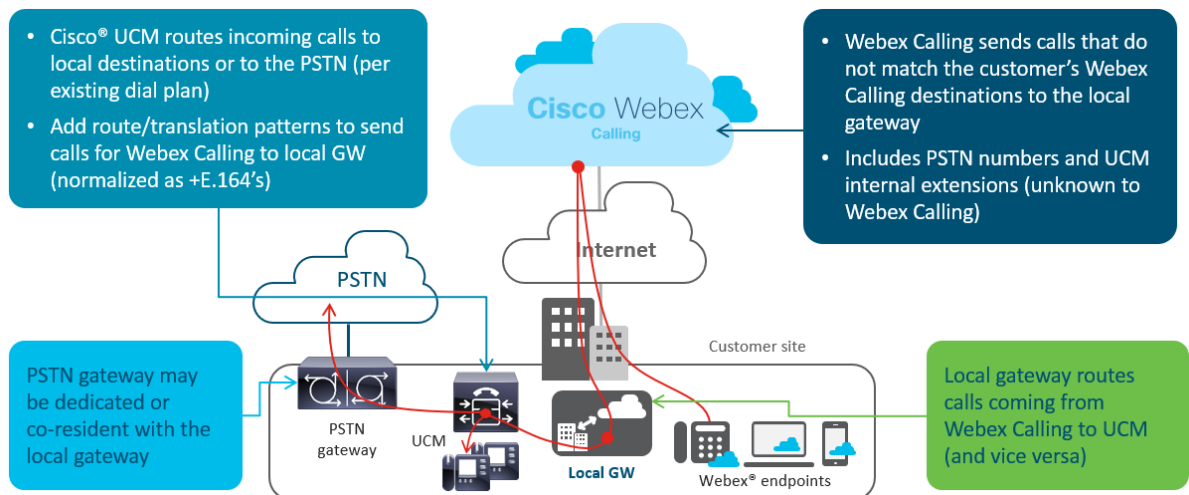


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Call routing w/ Multiple local gateways



With an IP PBX/CUCM



5.5.5 NTT Service and Support

Scope

The Webex Calling Local Gateway service includes for the duration of the service term:

- Incident support from NTT Cloud Communications specialists (support and voice engineering teams)
- Troubleshooting and diagnosis of problems on a managed Cisco Cube appliance
- Coordination if required with technology vendors of the managed Cisco Cube
- Configuration backup/archiving of the configuration deployed on the managed Cisco Cube

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- Deployment of up to two software/firmware revisions per year and out-of-band deployment of critical/emergency software/firmware updates if needed.

Please note that the service does not include warranty or hardware maintenance for the managed Cisco Cube or other hardware devices. Customers must obtain suitable warranty and software/hardware support from their hardware supplier. This is strongly recommended as it provides access to vendor escalation in case of issue, hardware replacement, and access to software/firmware updates.

Where the managed Cisco Cube is used to provide connectivity with a third-party telephony services provider, or with a PBX system managed by the customer, the maintenance and management of these, and any needed engagement of responsible third-parties, is the responsibility of the customer.

Manageability

NTT Cloud Communications will require an access to the Cisco Cube(s) to support the customer with potential issues. The solution provides these 2 options to grant NTT with an access to the devices for troubleshooting.

- Interactive access: NTT needs remote access to reach the HTTPS web interface and secure SSH console on the managed Cisco Cube(s).
- Troubleshooting via system logs

Incident management

If a fault occurs with the managed Cisco Cube(s) which affects the voice service, an incident may be opened with NTT, and NTT's support team will manage the incident through to resolution if the fault is confirmed as being within NTT's scope of services. Incidents may be opened by the customer to NTT through the normal support process.

Software/firmware upgrades

From time to time, Cisco can release security or feature updates for the Cisco Cube. The service includes NTT coordination for the deployment of up to two updates per year. NTT may also recommend additional updates if deemed necessary due to criticality or a need to patch an identified security vulnerability. Such updates will be managed through NTT's change management process and deployments notified and agreed with the customer to take place within a suitable maintenance window.

5.6. Customer Network Minimum Requirements

5.6.1 Requirements Summary

Customer network design and configuration has many variables, many of which can affect the performance and quality of Voice over IP (VOIP) service. For the Webex Calling VOIP

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service to work in most customer network environments, there are a set of minimum requirements the customer network must meet to ensure service will function as expected. These requirements apply to both SIP phones and analog adapters (generally referred to from this point forward as SIP devices). Below is a summary of these requirements:

- Customer LAN must contain a DHCP server capable of providing an IP address to SIP devices when they boot.
- Customer LAN must contain a DNS server or provide DNS relay functionality to allow resolution of URL's used by SIP devices to communicate with external service platforms.
- DNS server must be capable of resolving both SRV and A records.
- Customer firewall must allow HTTP (TCP port 80) and HTTPS (TCP port 443) traffic for SIP devices to communicate with external configuration servers.
- Customer firewall must allow SIP and RTP to allow SIP devices to place and receive calls.
- Customer router must set Network Address Translation (NAT) bind timer at a value greater than or equal to 30 seconds.
- Customer router/firewall must not manipulate the SIP or RTP packets at the application layer. If any CPE devices can function as a SIP Access Layer Gateway (ALG), the ALG functionality should be disabled.
- Customer router should support Differentiated Service Code Point (DSCP) and ensure that higher priority packets take precedence over lower priority packets for all outbound packets.
- Customer router should be configured to mark all SIP and RTP packets from the Webex Calling call control platforms as high priority to ensure these packets take priority over lower priority packets for all inbound packets. The Webex Calling call control platforms can be uniquely identified by a set of specific IP addresses. SIP and RTP packets can be uniquely identified by the ports defined in the Firewalls section of this document.
- Customer Internet bandwidth must be sized to allow the minimum amount of required data bandwidth plus the total number of simultaneous voice calls required by the office.
- Customer Local Area Network (LAN) must be sized to allow the maximum amount of required data bandwidth plus the total number of simultaneous voice calls required by the office.

5.6.2 Requirements Details

DHCP Server

Dynamic Host Configuration Protocol (DHCP) is a protocol used by networked devices to obtain various parameters necessary for the devices to operate in an IP network. The DHCP parameters provided by the site DHCP server that are necessary for Webex Calling service to function properly are IP address, subnet mask, default gateway, and DNS server.

DHCP servers are commonly integrated into the customer's router, but they can be a standalone server dedicated to only performing the DHCP function. For most broadband applications, the DHCP server will be integrated into the broadband router provided by the

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service provider. In this case, the configuration of the DHCP server (including whether or not it is on or off) can be controlled by logging into the broadband router.

All Webex Calling SIP devices are configured by default to obtain IP address and DNS server information from a local DHCP server. When a SIP device is booted, it will attempt to locate the local DHCP server and obtain this information. If the customer network does not contain a DHCP server or does not provide the required information, the SIP device will not boot properly and will be unusable.

Some DHCP servers are capable of providing “options” as part of its response to a client’s request. For SIP applications, Option 66 is commonly used to provide the client, in this case a SIP device, with the address of the configuration server it should contact to obtain its configuration. In the case of Webex Calling service, this option is not required. All Webex Calling SIP devices are hard coded to point to a specific configuration server address and if an Option 66 is received by the SIP device in response to a DHCP request, the SIP device will ignore it.

DNS Server

Domain Name System (DNS) is an Internet service that translates domain names into IP addresses. It provides a method of naming Internet devices with words that are easier to remember than the devices’ actual numeric IP address. Also, certain types of DNS records are capable of associating a single word name with a list of IP addresses. This functionality is useful for cases in which device redundancy is used to improve performance and/or reliability.

All Webex Calling SIP devices require DNS to translate domain names to IP addresses. During the boot process, the domain name of the SIP device configuration server is translated so the SIP device can locate and receive configuration information from the proper configuration server. Also, once the phone has completed the boot process, the domain name of the call control servers is translated so the SIP device can locate and Webex Calling communicate with these call control servers. If a DNS server is not available to provide name translation, the SIP device will not boot properly and will be unusable.

There are several types of DNS records. The Webex Calling service utilizes “A” (address) and “SRV” (service) record types. “SRV” records are used to provide a mechanism of redundancy for the call control platforms. For Webex Calling to function properly, both of these record types must be supported on the customer network.

Firewalls

A firewall is a device or set of devices in a data network configured to protect the network from potentially harmful traffic. One general function of a firewall is to permit or deny services of specific types from passing across the public network interface. One application of this functionality is to restrict the types of services users on the private network can publicly access or to restrict public access to the private network to ensure security of the network.

Firewalls can impede SIP devices from communicating with configuration servers, call control servers, network gateways, and other SIP devices. For Webex Calling service to function properly, firewalls must allow the following services:

HTTP (port 80) – required for communication between the local SIP devices and the configuration servers which contain the SIP devices configuration information

HTTPS (port 443) - required for communication between the local SIP devices and the configuration servers which contain the SIP devices configuration information

SIP (port 5060) – required for communication between the local SIP devices and remote SIP devices including call control platforms, network gateways, and other SIP devices

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SIP (port 8933 to 8943) - required for communication between the local SIP devices and remote SIP devices including call control platforms, network gateways, and other SIP devices. Note: This port range is not commonly associated with SIP. In this instance, it is used to avoid encounters with Application Layer Gateway (ALG) functionality that may damage the payload of SIP packets. For more information, refer to the Application Layer Gateway section of this chapter

RTP (ports 19560-65535) – required for communication between the local SIP devices and remote SIP devices including call control platforms, network gateways, and other SIP devices. Note: ports 19560-65535 are not commonly associated with RTP. In this instance, they are used to avoid encounters with Application Layer Gateway (ALG) functionality that may damage the payload of RTP packets. For more information, refer to the Application Layer Gateway section of this document. With these services allowed, SIP devices should be able to properly communicate with all necessary external sources.

The ExamiNet network readiness tool is used to determine if the Webex Calling service will function properly on the network being tested. For this tool and the PacketSmart device to function properly, the firewall must allow computers running the ExamiNet test and the PacketSmart device access through the customer firewall to specific IP endpoints. A list of ports, protocols, services, destination IP addresses, and purpose of the source access is listed in a separate document named “Cisco Webex Calling Firewall, Security and Network Considerations”.

Network Address Translation

Network Address Translation (NAT) is a common router function which allows multiple private IP addresses on a LAN to be translated to a single public IP address on the WAN. The main reason NAT functionality exists is to conserve public IP addresses. There are not enough IP addresses within IPv4 to allow every computer connected to the Internet to have a unique public IP address. Also, NAT functionality does provide a level of security to devices with private IP addresses because those devices are not always publicly addressable.

Although necessary, NAT functionality creates issues for VOIP traffic. A typical NAT only translates IP information from private to public at the TCP/IP layer. It does not, however, translate any IP address information at the application layer. This means that any IP address information contained in the application layer payload of VOIP packets remains untranslated. Since these addresses are private, they are not routable in a public domain and are effectively unreachable. In the case of SIP, the IP address and port the SIP device wishes to advertise for establishing a connection is contained in payload of SDP attached to SIP messages. If this information is not translated, the far end will not be able to communicate with the SIP device. This usually creates a phenomenon commonly referred to as one-way RTP (voice path is only available in one direction).

Another issue with NAT functionality is that private devices are not reachable publicly unless a translation, commonly referred to as a bind, is created between the private IP address and the public IP address. This is done dynamically each time a private device attempts to communicate with a public device. The act of requesting communication causes the NAT to create a temporary bind between the private IP address requesting the communication and the public IP with which it is attempting to communicate. Bind duration is controlled by a timer which will expire and cause the bind to be removed if there is a period of inactivity on the bind equal to the length of the timer. During the time the bind is active, public to private communication is possible, but once the bind becomes inactive, the private device is no longer publicly addressable. The most common duration for this timer is between 30 and 60 seconds. Also, binds can often be statically configured in a NAT. This functionality is often referred to as port forwarding. When this is done, the NAT is configured with a permanent bind between a private and public address.

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With the Webex Calling product, the challenges presented by the presence of a NAT are addressed. A technique called NAT Traversal is used to overcome the issues created by the presence of a NAT. Part of the Webex Calling call control platform is responsible for maintaining constant communication with all SIP devices. This constant communication ensures that the NAT bind timer never expires, effectively making the dynamic bind permanent. Without this, a SIP device in a private network would not be able to receive calls. Also, the Webex Calling call control platform uses a technique called Media Relay to overcome the issue where the NAT does not manipulate application layer information. This functionality allows the call control platform to discover the public IP address and port of the RTP stream once the SIP device sends out its first RTP packet. The call control platform performs this function on both ends of a call and bridges the two legs of the call together, effectively relaying the traffic from one device to another.

Application Layer Gateway

Application Layer Gateway (ALG) is a method of manipulating IP address and port information at the application layer. It is similar to NAT functionality in that it typically translates private IP and port information created by a SIP device on a private network to public IP and port information on the WAN side of the router performing the ALG function. If done properly, this functionality negates the need for Media Relay functionality because all information advertised in the application layer is publicly routable.

Although this functionality is intended to improve the processing of VOIP traffic, not all ALG devices perform the application layer translation of packets properly. In many cases, portions of the packet are modified when they should not be which causes interworking problems between the SIP device and the call control platform. When this occurs, the ALG causes the SIP device to not function properly.

With the Webex Calling product, it is recommended that all ALG functionality between the SIP device and the call control platform be turned off. Doing this eliminates the potential for the ALG to improperly translate packets which could render service unusable. However, in some cases, this functionality may not be configurable. To accommodate this case, the Webex Calling product uses uncommon ports for SIP and RTP traffic. Port 8933 to 8943 is used instead of 5060 which is the commonly used for SIP. Since most ALGs assume a SIP port of 5060, using port 8933 to 8943 will typically cause the ALG to ignore the packet completely and perform no manipulation. Also, the same is done for RTP. Although not specifically defined by any specific standard, the most common port range used for RTP is 16384-16482. To avoid the potential for ALG interaction, the Webex Calling product uses RTP ports 19560-65535.

Quality of Service Settings

Quality of Service (QOS) refers to the ability to provide different priority to different applications over a data network connection to ensure higher priority traffic takes precedence over lower priority traffic. A voice conversation is real-time, and traffic associated with a voice call must process efficiently or issues such as clipping or choppy audio will occur. On the other hand, normal Internet traffic is best-effort. If packets are dropped or delayed, service is usually not noticeably disrupted. As a result, voice traffic generally is considered to be higher priority traffic than data traffic.

The Webex Calling product utilized Differentiated Services Code Point (DSCP), also commonly referred to as DiffServ, as the mechanism for marking packet priority. Each SIP device automatically sets every packet it sends as high priority. However, this does not ensure that all data network equipment in the traffic path will honor the setting and ultimately allow voice traffic to take priority of data traffic.

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To ensure voice packets take priority over data packets, customer routers must be properly configured to handle DSCP. This functionality is sometimes referred to as Class of Service (COS) or priority queuing. In either case, it is recommended that the router be configured with strict priority queuing allowing packets marked with higher DSCP values to have higher priority. If this is not done properly, perceived call quality could noticeably deteriorate during peak traffic times.

Also, packets set with high priority by SIP devices only addresses traffic sent from the SIP device to other devices outside of the customer's network. It does not address packets inbound to the SIP device. These packets are normally not marked with a higher priority when received by the customer's router because priority values are normally not maintained across a WAN. As a result, without additional configuration these packets will not be prioritized over normal data traffic. To accommodate this case, it is recommended that priority rules be established to allow all inbound SIP and RTP traffic to have higher priority than all other traffic. The specific ports associated with SIP and RTP are defined in the Firewall section of this document. It may also be necessary to define the IP addresses of the Webex Calling call control platforms to have higher priority over all other traffic. A specific list of these IP addresses is not defined in this document because they are currently subject to change. IP address prioritization is required for a specific customer application, the unique IP addresses that must be provisioned will be provided upon request.

Internet bandwidth

Internet bandwidth is the amount of capacity available for Internet traffic on a customer's network. This amount is determined by the service provided by the Internet Service Provider. The amount of bandwidth available will determine the amount of simultaneous voice calls and data traffic that the Internet connection will support. If properly sized and with the proper QOS settings in the customer router, the Webex Calling service will function properly. However, if undersized or if QOS is not provisioned correctly, perceived call quality could noticeably deteriorate during peak traffic times. The following information provides information and guidelines for properly sizing voice service for a given Internet bandwidth.

To determine the number of phones that can be supported over a given bandwidth, the maximum number of simultaneous calls that can be supported must first be calculated using one of the following formulas. There are two calculations that must be completed:

Worst Case Calculation (No Compression)

Max Calls = Available Voice Bandwidth (Kbps) / (SimCalls * 80Kbps)

Where,

- Available Voice Bandwidth (Kbps) – is the maximum amount of bandwidth allowed for voice traffic. This value is equal to the lower of the connection download and upload speeds minus an amount reserved for processing data traffic. Offices with routers provisioned to prioritize voice traffic over data traffic can process voice calls at up to 100% of total connection bandwidth without jeopardizing call quality. However, at sustained high call volumes, data traffic quality will be impacted. As a result, it is recommended that calculations for maximum calls and maximum phones be done assuming only a portion of the overall bandwidth can be used for voice traffic.
- SimCalls – the number of simultaneous calls coming out of a site
- 80Kbps – is the bandwidth required for a fax/modem call

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Best Case Calculation (With Compression)

$$\text{Max Calls} = \text{Available Voice Bandwidth (Kbps)} / ((\text{Phone} * 24\text{Kbps}) + (\text{Fax} * 80\text{Kbps}))$$

Where,

- Available Voice Bandwidth (Kbps) – is the maximum amount of bandwidth allowed for voice traffic. This value is equal to the lower of the connection download and upload speeds minus an amount reserved for processing data traffic. Offices with routers provisioned to prioritize voice traffic over data traffic can process voice calls at up to 100% of total connection bandwidth without jeopardizing call quality. However, at sustained high call volumes, data traffic quality will be impacted. As a result, it is recommended that calculations for maximum calls and maximum phones be done assuming only a portion of the overall bandwidth can be used for voice traffic.
- Phone – the number of simultaneous phone calls with compression coming out of a site
- 24Kbps – is the bandwidth required for a phone call with compression
- Fax – the number of simultaneous fax calls (no compression) coming out of a site
- 80Kbps – is the bandwidth required for a fax/modem call

There are certain call flows in the Webex Calling PBX service that do not support compression, such as calls to Voice Mail or to the Conferencing service. Therefore, the actual amount of bandwidth required will vary between the best and worst case calculations.

The maximum number of phones that can be supported over a given bandwidth can now be calculated using the following formula:

$$\text{Max Phones} = \text{Max Calls} * \text{Users per Simultaneous Call}$$

Where,

- Max Calls – is the amount of simultaneous calls that can be supported over the given bandwidth
- Users per Simultaneous Call – is a statistical approximation of the total number of users that can share one call path with non-blocking results. The value of 4 is recommended for average office usage. However this number could vary drastically depending on the type and size of office.

The following two tables provide estimates for two different office applications. The first provides estimates for an average usage office, and the second provides estimates for a high usage office. The actual values for a give office application will vary depending on actual usage requirements.

Table 1 – Average Office Usage

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	Maximum Simultaneous Calls			Maximum Phones		
Bandwidth	Phones Only	Fax Only	9:1 Mix	Phones Only	Fax Only	9:1 Mix
DSL (128K)	3	0	0	12	0	0
DSL (384K)	9	2	7	36	8	28
DSL (512K)	12	3	10	48	12	40
DSL (768K)	19	5	15	76	20	60
T1	39	11	31	156	44	124

assumes 60% of total bandwidth is available for voice and 4 users per simultaneous call

Table 2 – High Office Usage

	Maximum Simultaneous Calls			Maximum Phones		
Bandwidth	Phones Only	Fax Only	9:1 Mix	Phones Only	Fax Only	9:1 Mix
DSL (128K)	2	0	0	4	0	0
DSL (384K)	8	2	6	16	4	12
DSL (512K)	10	3	8	20	6	16
DSL (768K)	16	4	12	32	8	24
T1	32	9	26	64	18	52

assumes 50% of total bandwidth is available for voice and 2 users per simultaneous call

Note: Offices with routers provisioned to prioritize voice traffic over data traffic will be able to process more voice calls without jeopardizing call quality. However, if call volumes are extremely large, data traffic quality could be impacted. As a result, we recommend that bandwidth engineering be done considering only a portion of the overall bandwidth being available for voice traffic.

Local Area Network Bandwidth

Local Area Network (LAN) Bandwidth is the amount of capacity a customer's internal network can support. This amount is determined by the throughput specification of the LAN infrastructure. In most customer applications, the LAN infrastructure is a single layer 2 switch. The amount of bandwidth available will determine the amount of simultaneous voice calls and data traffic that the LAN will support. If properly sized, the Webex Calling service will function properly. However, if undersized, perceived call quality could noticeably deteriorate during peak traffic times. It is the customer's responsibility to ensure that their internal network is sized properly to support the addition of VOIP to their network.

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5.7. Cisco Webex Calling PBX Service Privacy Policy

Cisco is committed to respecting customers' privacy. Cisco comply with data protection legislation. This regulates the processing of personal data relating to you and grants you various rights in respect of your personal data. The aim of this policy is to tell you how we will use your personal data collected in the context of your customer relationship with Cisco.

When you use our services, we may collect the following personal data:

- Customer and End User name and contact details;
- Traffic data such as the phone numbers that you call and send messages to (and the phone numbers that you receive calls and messages from) and the date, time, duration and cost of your communications [including your phone location at the time these communications are made]

We will use your personal data in the context of your customer relationship with NTT Cloud Communications and Cisco including for the following purposes:

- for billing
- for the provisioning of service
- for customer enquiries and the resolution of problems associated with service
- for informational type directory services
- for prevention or detection of fraud
- to carry out research and analysis and monitor customer use of our network and products and services on an anonymous or personalized basis to identify general consumer trends and to understand better our customers' behaviors and partner with other businesses to create new services and to develop interesting and relevant products and services for our customers, as well as personalize the products and services we offer you. We may use information about your location for research and analytics purposes, but we will only retain this information in an anonymized form to ensure that you cannot be identified as an individual
- where we have the appropriate permissions to inform you of new products or services that will enhance Cisco's ability to provide service to you. However, we will not sell, rent, trade, lease, or disclose or make available any personal data to any third parties seeking to market products without your prior consent.

Cisco will share the personal data you provide with other Cisco entities and/or business partners who are acting on Cisco's behalf to provide you services. Such Cisco entities and/or national or international business partners are governed by Cisco's privacy policies with respect to the use of your personal data. Some of these Cisco entities or business partners may be located in multiple geographies, including the US, EU, Australia, and Japan.

Some of these countries may not have the same or substantially similar privacy laws as those set out in this privacy policy, or outlined in local legislation. We may not require organisations to which we disclose personal information in those countries to comply with similar privacy laws, and accordingly your personal information may not receive the same protections that it would under the laws where you are located.

By providing your personal information to us, you consent to our disclosure of your personal information to organisations in those countries even though it may not receive the same protections that it would in your local market. You may request us not to

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transfer your personal information to the countries listed above, but if you do so we may not be able to provide the services or products you have requested from us.

Cisco reserves the right to use personal data to investigate and help prevent potentially unlawful activity that threatens either Cisco or any company affiliated with Cisco. Cisco may use personal data to investigate and help prevent potentially unlawful activities that threaten the integrity of service or of the network, or that otherwise violate Cisco' Service Agreements which may include interception, monitoring or recording of communications in accordance with applicable law. Moreover, upon the appropriate request of a government agency, law enforcement agency, court or as otherwise required by law, Cisco may disclose personal data.

Cisco does not sell products or services for purchase or use by children. Cisco does not knowingly solicit or collect personal data from children or teenagers under the age of eighteen. In addition, Cisco will not knowingly link to any third-party web site that solicits or collects personal data. If you believe that a minor has disclosed personal data to Cisco, please contact us so that the data can be removed.

We may use aggregated information about the use of our services, so we can administer and improve our services, analyse trends, gather broad demographic information. We may pass this information to third parties.

We have implemented reasonable technical and organizational measures designed to secure your personal data from accidental loss and from unauthorized access, use, alteration or disclosure. However, we cannot guarantee that unauthorized third parties will never be able to defeat those measures or use your personal data for improper purposes.

In the event that the business is sold or integrated with another business, your details will be disclosed to our advisers and any prospective purchaser's adviser and will be passed to the new owners of the business.

You are entitled to see the information held about you. We may require you to provide verification of your identity and to pay an administration fee to provide a copy of the information we hold. Please note that in certain circumstances we may withhold access to your information where we have the right to do so under current data protection legislation.

If you opted to receive marketing emails or other communications from Cisco or third parties at the time you registered for the services but subsequently change your mind, you may opt-out by contacting us.

If our privacy policy changes in any way, we will update the published version. Regularly reviewing the published version ensures that you are always aware of what information we collect, how we use it and under what circumstances, if any, we will share it with other parties.

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6. Cisco Cloud Video Interoperability (CVI)

6.1. Product overview

Many modern workplaces today have a mix of different vendors across their collaboration and extended productivity portfolios, making interoperability and integrations crucial to enable and retain work productivity. Cisco Webex Video Integration for Microsoft Teams meetings was designed for customers that standardized on Cisco Webex Rooms video endpoints, and deployed Microsoft Teams for their meeting solution. It enables customers to connect their Cisco Webex Rooms to Microsoft Teams meetings without having to deploy a third-party solution and provides end users the best experience possible on their video endpoints.

Cisco's video integration solution with Microsoft Teams Meetings enables customers to host meetings within your own company as well as meetings you may join that are hosted by another company.

- Webex Rooms and other Session Initiation Protocol (SIP) endpoints can join Microsoft Teams meetings via the Cloud Video Interop (CVI) gateway for Microsoft Teams. This solution is ideal for customers that use Webex Rooms but have deployed Microsoft Teams as their meeting solution.
- To join another company's Microsoft Teams meetings, Cisco Webex Rooms customers can leverage modern web technologies through the WebRTC standard. This option does not require CVI enablement of a Microsoft Teams tenant and will work with cloud-registered or cloud-aware, web-engine-capable Cisco Webex Rooms.

6.1.1 Features and benefits

Use your Cisco Webex Rooms devices to join CVI-enabled Microsoft Teams meetings (typically your own company's meetings). Table 1 outlines the features and benefits of the Webex Video Integration for Microsoft Teams within an organization.

Table 1. Features and Benefits

Feature	Benefit
One-Button-To-Push (OBTP) join experience with Webex Calendar Service	The optimal user experience is provided with OBTP. Easily and quickly join meetings by pressing a join button when it's time to attend the meeting.
Direct dial or Interactive Voice Response (IVR) when OBTP is not available	If a device has not been OBTP-enabled, users can still join from their SIP endpoint of choice via direct dial-in or IVR.
Webex supported layouts	Users enjoy an optimized user experience, with the ability to focus on what's important to them by taking full advantage of multi-screen systems and flexible layout options.

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Bi-directional content sharing (via physical connection or wireless for on-premises endpoints)	Users can connect their laptop to a Webex Room device in order to share content during their Microsoft Teams meeting. With flexible screen layouts, users can decide on the best user experience to view someone else's sharing.
Full roster list	Attendees gain full visibility into who joined the meeting, including any other Cisco Webex Rooms as well as Microsoft Teams endpoints.
Webex Control Hub-based configuration	Streamline the admin experience via a centralized configuration.
Device-specific features, including speaker track, best overview, presenter track, smart room features, and virtual backgrounds	Even when joining third-party meetings such as Microsoft Teams meetings, users benefit from the lifelike, video-first experiences provided by Webex Rooms. Attendees are automatically framed correctly and can control room features easily. And admins gain the ability to plan resources based on usage.

Use your Cisco Webex Rooms devices to join another company's Microsoft Teams meetings.

Table 2 outlines the features and benefits of Cisco Webex Integration for Microsoft Teams when joining outside meetings at other organizations.

Table 2. External meetings features and benefits

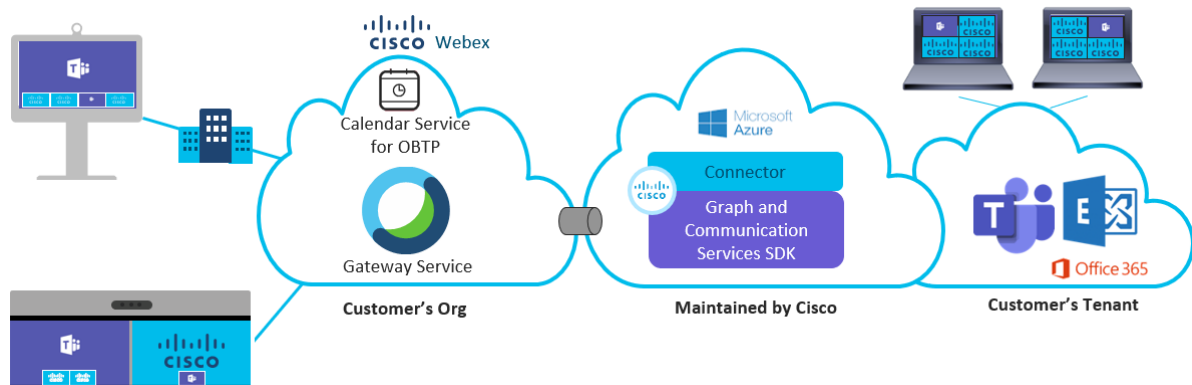
Feature	Benefit
One-Button-To-Push (OBTP) join experience with Webex Calendar Service	Easily and quickly join meetings by pressing a join button when it's time to join a meeting.
No feature-specific admin configuration required	Users will automatically be able to join third-party Microsoft Teams meetings if their Webex Rooms version has been cloud-registered (or is cloud-aware via Webex Edge) and it has been configured for Hybrid Calendar Service.
Device-specific features, including speaker track, best overview, presenter track, smart room features, and virtual backgrounds	Even when joining third-party meetings as a guest, including Microsoft Teams meetings, users benefit from the lifelike, video-first experiences provided by Webex Rooms. Attendees are automatically framed correctly and can control room features easily. And admins gain the ability to plan resources based on usage.

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6.1.2 Cloud Video Interop gateway

6.1.2.1 Cisco implementation

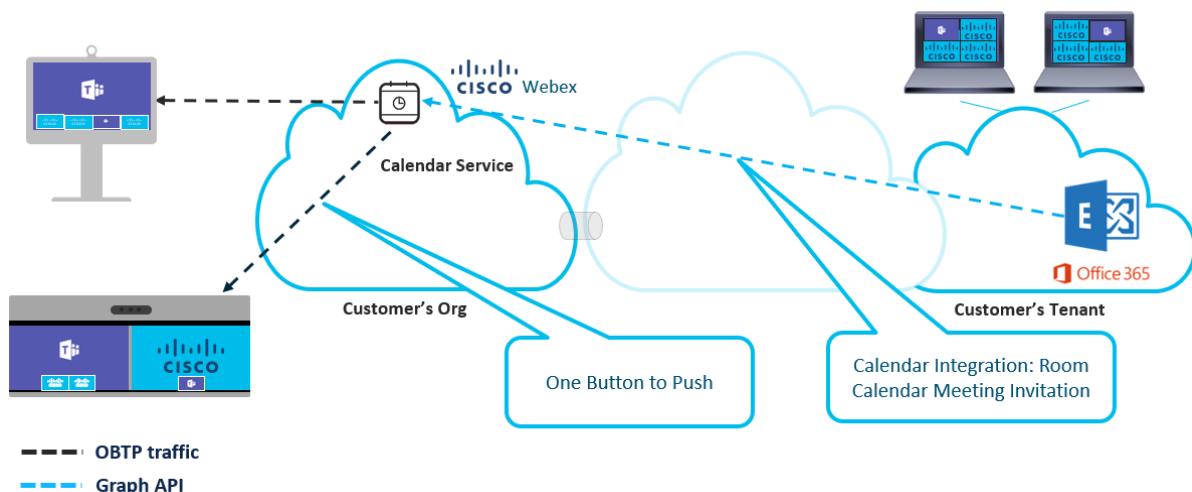
- **Cisco Cloud Video Interop gateway (CVI)** is a service provided by the Cisco Cloud and does not require on-premises components nor software upgrades on video devices
- Webex video infrastructure and Microsoft SDK are **hosted in Azure and maintained by Cisco** on behalf of customers
- Available to On-prem Registered, Cloud Registered/Aware Webex Rooms, and 3rd party SIP endpoints



6.1.2.2 Calendar service and OBTP

- **Calendar integration** is required for OBTP
- **OBTP** is supported for Webex on-prem registered, Webex Cloud registered* and Webex Edge for Devices (cloud aware) video devices

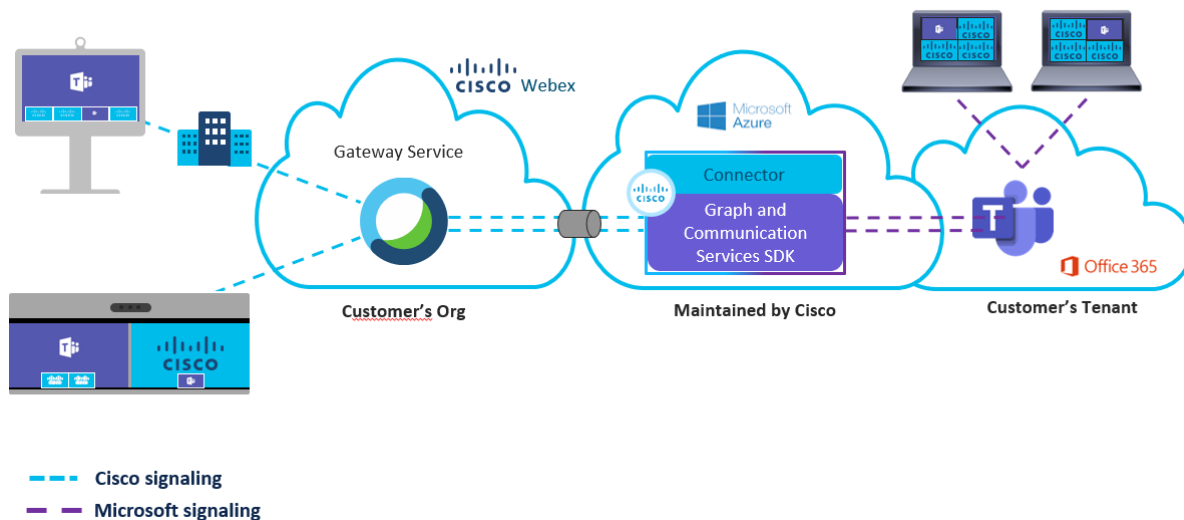
*Cloud registration is best practice as it also provides support for WebRTC



6.1.2.3 Signaling path

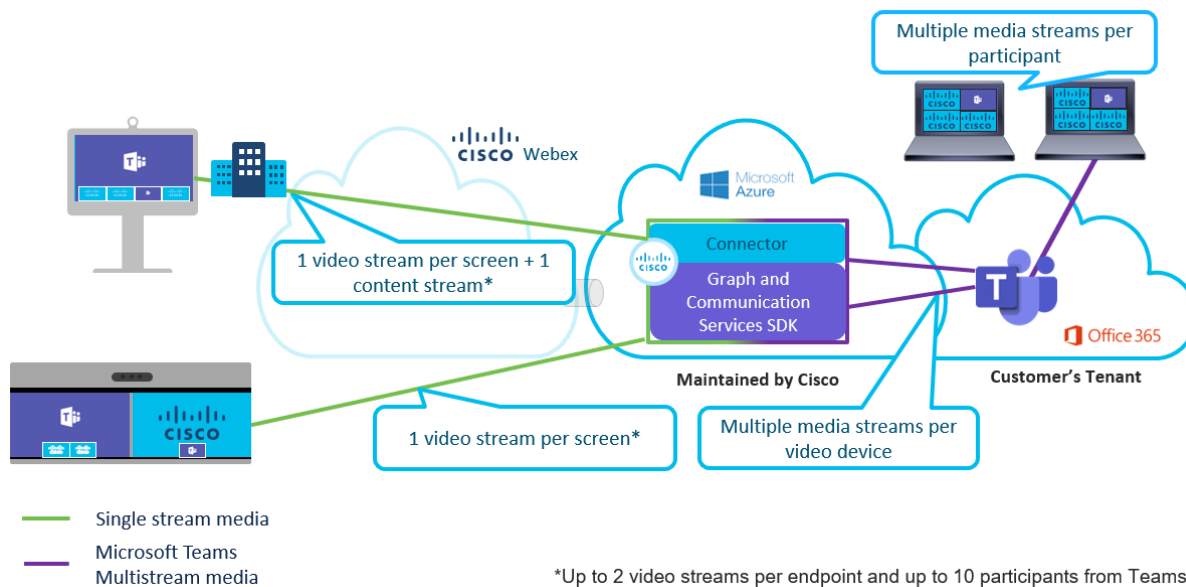
- On-prem video devices must be able to call the Webex domain for CVI over SIP
 - Interworking to **H.323** can be provided by **local on-prem infra** (i.e. VCS/Expressway)
- Example: Endpoint<->CUCM<->Expressway-C<->Expressway-E<-internet->WebexCloud

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6.1.2.4 Media path

- Media of Webex cloud registered video devices flows directly to the Azure DC maintained by Cisco
- Media of on-premises-registered video devices flows to the Azure cloud maintained by Cisco via the local SIP infrastructure:
Example: Endpoint->Expressway-C->Expressway-E->**Internet**->Cisco-maintained Azure Tenant
- No Video Mesh support



6.2. Offer description

The Cisco Collaboration Video Integration for Microsoft Teams Plan is a single subscription that enables customers who use Microsoft Teams Meetings as their meeting solution to purchase subscription licenses that allow their new or existing Cisco Webex Rooms and other standards-based video endpoints to deploy their meetings and have the best experience possible. This offer allows the

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integration between Cisco video endpoints and Microsoft Teams Meetings to take place and work seamlessly based on functionality of Cloud Video Interop (CVI) and is certified by Microsoft.

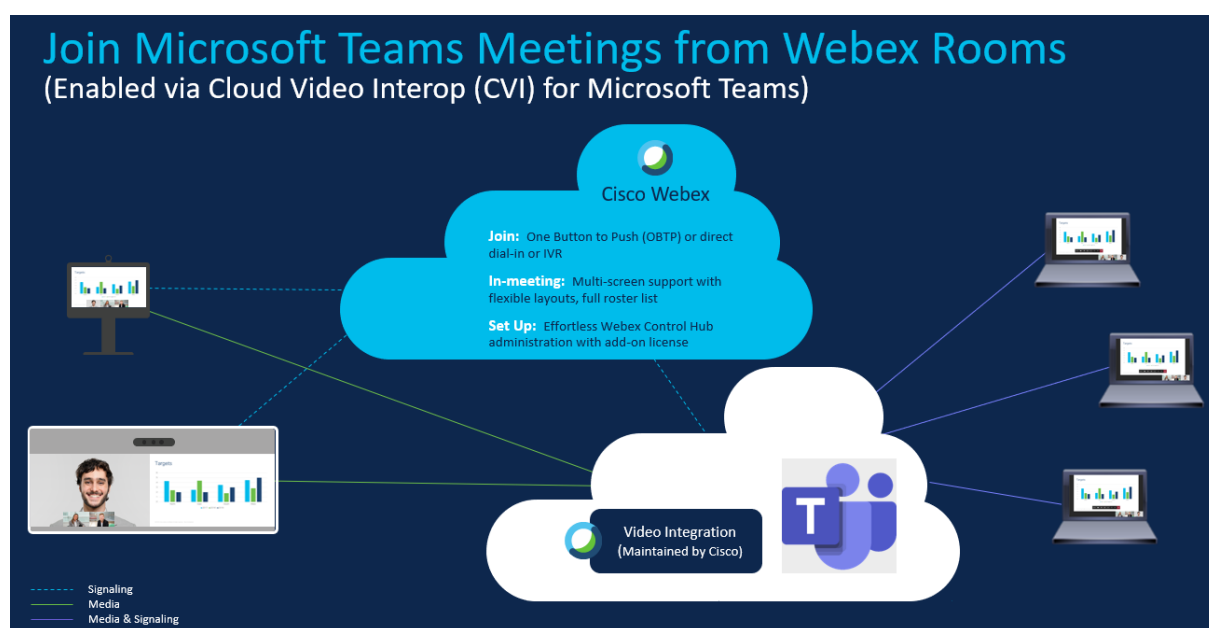
NTT Cloud Communications can help customer administrators set up their CVI in Cisco Webex Control Hub with an existing or newly created Webex organization. Then the user will have the ability to join Microsoft Teams meetings on their registered Webex Room Video endpoints.

The Cisco Collaboration Video Integration Plan is a Cisco hosted cloud offer. It is available only under the offer vehicle. Subscriptions are sold per active endpoints.

The customer is able to purchase a minimum of five active endpoints per subscription, and should cover all of customer's active endpoints that could be used to dial into a CVI-enabled Microsoft Teams Meeting*. One agreement covers software, features, services, and technical support.

Webex devices must be registered directly or indirectly to the cloud.

**Cisco will have metrics in place that can track unique endpoints in use over a 90-day window. The customer may be asked to true-forward, depending on actual usage of the service, as documented in the Universal Cloud Agreement (UCA).*



This Offer Description (the “**Offer Description**”) describes Cisco Webex Video Integration for Microsoft Teams (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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6.2.1 Offer overview

The Cisco Webex Video Integration for Microsoft Teams subscription allows You to connect your video endpoints (including Cisco Webex Rooms endpoints and third-party SIP endpoints) to Microsoft Teams meetings. The Cloud Service utilizes Microsoft's Cloud Video Interop ("**CVI**") to connect to Microsoft Teams meetings; accordingly, Microsoft, not Cisco, is providing such meetings, and therefore Microsoft is responsible for the meetings, including all telecom regulatory requirements in the jurisdictions it supports the meetings.

The Cloud Service is available under a license model for each Active Endpoint for which You purchase coverage (You are obligated to pay per Active Endpoint). The license model is further described in Section 2.2 of this Offer Description and reflected on the Order You place with NTT Cloud Communications.

6.2.2 License Model Terms

Your payment obligation and Your right to use the Cloud Service is based on the number of Active Endpoints on Your Order and the number of Active Endpoints actually used to access the Cloud Service. An "**Active Endpoint**" is a video endpoint that accesses the Cloud Service to join Your CVI-enabled Microsoft Teams meetings at least once in a rolling 30-day period during Your subscription. Eligible video endpoints include Cisco Webex Rooms endpoints and non-Cisco SIP endpoints, as well as any endpoint that may join Your CVI deployment from outside Your organization.

To determine Your payment obligation, and to help You plan for and order the correct quantity of Active Endpoint licenses for the corresponding number of Active Endpoints, the following terms will apply:

- Your payment obligation is based on a minimum quantity of Active Endpoints that may increase during the term as Your usage of the Cloud Service increases. Your initial total entitlement and payment obligation is determined by the number of Active Endpoints You include on Your initial Order.
- Beginning on Your subscription start date, Cisco will measure Your usage by calculating the number of Active Endpoints in Your organization that access the Cloud Service. Cisco allows overage ("bursting") in an amount up to 10% of the number of Active Endpoints in Your initial Order. You will not be charged for such bursting unless and until it exceeds, on average per rolling 30-day period, 10% of the number of Active Endpoints in Your initial Order in a given 90-day period, in which case You may owe incremental fees on a go-forward basis for such bursting based on Your actual use in excess of the bursting allowance, and Cisco may increase the number of Active Endpoints in your subscription accordingly, beginning in the next 90-day period and continuing for the remainder of the term. The following examples illustrate the bursting allowance:

- Example 1.

Assume: A customer Orders 100 Active Endpoint licenses for 100 Active Endpoints. During a given 90-day period, customer uses 106 Active Endpoints during the first rolling 30-day period, 108 Active Endpoints during the second rolling 30-day period, and 110 Active Endpoints during the third rolling 30-day period.

Result: Since the average bursting use during each rolling 30-day period is 108 Active Endpoints which is less than 10% of the number of Active Endpoints on the customer's Order, the customer will not incur any additional license fees.

- Example 2.

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Assume: A customer Orders 100 Active Endpoint licenses for 100 Active Endpoints. During a given 90-day period, customer uses 100 Active Endpoints during the first rolling 30-day period, 125 Active Endpoints during the second rolling 30-day period, and 150 Active Endpoints during the third rolling 30-day period.

Result: Since the average bursting use during each rolling 30-day period equals 125 Active Endpoints which exceeds 10% of the number of Active Endpoints on the customer's Order, Cisco may increase the number of Active Endpoints in customer's subscription to 125 Active Endpoints, and Cisco may invoice the customer for 125 Active Endpoint licenses beginning in the next 90-day period and continuing for the remainder of the customer's subscription term.

- Endpoints are only counted as Active Endpoints if joining CVI-enabled Microsoft Teams meetings more than once during a rolling 30-day period (thereby allowing occasional guests to join a customer's meetings).

6.2.3 Supplemental Terms and Conditions

6.2.3.1 Term

The initial term starts on the earlier of (a) thirty (30) days from the date NTT Cloud Communications notifies You that any portion of the Cloud Service is ready for You to start provisioning; or (b) the date any portion of the Cloud Service has been provisioned, and lasts for the period stated in the Order.

6.2.3.2 Geographic Terms and Restrictions

In accordance with global telecommunications law and regulations, the Cloud Service is currently available in the same countries in which Cisco Webex Paid Subscriptions are available. If the Cloud Service is not available in a country, purchases will be restricted.

6.2.4 Data Protection

Cisco's data protection obligations are set forth in the Agreement. Additionally, the applicable [Privacy Data Sheet](#) supplements the Cisco Privacy Statement and describes the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Service to You.

6.2.5 Support

The Service includes basic support. Support will be provided by NTT Cloud Communications, with possible escalation to Cisco. Cisco can possibly escalate the issue to Microsoft if the issue is determined to be with Microsoft.

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.

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7. Offer description

7.1. Cisco Collaboration Flex Plan

7.1.1 Offer overview

When you subscribe to Meetings or Calling services via a Cisco Collaboration Flex Plan subscription, your services use will be governed by the Cisco Universal Cloud Agreement and the Cisco Collaboration Flex Plan Offer Description available for download here:

https://www.cisco.com/c/dam/en_us/about/doing_business/legal/OfferDescriptions/cisco_collaboration_flex_plan.pdf

The Cisco Collaboration Flex Plan is a single subscription that gives you access to Cisco's collaboration services and software. It allows you to mix and match buying models and deployment models during the subscription, depending on your needs. One agreement covers software, features, services, and technical support.

Deployment models

Several deployment models are available with the Flex Plan. Customers can choose whether to deploy on-premises, partner hosted or cloud. NTT Cloud Communications' offering includes Cloud services only.

Buying models

In your subscription order, you will designate a buying model for a meetings solution ("**Meetings**") and/or calling solution ("**Calling**"), which determines your payment obligations. If you exceed the capacity count limits associated with the buying model in your order, you will be obligated to pay NTT Cloud Communications for such excess use. There are three buying models available: Enterprise Agreement, Active User, and Named User. You can choose different buying models for Meetings and Calling, but you may not have more than one buying model for either solution at any point. During your subscription, You also have the flexibility to change your buying model from: (a) Named User to Active User or Enterprise Agreement or (b) Active User to Enterprise Agreement.

Not all buying models are available for all services; for example, there is not an Active User buying model for Calling.

- **Enterprise Agreement (EA), an enterprise-wide subscription for meetings, calling, or meetings and calling together**

For organizations with 250 or more knowledge workers, the Enterprise Agreement helps you ensure company-wide access to the Meetings and/ or Calling services your users need, without being concerned about how the services are delivered. You can choose Meetings or Calling, or bundle Meetings and Calling together. Team Collaboration is included for all knowledge workers.

- **Active User (AU), a usage-based subscription for meetings**

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Allows you to purchase meetings entitlement according to adoption, and closely track the return on your investment. With the Collaboration Flex Plan - Active User, you can purchase subscriptions for a minimum of 40 Active Users or 15 percent or more of your Knowledge Workers. As active usage of Meetings increases, the active user subscription quantity increases with an annual true forward.

- **Cisco Collaboration Flex Plan–Named User (NU) meetings, a per-user subscription for meetings or calling**

Meetings:

Allows you to purchase full featured Meetings at a per user rate with no minimum to purchase. * This subscription is designed for organizations that want the simplest possible approach to buying Cisco Webex Meetings applications.

Cisco Webex meetings can be purchased as a suite or a la carte. Cisco Webex Meetings Suite includes all of the Cisco Webex Meetings (1,000 participants), Events (1,000 participants), Training (1,000 participants) and Support (5 participants). Team Collaboration is included with the purchase of Cisco Webex Meetings Suite or Meetings but does not come with the standalone purchase of Events, Training or Support.

*Minimum purchase of 15 users is required with the selection of Meetings Suite in the Named User buying model

Calling:

Allows you to purchase full featured Calling at a per user rate with no minimum to purchase. Team Collaboration is included for each user.

- **Better together pricing with meetings and calling**

When Meetings and Calling are purchased together in a Collaboration Flex Plan subscription, you are able to take advantage of better together pricing.

Table below shows the Collaboration Flex Plan buying models and the availability of Meetings and Calling within each buying model.

	Enterprise Agreement	Active User	Named User
Meetings	X	X	X
Calling	X		X
Meetings & Calling	X		X

7.1.2 Cisco Collaboration Flex Plan Meetings

7.1.2.1 Buying models description

When you subscribe to Meetings services via a Cisco Collaboration Flex Plan subscription, your services use will be governed by the Cisco Universal Cloud Agreement and the Cisco Collaboration Flex Plan Offer Description. In your subscription order, you designate a buying model and your payment obligation is based on the number of Knowledge Workers that access the Cisco software and cloud services and that host at least one Meeting. You will designate a deployment model for each

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Active User. If a Knowledge Worker hosts a Cisco Webex Meeting he will be counted as an Active Users. Your Knowledge Workers receive unique accounts that must not be shared or used by anyone other than the designated Knowledge Worker.

Named User buying model description

Under the Named User buying model, your payment obligation is based on the number of Named Users in your order, regardless of usage.

A “**Named User**” is an Employee given access to the Cisco software and cloud services. Your Named Users receive unique accounts that must not be shared or used by anyone other than the designated Employee. A Named User’s account must not be transferred to another person, except upon: (a) termination of the Named User’s employment or (b) with Cisco’s prior written approval. If you want to purchase more Named Users, work with Cisco or your Partner to modify your order.

“**Employees**” are your full- and part-time employees. Employees may include employees of an affiliate or contractor, provided: (a) you are solely responsible for the acts and omissions of any such employee, (b) the employee uses the Cisco software and cloud services exclusively for your benefit, (c) you do not charge for use of the Cisco software and cloud services, and (d) you are responsible for all fees incurred by the employee.

Enterprise Agreement buying model description

The Enterprise Agreement buying model is governed by the Cisco Enterprise Agreement Program Terms (“**Program Terms**”), which are provided to you and require your acknowledgment when you place an order for Cisco Collaboration Flex Plan Meetings-Enterprise Agreement. In accordance with the Program Terms, you must complete an End User Information Form (“**EUIF**”), which serves as the basis for your price quote.

Minimum purchase

Your EUIF must reflect the greater of: (a) your enterprise-wide Knowledge Worker count and b) 250 Knowledge Workers. “**Knowledge Workers**” means your employees and contractors that use computing or communications devices capable of running Cisco Webex, Cisco Unified Communications Manager, or Cisco Meeting Server as part of their job duties performed on your behalf. Your Knowledge Worker count also includes the employees of any affiliated corporate entity that is included in your initial subscription order. Your Knowledge Workers receive unique accounts that must not be shared or used by anyone other than the designated Knowledge Worker. A Knowledge Worker’s account must not be transferred to another person, except upon: (a) termination of the Knowledge Worker’s employment or (b) with Cisco’s prior written approval.

Growth

You may access the Cisco software and cloud services by up to 120% of the Knowledge Workers identified in your EUIF (“**Growth Allowance**”) without incurring additional fees.

True Forward

A “**True Forward**” is an adjustment process that reconciles fees that you owe when your quantity of provisioned Knowledge Workers exceeds your Growth Allowance. If a True Forward is required, Cisco will generate a bill as part of the annual True Forward event in order to align your payment obligation to your use. Under the Program Terms, the True Forward is assessed in the billing year after you exceed the Growth Allowance. If you are assessed a True Forward one year and you no longer exceed the Growth Allowance, you will not be assessed a True Forward the following year. You may not

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decrease the Knowledge Workers in your EUIF at any point during your subscription. Please see your purchase agreement for additional details about the True Forward process, including billing. Upon reasonable request, you may need to verify the number of software licenses that you have installed, accessed, deployed, or activated. Cisco or your Partner will handle the True Forward calculation and any additional billing required. Your responsibilities related to True Forward overages are tied directly to your payment obligations, and accordingly any lapse in carrying out those responsibilities can result in an interruption of services.

If you modify your order by choosing a different buying model within Cisco Collaboration Flex Plan, you may be required to pay any True Forward fees incurred in connection with your current buying model before you are able to switch to a new buying model.

Active User buying model description

The Active User buying model allows you to purchase the full featured Meetings with minimum purchase of the greater of the following: (a) 40 Knowledge Workers; (b) 15% of your Knowledge Workers.

Under the Active User buying model, your payment obligation is based on the number of Knowledge Workers that access the Cisco software and cloud services and that host at least one Meeting ("**Active Users**"). "**Knowledge Workers**" means your employees and contractors that use computing or communications devices capable of running Cisco Webex as part of their job duties performed on your behalf. Your Knowledge Worker count also includes the employees of any affiliated corporate entity that is included in your initial subscription order. Your Knowledge Workers receive unique accounts that must not be shared or used by anyone other than the designated Knowledge Worker. A Knowledge Worker's account must not be transferred to another person, except upon: (a) termination of the Knowledge Worker's employment or (b) with Cisco's prior written approval.

A "**Meeting**" is a meeting launched: (a) in Webex Teams or Webex Meetings; or (b) using a Personal Conferencing Number, regardless of whether Webex Teams or Webex Meetings is launched. An unscheduled Webex Teams meeting of two people does not count as a Meeting.

Minimum purchase

Your order must reflect the greater of the following: (a) 40 Knowledge Workers; (b) 15% of your Knowledge Workers; or (c) if you are transferring from a Cisco Webex Meetings subscription, the current number of paid users under your Cisco Webex Meetings subscription.

True Forward

A "**True Forward**" is an adjustment process that reconciles the fees that you owe when your Average Active Users exceeds the Knowledge Workers in your order. "**Average Active Users**" means the average number of Active Users per month in months 9, 10, and 11 of your current subscription year. If a True Forward is required, NTT Cloud Communications will generate a bill as part of the annual True Forward event in order to align your payment obligation to your use. Under the Active User buying model, the True Forward is assessed in the billing year after you exceed the Active Users in your order. If you are assessed a True Forward one year and you no longer exceed the Active Users in your order, you will not be assessed a True Forward the following year. You may not decrease the Knowledge Workers in your order at any point during your subscription. Upon reasonable request, you may need to verify the number of software licenses that you have installed, accessed, deployed, or activated. NTT Cloud Communications will handle the True Forward calculation and any additional billing required.

Your responsibilities related to True Forward overages are tied directly to your payment obligations, and accordingly any lapse in carrying out those responsibilities can result in an interruption of service.

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If you modify your order by choosing a different buying model within Cisco Collaboration Flex Plan, you may be required to pay any True Forward fees incurred in connection with your current buying model before you are able to switch to a new buying model.

7.1.2.2 Features and Benefits

When you choose Cisco Collaboration Flex Plan Meetings, you receive entitlements to a bundle of features. Table 1 describes the included features and the availability of each feature to users with the EA, AU and NU buying models. Table 2 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. Table 3 describes the Meetings Centers available as part of the Flex Calling and Meetings bundles based on the designated buying model.

Table 1. Webex Meetings Included features and buying model availability

Included Feature	Benefit	Buying model available		
		EA	NU	AU
Cisco Webex Meetings suite	<p>The following video and web conferencing solutions are included:</p> <p>Cisco Webex Meetings service with capacity of 1000 attendees per session.</p> <p>Cisco Webex Training service with capacity of 1000 attendees per session.</p> <p>Cisco Webex Events service with capacity of 1000 attendees per session.</p> <p>Cisco Webex Support service with capacity of 5 attendees per session.</p> <p>Cisco Webex Meetings suite includes Cisco Webex Meetings, Cisco Webex Training, Cisco Webex Events, and Cisco Webex Support in a single bundle.</p> <p>A Branded microsite is included.</p> <p>For supported languages, visit this site.</p> <p>You must also choose a specific meetings service for each user: either the entire Cisco Webex Meetings suite or any combination of Cisco Webex Meetings, Cisco Webex Training, Cisco Webex Events, and Cisco Webex Support. You cannot select this option in combination with Cisco Webex Events 3,000 below.</p>	X	X	X
Cisco Webex team meetings	Ability to Host or join Cisco Webex Meetings natively from Cisco Webex Teams with common meeting experiences and controls no matter how participants join.	X	X	X

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	Note: calendar service must be enabled.			
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
Content management	Unlimited storage is provided up to 1 year from the time of the effective date, and on a go forward basis, all storage in arrears deleted.			X
Cisco Webex Teams file storage	Pools 20GB of file storage per Knowledge Worker.			X
Cisco 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 Cisco Webex Audio Offering data sheet for more details.	X	X	X
Cisco Webex Conferencing Audio (toll dial-in audio)	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 Cisco Webex meeting.	X	X	X
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, white boarding, video meetings, calling, and more.	X	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Cisco Webex cloud, with no need for on-premises infrastructure.	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 include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X	X
Cisco Webex Edge Audio	Cisco 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

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Table 2. Webex Meetings Add-on features buying model availability

Add-on Feature	Benefit	Buying model available		
		EA	NU	AU
Cisco Webex Events 3,000	<p>Cisco Webex Events service with capacity of 3,000 attendees per session. Cisco Webex Events helps you expand your company meetings and corporate events with real-time online events and webinars to reach more attendees, reduce travel costs, and boost attendance.</p> <p>Branded microsite included.</p> <p>For supported languages, visit this site.</p> <p>Audio Broadcast and VOIP are included.</p> <p>You cannot select this option in combination with Cisco Webex Meetings suite or Cisco Webex Meetings, Cisco Webex Training, Cisco Webex Events, and Cisco Webex Support under the same subscription.</p>	X	X	X
Cisco Cloud Connected Audio (CCA-SP)	Under the Cloud Connected Audio Service Provider (CCA SP User) Audio option, NTT Cloud Communications as service provider partner peers with Cisco and provides the transport and access (phone numbers) to a customer, while Cisco provides audio bridging. NTT Cloud Communications also provides lifecycle support.	X	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Cisco Webex cloud, with no need for on-premises infrastructure.	Inc.	X	Inc.
Webex Assistant for Webex Meetings	Webex Assistant for Webex Meetings provides real-time meeting transcription, closed captioning, action items, and post-meeting notes, all controlled by voice command.	X	X	X
Network-based recording storage (NBR) (500 GB)	Additional Webex Meetings Network-Based Recording (NBR) storage is available in 500-GB increments. This is incremental to the included 1 GB per-user NBR storage.	X	X	X
Extended Security Pack	Extended Security Pack bundle will include full functionality Cisco Cloudlock for Data Loss Prevention and anti-malware scanning for all Webex files. This add-on Flex pack will provide Collaboration Administrators agility and the ability to securely deploy Webex in their enterprises by addressing all Infosec concerns in a tightly integrated	X	X	X

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	solution without procurement and deployment hurdles of buying multiple products.			
Cisco Webex Teams Messaging 1 TB file storage	Additional per-Knowledge Worker file storage space in excess of the 20 GB provided with the core offer.	X	X	X

Table 3. Webex Meetings purchased as part of the Calling and Meetings bundle: available centers

Included Meeting Centers		Buying model available	
		EA	NU
Cisco Webex Meetings	The following video and web conferencing solution is included: Cisco Webex Meetings service with capacity of 1000 attendees per session.		X
Cisco Webex Meetings suite	The following video and web conferencing solutions are included: Cisco Webex Meetings service with capacity of 1000 attendees per session. Cisco Webex Training service with capacity of 1000 attendees per session. Cisco Webex Events service with capacity of 1000 attendees per session. Cisco Webex Support service with capacity of 5 attendees per session. Cisco Webex Meetings suite includes Cisco Webex Meetings, Cisco Webex Training, Cisco Webex Events, and Cisco Webex Support in a single bundle.	X	

7.1.3 Cisco Collaboration Flex Plan Calling

7.1.3.1 Buying models description

Cisco Cloud calling is offered in the Flex Plan under two subscription options: Named User (NU) and Enterprise Agreement (EA). Choose the option most appropriate for your business.

The EA requires a minimum of 250 Knowledge Worker users/seats per subscription. EA subscriptions allow the addition of up to 50% of the Knowledge Worker subscription seats for Common Area

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devices, free of subscription fees. EA also allows for 20% Knowledge Worker growth over the term of the contract.

Under the NU subscription, Common Area devices are an optional add-on and any new users must be added to the subscription.

Named User buying model description

The Named User buying model allows you to purchase full featured Calling at a per user rate with no minimum to purchase.

When you choose Cisco Collaboration Flex Plan Calling-Named User, you receive entitlements to a bundle of calling features. Named User Calling offers two value tiers:

- **Professional** – the full-featured tier for employees and contractors who use multiple communication devices, including Teams, as part of their job duties. This tier includes voicemail.
- **Enhanced** – the feature rich tier optimized for task-based workers who use a single device without the need to voicemail. This tier can be used for Common area devices.

Enterprise Agreement buying model description

The Enterprise Agreement buying model is governed by the Cisco Enterprise Agreement Program Terms ("**Program Terms**"), which are provided to you and require your acknowledgment when you place an order for Cisco Collaboration Flex Plan Calling-Enterprise Agreement. In accordance with the Program Terms, you must complete an End User Information Form ("**EUIF**"), which serves as the basis for your price quote. Your EUIF must reflect the greater of: (a) your enterprise-wide Knowledge Worker count and b) 250 Knowledge Workers. Please work with your Cisco Partner to obtain the Cisco Enterprise Agreement Program Terms and EUIF.

Minimum purchase

Your EUIF must reflect the greater of: (a) your enterprise-wide Knowledge Worker count and b) 250 Knowledge Workers. "**Knowledge Workers**" means your employees and contractors that use computing or communications devices capable of running Cisco Webex Calling as part of their job duties performed on your behalf. Your Knowledge Worker count also includes the employees of any affiliated corporate entity that is included in your initial subscription order. Your Knowledge Workers receive unique accounts that must not be shared or used by anyone other than the designated Knowledge Worker. A Knowledge Worker's account must not be transferred to another person, except upon: (a) termination of the Knowledge Worker's employment or (b) with Cisco's prior written approval.

Growth

You may access the Cisco software and cloud services by up to 120% of the Knowledge Workers identified in your EUIF ("**Growth Allowance**") without incurring additional fees.

True Forward

A "True Forward" is an adjustment process that reconciles fees that you owe when your quantity of provisioned Knowledge Workers exceeds your Growth Allowance. If a True Forward is required, NTT Cloud Communications will generate a bill as part of the annual True Forward event in order to align

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your payment obligation to your use. Under the Program Terms, the True Forward is assessed in the billing year after you exceed the Growth Allowance. If you are assessed a True Forward one year and you no longer exceed the Growth Allowance, you will not be assessed a True Forward the following year. You may not decrease the Knowledge Workers in your EUIF at any point during your subscription. Please see your purchase agreement for additional details about the True Forward process, including billing. Upon reasonable request, you may need to verify the number of software licenses that you have installed, accessed, deployed, or activated. NTT Cloud Communications will handle the True Forward calculation and any additional billing required. Your responsibilities related to True Forward overages are tied directly to your payment obligations, and accordingly any lapse in carrying out those responsibilities can result in an interruption of services.

If you modify your order by choosing a different buying model within Cisco Collaboration Flex Plan, you may be required to pay any True Forward fees incurred in connection with your current buying model before you are able to switch to a new buying model.

7.1.3.2 Features and Benefits

When you choose Cisco Collaboration Flex Plan Calling, you receive entitlements to a bundle of calling features. Table 4 describes the included features and the availability of each feature to users with the EA and NU buying model. 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. Table 6 highlights the Names User value tiers.

Table 4. Webex Calling Included features and buying model availability

Included Feature	Benefit	Buying model available	
		EA	NU
Cisco Webex Calling	<p>Cisco Webex Calling is the latest Cloud Calling offering that delivers proven enterprise-class Cisco hosted calling functionality.</p> <p>Cisco Webex Calling for SP is a cloud calling offer targeting service providers that delivers a proven enterprise-class cloud PBX.</p> <p>Cisco Webex Calling provide an enterprise license delivering a full-featured, robust offer targeted to an organization's knowledge workers. It includes unified communications (Webex Calling) and mobility (desktop and mobile clients with support for multiple devices).</p>	X	X
Enhanced messaging in Cisco Webex Teams	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, white boarding, video meetings, calling, and more.	X	X

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Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Cisco Webex cloud, with no need for on-premises infrastructure.	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

Table 5. Webex Calling Add-on features buying model availability

Add-on Feature	Benefit	Buying model available	
		EA	NU
Common area add-on	Add-on licenses for common-area phone not associated with knowledge workers. A common area (Places) phone option is also available for Cisco Webex Calling, offering analog phone type functionality with a minimal set of additional feature capabilities.	X	
Enterprise to MPP firmware migration	Migrate certain phone models from “enterprise” firmware to MPP firmware.	X	X
Teams Messaging Add-on	Secure, all-in-one team collaboration from Cisco Webex. Cisco Webex Teams is an app for continuous teamwork. Move work forward in secure work spaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.	X	X
Cisco Webex Teams 1 TB of file storage	Get additional file storage in addition to the pooled 24 GB of file storage per knowledge worker or 20 GB of file storage per named user in the standard offer. Purchased in unitary increments.	X	X
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.	X	X

Table 6. Webex Calling Named User value tiers

Feature	Professional	Enhanced
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Pro Pack	Included	Included
Webex Teams	Included	Included
Cloud Device Registration	Optional purchase	Optional purchase
CUBE (Phase 1) (Local Gateway)	Included	Included
Ent to MPP Firmware Migration	Optional \$0	

7.2. Cisco Webex Work

Cisco Webex Work provides meetings, team messaging, and calling capabilities in a single, simple-to-buy subscription. The Webex Work bundle provides Webex Teams messaging, Webex Meetings (Webex Meetings Center 1000), and Webex Calling (VAR or SP) on a single subscription for an affordable price. Cisco Webex Work is a Cloud Named User deployment, that offers committed named user counts.

7.2.1 License model terms

Webex Work includes Webex Teams (Messaging), Webex Meetings (Webex Meeting Center 1,000), and Webex Calling. Your payment obligation and Your right to use the Cloud Services is based on the number of Named Users each month as calculated by Cisco according to the following method: Your Order will reflect any monthly minimum number of committed Named Users ("**Committed Users**") that You have agreed to for the Term. You may increase but not decrease the number of Committed Users during the Term by notifying your Approved Source to modify your subscription.

You will be billed for the Committed Users at the Committed User rate on a monthly basis during the Term regardless of your actual usage. You will be billed every month for the previous month's Overage Users at the Overage User daily rate. Overage Users will be calculated based on the maximum number of Overage Meetings or Calling Named Users provisioned in your Control Hub each day during the prior month (whichever workload count is higher) and regardless if both services have been deployed for a user.

The rates you will pay for Committed or Overage Users will be included in Your Quote from Your Approved Source.

A "**Named User**" is an employee or contractor 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 or contractor. 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. You are solely responsible for the acts and omissions of, or any fees incurred by, Your Named Users. Optional licenses for add-on products and features ("**Add-ons**") including but not limited to Device Registration, Common Areas, and Event Center, will be made available to you under the same committed offer and billing terms as Named Users.

You may not have simultaneous Webex Work and Collaboration Flex Plan subscriptions.




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7.2.2 Features and benefits

Included Features	Benefit
Cisco Webex Meetings	Get Cisco Webex Meetings service with a capacity of 1000 attendees per session. Branded microsite is included.
Cisco Webex Calling	Cisco Webex Calling is the latest cloud calling offering that delivers proven enterprise-class Cisco hosted calling functionality. Cisco Webex Calling for SP is a cloud calling offer targeting service providers, delivering a proven enterprise-class cloud PBX.
Messaging in Cisco Webex Teams	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, white boarding, video meetings, calling, and more. This feature is also available as a committed add-on for additional teams messaging only users.
Content management	Provides each site with unlimited* gigabytes of Network-Based Recording (NBR) storage for Cisco Webex meetings and unlimited* Webex Teams file storage. *Unlimited storage of recorded meetings provided for up to one year, after which recordings will be deleted. For storage longer than one year, recordings may be downloaded directly.
Cisco Webex Conferencing Audio (voice over IP [VoIP])	Each named user has unlimited access to voice over IP (VoIP). Cisco Webex VoIP capabilities may not be available to participants in certain countries.
Cisco Cloud Connected Audio Service Provider User (CCA-SP) Or Cisco Webex Conferencing Audio (toll dial-in audio)	Under the Cloud Connected Audio Service Provider (CCA SP User) audio option, NTT Cloud Communications 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. Or With Cisco Webex Audio, Each named user has unlimited access to global toll call-in services. Local toll call-in numbers are provided for participants in covered countries to join a Cisco Webex meeting.
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.
Common area device calling	Add-on licenses for common area phone and desktop devices are available for customers who have common area devices not associated with Named Users. A common-area phone option is available for Webex Calling, providing analog phone-type functionality with a minimal set of additional feature capabilities. This feature is available as a committed add on.
Cisco Webex Events	Get Cisco Webex Events service with a capacity of 1000 attendees per session with Audio Broadcast. This feature is available as a committed add on.
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices with no need for on-premises infrastructure. This feature is available as committed add on.

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Bundle includes:

-  Webex Meetings (1000 participants)
-  Webex Teams
-  Webex Calling

Plus:

- **Unlimited storage for meetings
- Pro Pack for Webex Control Hub
- Meetings audio: VoIP audio / Webex PSTN audio / Webex Cloud Connected Audio Service Provider

Optional add-ons:

- Webex Event Center (EC1000) a-la-carte
- Webex Audio: BCCB, Int, Committed, Toll Free
- Additional Webex Teams Message users
- Cloud registration for video endpoints
- Common area phone licenses

**Unlimited storage is provided up to one year from the time of the effective date, and on a go-forward basis; all storage in arrears deleted.

7.3. Calling Plans for Cisco Webex Calling

Description of Calling Plans for Cisco Webex Calling is set forth in Cloud Voice Service Description.

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8. Service Availability

8.1. Service Level Agreement for Webex Meetings, Webex Teams and CCA

This Service Level Agreement for the Cisco Webex Services ("SLA") is intended to provide special terms and conditions that govern an availability service level commitment in connection with your purchase of any Cisco Webex Service (the "Service") from an Approved Source. The "Service" shall mean only those Cisco Webex Services listed below and designated on a purchase order or other ordering tool that has been issued by the purchaser and accepted by the service provider.

Purchases made from other than an Approved Source will not be entitled to Downtime Credit. Except as otherwise set forth herein, the Cisco Universal Cloud Services Agreement (or similar terms of use under which Customer is using the Webex Service) will govern the terms of this SLA Availability Level

Commitments are available for the following Webex Services:

- **Webex Meetings**
- **Webex Teams**
- **CCA**

Terms and Conditions

This SLA, and Customer's entitlement to the penalties set out in this SLA, are subject to the following conditions:

1. The customer signed a contract with NTT Cloud Communications
2. This SLA sets out the Service Levels applicable to the Cisco Webex services and the penalties that the Client might be entitled to receive in case of failure by Cisco to meet such Levels.
3. Third-party products, contracted directly by the customer (ex: customer Network provider) are excluded from this SLA
4. In the event of customer's acts or omissions (or acts or omissions of others engaged or authorized by Customer), including, without limitation, custom scripting or coding, any negligence, willful misconduct, or use of the Service in breach of the Agreement, this SLA shall not apply
5. The Customer is not entitled to receive any credits or other penalties for non-achievement of any Service Level if such non-achievement was caused by a case of Force Majeure, or during a Scheduled Maintenance window, or environmental conditions, or by any act or omission of the Customer or any Customer-authorized user of NTT Cloud Communications services. The Service Levels expressly exclude any down time attributable to the situations described above.
6. NTT Cloud Communications shall not be liable for any failure to meet the requirements specified in this schedule where the Client has not complied with its obligations mentioned in the Master Service Agreement.

Availability Level Commitment

Each Webex Service will be Operational at least 99.5% of the time, over any one calendar month period:

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- Webex Meetings and CCA will be Operational at least 99.5% of the time
- Webex Teams will be Operational at least 99.9% of the time

For the purposes of this SLA, “**Operational**” means that Users will have access to each Webex Service for the purpose of: (1) as to Webex Teams, sending or receiving messages; (2) as to Webex Meetings, as a host, starting, or, as an invitee, joining, a meeting, which meeting has both audio and share capabilities.

- “Downtime” is defined as the period of time, measured in minutes, in which the Webex Service is not Operational. Downtimes are verified by Cisco using server monitoring software.
- “Measurement Period” is defined as the total number of minutes in a month, calculated from the point of Service activation.
- Attainment of the Availability Level Commitment for a given Measurement Period is determined by the following calculation:

$$\frac{\text{Total Minutes of Measurement Period} - \text{Total Cumulative Minutes of Downtime}}{\text{Total Minutes of Measurement Period}} \times 100$$

Exclusions to Availability Level Commitment

Time associated with the following factors and events shall be excluded from any Downtime calculation:

- Time associated with scheduled maintenance intervals.
- Factors outside of Cisco’s control or outside the scope of the Webex Service, such as inadequate bandwidth or network failures external to Cisco data centers, either at a Customer site, or between the Customer site and Cisco data centers;
- Issues with external integrations (including those created using Cisco APIs), or related to third-party software or services specific to a customer;
- Delays with posting, inline viewing, downloading or sharing of files;
- Performance degradation with certain features, such as search or report generation; or
- As to Webex Calling, any Downtime caused by the Customer’s PSTN provider.

Credit Process

Service Credit Pre-Requisites

Good Standing of Customer

In order to receive Service Credits, the Customer must be current in its payments to NTT Cloud Communications and must be in compliance with all other current agreements with NTT Cloud Communications.

Timely Reporting of Outages

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In order to receive Service Credit, Customer must inform NTT Cloud Communications of the request for a credit in writing. Each request in connection with this SLA must include Customer's account and the dates and times of the unavailability of Service. Request is to be sent to NTT Cloud Communications CSM (Customer Success Manager).

Down Time Credit.

For any cumulative time periods in excess of that contemplated by the Availability Level Commitment for which the Service is unexpectedly unavailable to the Internet ("Downtime"), NTT Cloud Communications will credit the purchaser the amount of Service fees attributable to the unavailable Service in that portion of the month in which the Downtime occurred.

In order to receive a Downtime Credit, the Customer must

- i) be directly impacted,
- ii) report the Downtime to NTT Cloud Communications CSM (Customer Success Manager) and NTT Cloud Communications Support, and a Cisco ticket number must be allocated to the case within twenty-four (24) hours,
- iii) request Downtime Credit no more than twenty-five (25) days after each incident.

Credit Availability.

If the Service is prepaid, a Credit Memo will be issued. The Credit Memos described above may be applied by the party purchasing from Cisco toward the purchase of Cisco products or services (for any end-customer) during the twelve (12) months following issuance of such credits. Any credit not used within such twelve (12) month period shall be void and have no value. Credits may not be converted to refunds, used as set off from any amount owing to Cisco, nor transferred or assigned.

Credit Limits.

The total, aggregate Downtime Credits issued by Cisco to the purchaser under this SLA for any single Measurement Period will be a maximum amount equal to five percent (5%) of the fees for the Service for the relevant Measurement Period. That is, while the fees may be paid on an annual basis, the 5% cap applies to the portion of the annual payment associated with a single Measurement Period.

Sole and Exclusive Remedy.

Issuance of a Downtime Credit will be Cisco sole obligation and the Customer's exclusive remedy for any Downtime.

Confidentiality

All parties agree that the existence and terms of this SLA and the issuance of any credits in accordance with this SLA, are strictly confidential and shall only be disclosed to the customer or reseller, and to employees of the parties on a "need to know" basis for purposes of fulfilling the parties' obligations hereunder. Neither party will disclose to any third party (other than a purchasing customer) the existence, intent, or terms of this SLA without the prior written consent of the other party.

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8.2. Service Level Objectives for Webex Calling

The SLO does not apply to connectivity provided by NTT Cloud Communications, including Telephony and PSTN Termination Service, or network interconnection Subscribers, Webex Calling Users, or third parties, although failure of the Telephony and PSTN Termination Service or such network connectivity may affect the Webex Calling Services.

Webex Calling Services Availability Standard

Cisco will maintain the Webex Calling Services in geographically redundant co-location data center facilities and Service Availability shall be 99.99% of the time each month for call processing.

Cisco will use reasonable efforts to achieve a Time to Repair for the Webex Calling Service of four (4) hours or less for a trouble ticket that qualifies as Critical as defined in the Documentation.

The SLO described is used solely by Cisco to monitor the performance of the Webex Calling Services. Cisco shall not be liable whatsoever if Cisco fails to meet the SLO.

SLO Specific Definitions

- **“Service Availability”** means the percentage of the time in a given month that voice services of the Webex Calling Services were available during the Committed Minutes of Service calculated as follows:

$$\text{Service Availability} = ((\text{Committed Minutes of Service} - \text{Effective Service Outage Minutes}) / \text{Committed Minutes of Service}) * 100$$

Example: A 4-minute outage in the month of January is a Service Availability of 99.991%

$$99.991\% = ((44640 - 4) / 44,640) * 100$$

- **“Committed Minutes of Service”** means the total amount of minutes in a calendar month (e.g., 31 days x 24 hours x 60 minutes = 44640 minutes).
- **“Effective Service Outage Minutes”** means the number of minutes that all Webex Calling Users were impacted by not having call processing service available, excluding scheduled maintenance, demand maintenance, and emergency maintenance that have the possibility of impacting service. When a subset of Webex Calling Users were impacted, then the percentage of the impacted Webex Calling Users is taken into account. As an example, if 10% of the Webex Calling Users were without call processing service for 40 minutes, the effective service outage minutes is 4 minutes. An impact of less than 1% of the Webex Calling Users or a 1 minute are not counted.
- **“Time to Repair”** means the time taken between opening a trouble ticket that qualifies as Critical and restoring service for the affected Webex Calling Users.

Exclusions

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All Service Availability measurements do not include periods of outages due in whole or in part to the following causes:

- Any act or omission on the part of Partner, Webex Calling User, any third-party contractor, or any other entity over which the Webex Calling User or Partner exercises control or has the right to exercise control.
- The outage is attributable to Partner's, or third party including, but not limited to, any local access provider, or a Webex Calling User's CPE, applications, equipment or facilities, including underlying transport network, access circuits, cabling, or other network issues.
- The outage is attributable to Partner's Telephony and PSTN Termination Service
- Outages due to scheduled maintenance for the Webex Calling Services.
- Any event or occurrence that results in "No Trouble Found" resolution to trouble tickets.
- Force Majeure Events beyond the reasonable control of Cisco including, but not limited to, acts of God, natural disasters, cable cuts, government acts and regulation and national emergency.
- Trouble tickets associated with new installations, including when Webex Calling Users are being added at a Subscriber site, or when a new device is being provided to an existing Webex Calling User.
- Interruptions associated with an act or omission on the part of Partner or a Webex Calling User or a third party, including but not limited to, any local access provider, or an interruption where Partner or the Webex Calling User elects not to release the service for testing and repair and continues to use the service on an impaired basis.

All Service Availability measurements exclude time attributed to Partner or the Webex Calling User's delay in responding to Cisco requests for assistance to repair an outage.

8.3. Service Level Agreement for Cloud Telephony (Cloud Voice)

Service Level Agreement for NTT Cloud Communications Cloud Telephony is set forth in Cloud Voice Service Description.

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