



NEW HAVEN PUBLIC SCHOOLS

## Operations Memorandum

**To:** New Haven Board of Education Finance and Operations Committee  
**From:** Gilda Herrera  
**Date:** 6/11/2021  
**Re:** Total Communications for Flex

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**Contractor Name:** Total Communications Inc.

**Contractor Address:** 333 Burnham Street, East Hartford CT 06108

**Is the contractor a Minority or Women Owned Small Business?** No

**Renewal or Award of Contract/Agreement?** Contract

**Total Amount of Contract/Agreement and the Hourly or Service Rate:**  
not to exceed \$560,000

**Contract or Agreement #:** CT DAS Contract # 18PSX00202

**Funding Source & Account #:** 25526363-58704-0000

**Key Questions:** (Please have someone ready to discuss the details of each question during the Finance & Operations meeting or this proposal might not be advanced for consideration by the full Board of Education):

1. **What specific service will the contractor provide:** *Please provide brief summary of service to be provided.* System redundancy and upgrade for the hardware and software of the phone system. This upgrade will bring the district compliant with current standards. Includes the servers, voicemail, and emergency responder and call continuity. Include perpetual upgrades to the system.
2. **How was the contractor selected? Quotes? RFP? Sealed Bid or Sole Source? Please describe the selection process including other sources considered and the rationale for selecting this method of selection:** existing service quote, multiple contracts and RFPs
3. **If this is a renewal with a current vendor, has the vendor's performance been satisfactory under the existing contract or agreement?** Yes
4. **If this Contract/Agreement is a Renewal has cost increased? If yes, by how much?** n/a
5. **If this Contractor is New has cost for service increased from previous years? If yes, by how much?** n/a

**6. Is this a service existing staff could provide? Why or why not? No**



The bridge to possible

[Data sheet](#)  
**Cisco public**

# Cisco Collaboration Flex Plan 3.0

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## Cisco Collaboration Flex Plan

With the release of Flex 3.0, the Cisco® Collaboration Flex plan is evolving to accelerate and incentivize the move to Flex, simplify quoting and ordering, and improve collaboration by bundling Cisco Webex® Meetings and Calling.

Key improvements to the Cisco Collaboration Flex Plan:

- The Cisco Enterprise Agreement (EA) is simplified by consolidating three tiers into a single tier.
- New aggressive pricing reduces the need for Deal Support Automation (DSA).
- Hard bundle better-together Meeting + Calling. Customers benefit when buying them together.
- Meetings and Calling bundling provides additional discounts of up to 22 percent when buying them together.
- Multi-year discounts are available for EA and Named User (NU) offers.

### Buying models

**An Enterprise Agreement (EA)** covers all Knowledge Workers (KW) in an organization and allows for 20 percent growth with additional value-added benefits to cover organizational needs. A minimum of 250 KWs are required.

**Named User (NU)** is a per-user subscription that enables customers to provide Webex Meetings or Calling services for individuals, teams, or departments and add additional entitlements as adoption grows. Entitlements can be purchased per user with no minimum. No growth is included.

**Active User (AU)** – If you require Active User Meetings, please use our Flex 2.0 Meetings Active User Data Sheet. We will add Active User in Flex 3.0 in the first half of CY2021.

### Named User Calling Value Tiers

**Professional** – the full-featured tier for employees and contractors who use multiple communication devices 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.

**Access** – the entry level tier for a dial-tone and basic calling capabilities on basic devices.

### Deployment models

You will choose a software deployment model for each of your users. Customers can choose to mix deployment models to fit their needs and deploy cloud Meetings and Calling on-premises, hosted by a partner, and/or via a cloud (either Cisco Unified Communications Manager [UCM] Cloud and/or Webex Calling). Table 1 shows which deployment models are available for Meetings and Calling.

**Table 1.** Availability of Meetings and Calling by deployment model

|          | Cloud | On-premises | Partner hosted |
|----------|-------|-------------|----------------|
| Meetings | X     |             |                |
| Calling  | X     | X           | X              |

## Meetings features and benefits

When you choose Cisco Collaboration Flex Plan Meetings, you receive entitlements to a bundle of features. Table 2 describes the included features and the availability of each feature to users with the EA and NU buying model. Table 3 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 2.** Included features and buying model availability

| Included feature  | Benefit  | Buying model available |    |
|---|--|------------------------|----|
|   |  | EA                     | NU |
| <a href="#">Cisco Webex Meetings suite</a>                            | <p>The following video and web conferencing solutions are included:</p> <p><a href="#">Cisco Webex Meetings</a> with a capacity of 1000 attendees per session</p> <p><a href="#">Cisco Webex Training</a> with a capacity of 1000 attendees per session</p> <p><a href="#">Cisco Webex Events</a> with a capacity of 1000 attendees per session</p> <p><a href="#">Cisco Webex Support</a> with a 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 included</p> <p>See <a href="#">supported languages</a>.</p> <p>For Named User, customers can choose either the entire Cisco Webex Meetings suite or a-la-carte 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 3000.</p> | X                      | X  |
| <a href="#">Cisco Webex meetings</a>                                  | <p>Host or join Cisco Webex Meetings natively from Cisco Webex app with common meeting experiences and controls, no matter how participants join.</p> <p><b>Note:</b> Calendar service must be enabled.</p>  | X                      | X  |
| <a href="#">Pro Pack for Cisco Webex Control Hub</a>                  | <p>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.</p>  | X                      | X  |
| <a href="#">Cisco Webex Conferencing Audio (voice over IP [VoIP])</a> | <p>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 <a href="#">Cisco Webex Audio Offering data sheet</a> for more details.</p>   | X                      | X  |

| Included feature  | Benefit  | Buying model available |    |
|---|--|------------------------|----|
|   |  | EA                     | NU |
| <p><a href="#">Cisco Webex Conferencing Audio (toll dial-in audio)</a></p> <p>Or</p> <p><a href="#">Cisco Cloud Connected Audio Service Provider User</a></p> | <p>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. Refer to the <a href="#">Cisco Webex Audio Offering data sheet</a> (Table 2) for a list of covered countries.</p> <p>Or,</p> <p>Under the Cloud Connected Audio Service Provider (CCA SP User) Audio option, a service provider partner peers with Cisco and provides the transport and access (phone numbers) to a customer, while Cisco provides audio bridging. The service provider partner also provides lifecycle support; that is, day-0, day-1, and day-2 support.</p> | X                      | X  |
| <a href="#">Enhanced messaging in Cisco Webex app</a>   | Get secure, all-in-one team collaboration from Cisco Webex. Cisco Webex 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  |
| <a href="#">Cloud device registration</a>   | The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Cisco Webex cloud, with no need for on-premises infrastructure.   | X                      |    |
| <a href="#">Cisco TelePresence Management Suite</a>   | Cisco TelePresence® Management Suite provides complete control, management, and scheduling capabilities of telepresence conferencing and media services infrastructure and endpoints. It includes a base software license, 250 system management licenses, and API integration licenses.   | X                      | X  |
| <a href="#">Cisco Webex Hybrid Services</a>   | 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  |
| <a href="#">Cisco Webex Edge Audio</a>  | 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  |

Table 3 shows the add-on features by buying model that are available for purchase.

**Table 3.** Add-on features buying model availability

| Add-on feature   | Benefit  | Buying model available |    |
|--|--|------------------------|----|
|  |  | EA                     | NU |
| <b>Cisco Webex Messaging 1 TB file storage</b>   | Gain additional file storage beyond the pooled 20 GB of file storage per knowledge worker in the standard offer. Extra storage is purchased in unitary increments.   | X                      | X  |
| <a href="#"><u>Cloud device registration</u></a> <sup>†</sup>  | The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Cisco Webex cloud, with no need for on-premises infrastructure.   | Included               | X  |
| <b>Cisco <a href="#"><u>TelePresence Room</u></a></b> <sup>†</sup>   | TelePresence Room and <a href="#"><u>Expressway™ Room</u></a> enable call control for room-based immersive and multipurpose Cisco TelePresence system endpoints.   |                        | X  |
| <a href="#"><u>Webex Assistant for Webex Meetings</u></a>  | 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  |
| <a href="#"><u>Expert on Demand</u></a>  | Expert on Demand provides the ability for experts to remotely join a Webex meeting through their supported RealWear Headset.*  | X                      | X  |
| <a href="#"><u>Network-based recording storage (NBR) (500 GB)</u></a>  | 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  |
| <a href="#"><u>Telehealth Meeting Broker</u></a>   | Host Telehealth meetings and access Electronic Medical Records (EMR) while leveraging Epic’s APIs. Available in 2 varieties: Standard and Enhanced   | X                      | X  |
| <b>The following audio add-ons are available only for Cisco Webex Conferencing Audio (not Cloud Connected Audio)</b> |  |                        |    |
| <a href="#"><u>Cisco Webex Conferencing Audio (Bridge Country Callback Audio)</u></a> <sup>†</sup>                   | Each knowledge worker has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in number(s) are provided for participants to join a Cisco Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Cisco Webex meeting by having the meeting call them at the number they specify once they’ve joined over the web. Bridge Country Callback Audio is available only to participants in certain countries. Refer to the “Important Information Regarding Audio Services” section of the <a href="#"><u>Cisco Webex Audio Offering data sheet</u></a> for a list of covered countries. | X                      | X  |



| Add-on feature  | Benefit  | Buying model available |    |
|---|--|------------------------|----|
|   |  | EA                     | NU |
| <a href="#">Cisco Webex Conferencing Audio (Bridge Country Callback + Toll-Free Audio) for the U.S. and Canada*</a> | Each knowledge worker has unlimited access to global toll call-in plus bridge country callback and bridge country toll free services. Local toll call-in number(s) are provided for participants to join a Cisco Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Toll Free Audio provides participants toll free call-in numbers to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in the United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the <a href="#">Cisco Webex Audio Offering data sheet</a> for a list of covered countries.  | X                      | X  |
| <a href="#">Cisco Webex Conferencing Audio (global callback audio)*</a>   | Each knowledge worker has unlimited access to global toll call-in plus global callback. Local toll call-in numbers are provided for participants joining a Cisco Webex meeting. Global Callback Audio allows participants in covered countries to join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to <a href="#">Cisco Webex Audio Offering data sheet</a> (Table 3) for a list of covered countries.  | X                      | X  |
| <a href="#">Cisco Webex Audio (per minute)*</a>   | <p>The following Cisco Webex Audio services are available for purchase on a per-minute basis:</p> <ul style="list-style-type: none"> <li>• Bridge country toll-free call-in:** Toll-free call-in number(s) are provided for participants in the bridge country to join a Cisco Webex meeting.</li> <li>• Bridge country callback:** Allows participants in the bridge country to join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web.</li> <li>• Global toll-free call-in: Toll-free call-in numbers are provided for participants in covered countries to join a Cisco Webex meeting. Refer to the Cisco Webex Audio data sheet for a list of covered countries.</li> <li>• Global premium toll call-in: Local toll call-in numbers are provided for participants in covered countries to join a Cisco Webex meeting. Refer to the Cisco Webex Audio data sheet for a list of covered countries.</li> <li>• Global callback: Allows participants in covered countries to join a Cisco Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to the Cisco Webex Audio data sheet for a list of covered countries.</li> </ul> <p>**Per-minute bridge country audio services are available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the <a href="#">Cisco Webex Audio Offering data sheet</a> for more details.</p> <p>Each of these services can be included in or excluded from the order and subsequent site provisioning. All included services will be made available to all site knowledge workers by default, and knowledge worker-level entitlements can be selectively modified using site administration tools.</p> <p>You will be required to choose one of the following billing models with your order:</p> <p>Uncommitted billing - Invoiced monthly in arrears, based on</p> | X                      | X  |

| Add-on feature                                  | Benefit  | Buying model available |          |
|---|--|------------------------|----------|
|   |  | EA                     | NU       |
|   | <p>actual usage over the billing period. Per-use fees are subject to change. The subscriber will be charged at the applicable rate in effect at the time the service is used.</p> <p>Committed billing – Invoiced monthly in advance for the duration of the audio service subscription term, based on a monthly committed dollar amount (minimum of \$226 per month). Usage in excess of committed amounts is invoiced monthly in arrears at the discounted rate. Committed amounts that are not used by the subscriber during the month may not be carried forward into the next month.</p>  |                        |          |
| <a href="#"><u>Cisco Webex Edge Connect</u></a> | <p>Cisco Webex Edge Connect is suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, Quality-of-Service (QoS)-enabled IP link from the customer’s premises to the Cisco Webex Cloud through direct peering, leading to better and faster Webex meetings powered by the Cisco Webex Backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers that deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and Internet bandwidth.</p> | <b>X</b>               | <b>X</b> |

## Webex Calling features and benefits

When you choose Cisco Collaboration Flex Plan Calling, you receive entitlements to a bundle of calling features. Figure 1 highlights the device support for the Named User buying model. Table 4 describes the included features and the availability of each feature to users with the EA and NU buying model, as well as the availability of each feature to users with a cloud, on-premises, or partner-hosted deployment 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 as well as the availability of each feature to users with a cloud, on-premises, or partner-hosted deployment model. Table 6 highlights the Names User value tiers.



**Figure 1.**  
Named User device support

**Table 4.** Included features, buying model, and deployment model availability

| Included feature           | Benefit  | Buying model |    | Deployment model available |             |                |
|----------------------------|--|--------------|----|----------------------------|-------------|----------------|
|                            |  | EA           | NU | Cloud                      | On-premises | Partner hosted |
| <b>Cisco Webex Calling</b> | <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>Both Webex Calling and Webex Calling for SP 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> <p>Cisco Webex Calling (formerly Cisco Spark Call) includes a cloud-based phone system and the ability to connect other Cisco call control capabilities and services through Cisco Webex Hybrid Services. It encompasses all the devices to make calls.</p> | X            | X  | X                          |             |                |

| Included feature   | Benefit  | Buying model |    | Deployment model available |             |                |
|--|--|--------------|----|----------------------------|-------------|----------------|
|  |  | EA           | NU | Cloud                      | On-premises | Partner hosted |
| <a href="#">Cisco Calling Plan</a>   | <p>The Cisco Calling Plan is a new offer that provides Cisco public switched telephone network (PSTN) connectivity to Cisco Webex Calling customers. Partners can now order outbound calling plans for their customers directly from Cisco on Cisco Commerce Workplace (CCW). Partners and customers can also order outbound calling plans and telephone numbers directly from Cisco on Webex Control Hub. Cisco Calling Plans are managed natively from Webex Control Hub and are billed from Cisco (through partners).</p> <p>With Cisco Calling Plans, partners and customers can benefit from a single vendor for cloud calling services and support, and centralized trials and provisioning.</p> | X            | X  | X                          |             |                |
| <a href="#">Cisco Unified Communications Manager Cloud (UCM Cloud) Calling</a> | <p>Cisco Unified Communications Manager (UCM) Cloud delivers proven enterprise-grade unified communications and collaboration as a service, with the features and benefits of Cisco IP phones, mobile devices, and desktop clients, delivered from the Cisco Webex cloud.</p> <p>Cisco UCM Cloud offers voice, video, messaging, presence, emergency, mobility, team collaboration, and soft client solutions enabled by Cisco Unified Communications Manager, Cisco Unity® Connection, Cisco Emergency Responder 911, Cisco Expressway, and Cisco Jabber® bundled into a cloud consumption model.</p>   | X            | X  | X                          |             |                |
| <a href="#">Enhanced messaging in Cisco Webex app</a>                          | Secure, all-in-one team collaboration from Cisco Webex. Cisco Webex is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.   | X            | X  | X                          | X           | X              |
| <a href="#">Cloud device registration</a>                                      | The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Cisco Webex cloud, with no need for on-premises infrastructure.   | X            |    | X                          | X           | X              |
| <a href="#">TelePresence Room</a> <sup>†</sup>                                 | TelePresence Room and <a href="#">Expressway™ Room</a> enable call control for room-based immersive and multipurpose Cisco TelePresence system endpoints.  | X            |    | X                          | X           | X              |

| Included feature  | Benefit   | Buying model |    | Deployment model available |             |                |
|---|---|--------------|----|----------------------------|-------------|----------------|
|   |   | EA           | NU | Cloud                      | On-premises | Partner hosted |
| <a href="#">Cisco Webex Hybrid Services</a>                             | Integrate your existing IT assets with Cisco Webex to provide a single, integrated experience. Cisco Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service. These services are not available for Cisco Webex Calling for SP.   | X            | X  | X                          | X           |                |
| <a href="#">Cisco Unified Communications Manager</a>                    | Cisco Unified Communications Manager provides an enterprise-class IP telephony call-processing system. In addition to traditional telephony features, it provides advanced capabilities such as video.  | X            | X  |                            | X           | X              |
| <a href="#">Cisco Expressway Series (Expressway-C and Expressway-E)</a> | <p>Cisco Expressway Series works as part of the Cisco Unified Communications Manager product family to provide access for mobile, desktop, and fixed clients. The application provides advanced multimodal firewall traversal and access services for secure voice, video, instant messaging and presence, directory, and visual voicemail outside your enterprise firewall without the need for a VPN. It includes.</p> <ul style="list-style-type: none"> <li>• Base software license</li> <li>• Expressway-E license</li> <li>• Series feature license</li> <li>• Desk phone and room registration licenses</li> </ul>   | X            | X  | X                          | X           | X              |
| <a href="#">Cisco Unity Connection</a>                                  | Access your Cisco Unity Connection voice messages the way you prefer—whether from an IP phone, a mobile phone, a web browser, an email client, or a desktop client such as Cisco Jabber.  | X            | X  |                            | X           | X              |
| <a href="#">Soft clients</a>  | <p>Cisco Jabber® clients:</p> <ul style="list-style-type: none"> <li>• <a href="#">Cisco Jabber for Windows</a> (softphone, video, instant messaging, presence)</li> <li>• <a href="#">Cisco Jabber for Mac</a> (softphone, video, instant messaging, presence)</li> <li>• Cisco Jabber for Android (<a href="#">softphone</a>, <a href="#">video</a>, <a href="#">instant messaging</a>)</li> <li>• Cisco Jabber for iOS (<a href="#">softphone</a>, <a href="#">video</a>, <a href="#">instant messaging</a>)</li> <li>• <a href="#">Cisco Jabber SDK</a> (software development kit for web)</li> <li>• <a href="#">Cisco Virtualization Experience Media Edition (VXME)</a></li> </ul> | X            | X  |                            | X           | X              |

| Included feature   | Benefit   | Buying model |    | Deployment model available |             |                |
|--|---|--------------|----|----------------------------|-------------|----------------|
|  |   | EA           | NU | Cloud                      | On-premises | Partner hosted |
| <a href="#"><u>Cisco Emergency Responder 911</u></a>   | Cisco Emergency Responder enhances the existing emergency 9-1-1 functionality offered by Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager will send emergency calls to the appropriate Public Safety Answering Point (PSAP) for the caller's location, and that the PSAP can identify the caller's location and return the call if necessary. In addition, the system automatically tracks and updates equipment moves and changes. Cisco Emergency Responder exports Automatic Location Information (ALI) data in formats defined by the National Emergency Number Association (NENA), an industry standards body in the United States. These data formats may not be suitable for use outside the United States and Canada; manual modification of the exported files may be required. | X            | X  | X                          | X           | X              |
| <a href="#"><u>Cisco Unified Survivable Remote Site Telephony (SRST)</u></a>                 | Cisco Unified SRST provides cost-effective solutions for supporting redundant call control in remote branch offices and the homes of teleworkers.   | X            | X  | X                          | X           | X              |
| <a href="#"><u>Cisco Unified Communications Manager Session Management Edition (SME)</u></a> | Cisco Unified Communications Manager SME helps enterprises create a centralized architecture to more easily and efficiently manage and evolve their networks as collaboration needs change. With SME, enterprises can: <ul style="list-style-type: none"> <li>• Simplify. Reduce complexity by aggregating third-party PBXs, and ease migration to an all-IP environment.</li> <li>• Extend. Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs.</li> </ul>   | X            |    |                            | X           | X              |
| <a href="#"><u>Pro Pack for Cisco Webex Control Hub</u></a> <sup>†</sup>                     | With Pro Pack for Cisco Webex Control Hub, administrators can provision, manage, and analyze the entire Cisco Webex experience. Pro Pack delivers additional levels of security controls, compliance management, and business insights to meet the needs of customers who are looking for advanced capabilities.  | X            | X  | X                          | X           | X              |

<sup>†</sup> Not applicable for Webex Calling

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

| Add-on feature   | Benefit  | Buying model |    | Deployment model available |             |                |
|--|--|--------------|----|----------------------------|-------------|----------------|
|  |  | EA           | NU | Cloud                      | On-premises | Partner hosted |
| <b>Cisco UCM Cloud Direct Connect (UCM Cloud Only)</b> | <p>Cisco UCM Cloud Direct Connect is a set of services that allows customers to connect direct to the Cisco UCM Cloud in the Cisco Webex Cloud.</p> <p>Virtual Connect (SD-WAN or VPN) enables customers to securely extend their private network virtually over the Internet to the Cisco UCM Cloud without the need to own and support the remote infrastructure and dedicated circuits.</p> <p>The supported options are SD-WAN (Meraki or Viptela) or VPN. The customer is responsible for the corresponding premises equipment and Cisco SD-WAN licenses.</p> <p>In both cases Cisco hosts, manages, and assures redundant customer dedicated routers (VPN router or SD-WAN vEdge) with Internet access in the Cisco UCM Cloud data center region(s) where service is required. The customer is responsible for the corresponding premises equipment and Cisco SD-WAN licenses.</p> <p>Fiber Connect enables customers to securely connect their private network via their point-to-point fiber circuit directly to the Cisco UCM Cloud.</p> <p>Cisco provides the customer the ability to securely terminate redundant fiber connections in the Cisco UCM Cloud data center region(s) where service is required. The customer is responsible for the fiber circuit and the corresponding premises equipment.</p> <p>MPLS Connect enables customers to securely connect their private network via their MPLS connection directly to the Cisco UCM Cloud.</p> <p>Cisco provides the customer the ability to securely terminate redundant MPLS connections in the Cisco UCM Cloud data center region(s) where service is required. The customer is responsible for the MPLS circuit and the corresponding premises equipment.</p> | X            | X  | X                          |             |                |

| Add-on feature   | Benefit  | Buying model |    | Deployment model available |             |                |
|--|--|--------------|----|----------------------------|-------------|----------------|
|  |  | EA           | NU | Cloud                      | On-premises | Partner hosted |
| <b><a href="#">Cisco Unified Attendant Console (UCM Cloud only)</a></b>                      | <p>Cisco Unified Attendant Console (UAC) High Availability bundle and additional Advanced licenses are available as part of the Collaboration Flex Plan. Cisco UAC Advanced with UCM Cloud is a high availability deployment to protect your system from down time.</p> <p>Cisco UAC Advanced offers a power queuing engine that helps manage several calls from many sources. The robust directory can handle up to 100,000 contacts and synchronize directly with Active Directory.</p>                                      | X            | X  | X                          |             |                |
| <b>Additional MRA registration capacity (UCM Cloud Only)</b>                                 | Get additional device registration capacity for secure mobile and remote access for mobile, desktop, and fixed clients. The capacity provides advanced multimodal firewall traversal and access services for secure voice, video, instant messaging and presence, directory, and visual voicemail outside your enterprise firewall without the need for a VPN.   | X            | X  | X                          |             |                |
| <b>UCM Cloud Enterprise Service (UCM Cloud Only)</b>   | Cisco UCM Cloud Enterprise Service is a set of expert cloud lifecycle services designed to accelerate the realization of the value of the Cloud and provide an optimized experience by providing extensive monitoring and management services.   | X            | X  | X                          |             |                |
| <b>SpeechView Standard</b>   | Cisco SpeechView converts voice messages to text and delivers the text version of the voice message to the user's email inbox. The original audio version of each voice message remains within Cisco Unity Connection and is available to the user anywhere, anytime. Standard is an AI-based service, without human intervention.   | X            | X  | X                          | X           | X              |
| <b><a href="#">Cisco Unified Communications Manager Session Management Edition (SME)</a></b> | <p>Cisco Unified Communications Manager SME helps enterprises create a centralized architecture to more easily and efficiently manage and evolve their networks as collaboration needs change. With SME, enterprises can:</p> <ul style="list-style-type: none"> <li>• Simplify. Reduce complexity by aggregating third-party PBXs, and ease migration to an all-IP environment.</li> <li>• Extend. Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs.</li> </ul> | Included     | X  | X                          | X           | X              |



| Add-on feature                              | Benefit  | Buying model |    | Deployment model available |             |                |
|---|--|--------------|----|----------------------------|-------------|----------------|
|   |  | EA           | NU | Cloud                      | On-premises | Partner hosted |
| <b>Cloud Connected UC</b>                   | <p>A set of services in Cisco Webex cloud that provide admin workflows with enhanced business and operational insights to improve admin productivity.</p> <p>For Customers who:</p> <ul style="list-style-type: none"> <li>• Would like to leverage benefits of Cisco Webex cloud, but desire to keep critical calling workload on-premises</li> <li>• Desire a single global view to manage on-premises UC, along with any Cisco Webex cloud, or hybrid services they already use</li> <li>• Desire efficient, cloud based managed services (delivered by partner) for an on-premises UCM deployment</li> </ul> | X            | X  |                            | X           |                |
| <b>Unity Connection with Speech Connect</b> | <p>Access your Cisco Unity® Connection voice messages the way you prefer—whether from an IP phone, a mobile phone, a web browser, an email client, or a desktop client such as Cisco Jabber.</p> <p>Speech Connect is a speech-enabled automated attendant that is included as part of Cisco Unity Connection. It let the customer use voice commands (they say the name of the person they want to call) instead of dialing a number.</p>   | X            | X  | X                          | X           | X              |
| <b>Common Area add-on</b>                   | Get add-on licenses for common-area phones 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            |    | X                          | X           | X              |
| <b>Access add-on</b>                        | Add-on licenses for Access phone not associated with a knowledge workers.  | X            |    | X                          | X           | X              |
| <b>Enterprise to MPP firmware migration</b> | Migrate certain phone models from “enterprise” firmware to MPP firmware. This option is available only for Webex Calling.  | X            | X  | X                          |             |                |

**Table 6.** Named User value tiers

|   | Professional      | Enhanced                       | Access                         | Deployments                  |                        |                        |
|---|-------------------|--------------------------------|--------------------------------|------------------------------|------------------------|------------------------|
|   |                   |                                |                                | Prem/HCS                     | UCMC                   | WxC                    |
| <b>SRST</b>                                 | Included          | Included                       | Included                       | Available                    | Available              | N/A                    |
| <b>CER</b>                                  | 300%              | Included                       | Included                       | Available                    | Available              | N/A                    |
| <b>Pro-Pack</b>                             | Included          | Included                       | N/A                            | Available                    | Available              | Available              |
| <b>Mobile Remote Access*</b>                | Included          | Included                       | N/A                            | Available                    | Available              | N/A                    |
| <b>Webex Messaging (Managed)*</b>           | Included          | Included                       | N/A                            | Available for purchase       | Available for purchase | Available for purchase |
| <b>Unity Connection (Enhanced) SA</b>       | Included          | Optional purchase              | Optional purchase              | Available for purchase       | Available for purchase | N/A                    |
| <b>SpeechConnect SA</b>                     | Included          | Included with Unity Connection | Included with Unity Connection | Available                    | Available              | N/A                    |
| <b>Session Manager</b>                      | Optional purchase | Optional purchase              | Optional purchase              | Available for purchase       | Available              | N/A                    |
| <b>Expressway Base</b>                      | Included          | Included                       | N/A                            | Available                    | Available              | N/A                    |
| <b>Expressway RMS</b>                       | Optional purchase | Optional purchase              | Optional purchase              | Available for purchase       | Available for purchase | N/A                    |
| <b>Premises device registration</b>         | Optional purchase | Optional purchase              | Optional purchase              | Available for purchase       | Available for purchase | N/A                    |
| <b>Cloud device registration</b>            | Optional purchase | Optional purchase              | Optional purchase              | Available for purchase       | Available for purchase | Available for purchase |
| <b>Cloud Connected UC</b>                   | Optional \$0      | Optional \$0                   | Optional \$0                   | Available (on-premises only) | N/A                    | N/A                    |
| <b>SpeechView - Std <sup>SA</sup></b>       | Optional purchase | Optional purchase              | Optional purchase              | Available for purchase       | Available for purchase | N/A                    |
| <b>CUBE (phase 1) (local gateway)</b>       | Included          | Included                       | N/A                            | N/A                          | N/A                    | Available for purchase |
| <b>Enterprise to MPP firmware migration</b> | Optional \$0      | Optional \$0                   | N/A                            | N/A                          | N/A                    | Available              |

% Entitlement as % of KW

<sup>SA</sup> Stand Alone Add-On

† Feature only, no separate entitlement

**Table 7.** Platform and Messaging Add-ons

| Add-on feature                                      | Benefits   |
|---|--|
| <a href="#">Webex app messaging add-on</a>          | Secure, all-in-one team collaboration from Cisco Webex. Cisco Webex 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.  |
| <b>Jabber option</b>                                | Webex Cisco Jabber instant messaging can be opted in addition to Webex Messaging at no cost and at equal license count as Webex Messaging. This is intended to aid customer migration from Jabber to Cisco Webex app.  |
| <b>Cisco Webex messaging 1 TB of file storage</b>   | 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.   |
| <a href="#">Extended Security Pack</a> <sup>*</sup> | The Extended Security Pack bundle includes full-functionality Cisco CloudLock <sup>®</sup> for data loss prevention and anti-malware scanning for all Webex files. This add-on Flex pack provides collaboration administrators agility and the ability to securely deploy Webex in their enterprises by addressing all InfoSec concerns in a tightly integrated solution without the procurement and deployment hurdles of buying multiple products. |

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

## Technical support and customer success services

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

## On-premises licensing and software delivery

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

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

## Ordering information

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

## Entry-level Webex service

If you elect not to renew your subscription, your Webex account will be converted to an entry-level cloud service. The free cloud service has fewer features and differing usage limits than the paid cloud service. Cisco may at any time change those features and limits at our discretion and without notice. Cisco may also deactivate or delete your free account and any related data if you exceed the 5-GB storage limit per user.

## Cisco environmental sustainability

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

| Sustainability topic   | Reference                       |
|--|---------------------------------|
| Information on product material content laws and regulations                                       | <a href="#">Materials</a>       |
| Information on electronic waste laws and regulations, including products, batteries, and packaging | <a href="#">WEEE compliance</a> |

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## Appendix

### Collaboration Flex Plan 3.0 Ordering Guide

For information on how to order, see our [Flex Plan 3.0 Ordering Guide](#).

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