CISCO
The bridge to possible

Cisco Collaboration Flex Plan for Education

Contents

Cisco Collaboration Flex Plan for Education

Cisco® Collaboration Flex Plan for Education is a single subscription that gives you access to Cisco's collaboration services and software and allows you to mix and match deployment models depending on your needs at any given time. The offer allows faculty and students to create, meet, message, whiteboard, and share, whether they are together or apart, in one continuous work stream before, during, and after class. One subscription covers software and technical support for Cisco Webex® Meetings, Cisco Webex Calling services (including Cisco Webex Meetings, Cisco Webex Teams™, and Cisco Webex Calling), Cisco® Unified Communications Manager software, and Cisco Meeting Server software. Faculty can access the Meetings and Calling solutions, but students can access only Meetings. Cisco Webex Teams is included with your purchase at no additional charge for students and faculty.

Deployment models

You can choose a deployment model for each Meetings and Calling user. The available deployment models follow: a) hosted in the Cisco Webex cloud or b) deployed on your own premises. Refer to the "Features and benefits" section of this data sheet for more information about the deployment options for Cisco Collaboration Flex Plan for Education.

Enterprise Agreement buying model description

When you subscribe to the Cisco Collaboration Flex Plan for Education offer, your services use will be governed by the End User License Agreement and the Cisco Collaboration Flex Plan for Education Offer Description available for download here. The Cisco Collaboration Flex Plan for Education offer is available to purchase under the Enterprise Agreement (EA) buying model, which is described in this data sheet. Any subscription that includes an Enterprise Agreement buying model is governed by the Cisco Enterprise Agreement Program Terms, which are provided to you and require your acknowledgment when you place an order for Cisco Collaboration Flex Plan for Education. Any capitalized terms in this document that are not defined herein are defined in the Cisco Enterprise Agreement Program Terms.

Provisioned users

Under the EA buying model, you are entitled to provision 120 percent of your Knowledge Workers ("**Growth Allowance**"). "**Knowledge Workers**" means your employees and contractors who use computing or communications devices capable of running the software or Cisco Webex services as part of their job duties that are performed on your behalf. You are also entitled to provision 100 percent of your Students. "**Students**" means individuals not considered employees or contractors who are currently enrolled and/or registered as full or part-time students. Alumni, former students, potential students, or students on an extended leave or indefinite absence are not Students.

Your provisioned Knowledge Workers and Students will receive a unique account that may not be shared or used by anyone other than the designated Knowledge Worker or Student. These accounts may not be transferred to another Knowledge Worker or Student, except upon (a) termination of the Knowledge Worker's employment with the subscriber or (b) with Cisco's prior written approval.

Minimum purchase quantity

The Cisco Enterprise Agreement Program Terms require a minimum purchase quantity of 100 licenses. You must purchase a license to access the services or software in your subscription for every Knowledge Worker.

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 you consume beyond your Growth Allowance under the Enterprise Agreement, Cisco will generate a bill to your Partner as part of the annual True Forward event in order to align your payment obligation to your use. Thirty days prior to the True Forward event, you or your Partner must update your order to reflect the number of Students provisioned at that time, which will be used to determine if you exceeded your Growth Allowance. Under the terms of the True Forward, you will be charged prospectively only for Knowledge Workers exceeding your Growth Allowance during the previous subscription year. Note: You may not decrease your Knowledge Worker quantity at any point during your subscription term. Please refer to your agreement with your Partner for additional details about the True Forward process, including billing. You may be asked to verify the number of Software-as-a-Service (SaaS) or software licenses that you have installed, accessed, deployed, or activated. Your Partner will handle the True Forward calculation and any additional billing to Cisco (if 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.

Features and benefits

Table 1 describes the included features for Meetings and the availability of each feature based on the deployment model you designate for your Knowledge Workers and Students. Please note that the feature "Cisco Webex devices upfront purchase monthly registration" is provisioned at 1.2 per every Knowledge Worker. Table 2 describes the included features for Calling and the availability of each feature based on the deployment model you designate for your Knowledge Workers. Finally, Table 3 shows the add-on features that you can purchase on top of your subscription and the availability of each add-on feature for your designated deployment model.

Table 1.   Meetings features and deployment model availability for each Knowledge Worker and Student

Included feature	Benefit	Deployment model availability
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 Branded microsite (For supported languages, visit this site.	Cloud only

Included feature	Benefit	Deployment model availability
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 work spaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more	Cloud and on-premises
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. Note: calendar service must be enabled.	Cloud only
Cisco Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Cisco Webex cloud, no need for on-premises infrastructure. The number that we provide is based on the number of Knowledge Workers.	Cloud and on-premises
Cisco Webex Teams file storage	Each Knowledge Worker has 20 GB of file storage pooled through the Cisco Webex Teams app and 5 GB of file storage per Student pooled.	Cloud and on-premises
Cisco TelePresence Management Suite	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 Application-Programming-Interface (API) Integration licenses.	Cloud and on-premises
Content management	Network based recording storage (NBR), providing a starting value of 50GB of storage with unlimited overage enabled for free. 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	Cloud only
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.	Cloud only

Included feature	Benefit	Deployment model availability
Cisco Webex Conferencing Audio (Toll Dial-In Audio) **Or** **Cisco Cloud Connected Audio Service Provider User** **Or** **Cisco Cloud Connected Audio Enterprise**	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 Table 2 in the Cisco Webex Audio Offering data sheet for a list of covered countries. Under the CCA 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 from the Cisco Collaboration Cloud. The service provider partner also provides lifecycle support; that is, day-0, day-1, and day-2 support. Cisco Webex Cloud Connected Audio (CCA) provides an integrated audio conferencing solution for Cisco Webex Meetings, delivered over a hybrid deployment model. It extends the functionality of Cisco Unified Communications Manager, and incorporates premises-based equipment to connect subscribers to a Cisco Webex data center through dedicated Session Initiation Protocol (SIP) trunks. Call routing is performed on-premises, call signaling and audio traffic occur over the IP link, and call mixing is done in the cloud.	Cloud only
Cisco Webex Hybrid Services	Integrate your IT assets with Cisco Webex to provide a single, integrated experience. The Cisco Webex Hybrid Services are Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	Cloud and on-premises
Cisco Meeting Server	Cisco Meeting Server provides a consistent one-meeting experience for every meeting attendee, as well as open interoperability, all based on a highly scalable software architecture supporting business-quality meetings from mobile through immersive through audio, video, and web. The software has two major elements: the server software and an extension of the server in the form of an app/client that Knowledge Workers use to access and control their meetings. Cisco Meeting Server supports standards-based video endpoints, including the Cisco portfolio of telepresence endpoints as well as third-party solutions such as Skype for Business. It includes Personal Multiparty (PMP) and Shared Multiparty (SMP) licenses, a Multibrand license, and Recording port licenses.	On-premises only

Table 2.   Calling features and deployment model availability for each Knowledge Worker

Included feature	Benefit	Deployment model availability
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. Both Webex Calling and Webex Calling for SP provide an Enterprise license delivering a full-featured robust offer targeted to the organization's Knowledge Workers: includes unified communications (Webex Calling), mobility (desktop and mobile clients with support for multiple devices). 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) and encompasses all the devices to make calls.	Cloud
Cisco Unified Communications Manager	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. Add-on licenses for common-area phone and desktop video units, as well as Cisco TelePresence Room licenses, are available for customers who need licenses beyond the provided 50 percent of total Knowledge Workers. Additionally, Essential licenses are included for analog devices and fax machines.	On-premises
Cisco Expressway™ Series (Expressway-C and Expressway-E)	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: • Base software license • Expressway-E license • Gateway feature license • Series feature license • Rich Media Session license • Advanced Networking feature license • TURN feature license Desk phone and room registration licenses	On-premises
Cisco Unity® Connection	Access your Cisco Unity Connection voice messages the way you prefer—whether from an IP phone, a mobile phone, a web browser, an email client, or a desktop client such as Cisco Jabber® messaging.	On-premises

Included feature	Benefit	Deployment model availability
Cisco Emergency Responder 911	Cisco Emergency Responder enhances the existing emergency 9-1-1 function offered by Cisco Unified Communications Manager. It helps assure that Cisco Unified Communications Manager sends 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.	On-premises
Soft clients	**Cisco Jabber clients:** • Cisco Jabber for Windows (soft phone, video, instant messaging, and presence) • Cisco Jabber for Mac (soft phone, video, instant messaging, and presence) • Cisco Jabber for Android (soft phone, video, and instant messaging) • Cisco Jabber for iOS (soft phone, video, and instant messaging) • Cisco Jabber SDK (Software Development Kit for web) • Product features of Cisco Unified Communications Integration with Microsoft Lync (soft phone and video) • Cisco Virtualization Experience Media Edition (VXME)	On-premises
Cisco Unified Survivable Remote Site Telephony (SRST)	Cisco Unified SRST provides cost-effective solutions for supporting redundant call control in remote branch offices and the homes of teleworkers.	On-premises
Cisco Unified Communications Manager Express (CME)	Cisco Unified CME provides call processing to Cisco Unified IP Phones for distributed enterprise branch-office environments and retail deployments. Even branch offices within the same enterprise can have different needs and requirements when it comes to unified communications. Cisco Unified CME meets this need by providing localized call control, mobility, and conferencing alongside data applications on Cisco Integrated Services Routers (ISRs).	On-premises
Cisco Unity Express	Cisco Unity Express offers industry-leading integrated messaging, voicemail, fax, Automated Attendant, Interactive Voice Response (IVR), time-card management, and a rich set of other messaging features on the Cisco ISR platform. It provides integrated services designed specifically for the small and medium-sized office environment or enterprise branch office. With Cisco Unity Express, you can easily and conveniently manage your voice messages and greetings through your web browser using a web inbox, traditional intuitive telephone prompts, an easy-to-use visual voicemail interface (the Cisco Unity Express VoiceView Express application), email access to messages, and a straightforward GUI that allows simple administration and management. Please note this product is going End of Sale, to find more information please goes here: https://www.cisco.com/c/en/us/products/collateral/unified-communications/unity-express/eos-eol-notice-c51-743713.html	On-premises

Included feature	Benefit	Deployment model availability
Cisco Unified Communications Manager Session Management Edition (SME)	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: • Simplify: Reduce complexity by aggregating third-party Private Branch Exchanges (PBXs), and ease migration to an all-IP environment. • Extend: Deploy collaboration applications at the network core and extend them to users, even those on third-party PBXs.	On-premises
Common area	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. Add-on licenses for common-area phone and desktop video units, as well as Cisco TelePresence Room licenses, are available for customers who have common-area endpoints not associated with Knowledge Workers.	On-premises

Table 3.   Add-on features and deployment model availability

Feature	Benefit	Deployment model availability
Cisco Webex Conferencing Audio (Bridge Country Callback/Toll Plus Audio)*	Each Knowledge Worker has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in number(s) are provided for participants to join a 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 after 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 Cisco Webex Audio Offering data sheet for a list of covered countries.	Cloud only
Cisco Webex Confercing Audio (Bridge Country Call Back + Toll Free Audio) for US and Canada	Each Knowledge Worker has unlimited access to global toll call-in plus bridge country callback and bridge country toll free services. Local toll call-in number(s) are provided for participants to join a 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 number(s) to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the Cisco Webex Audio Offering data sheet for a list of covered countries.	Cloud Only
Cisco Webex Audio (Per-Minute)*	The following Cisco Webex Audio services are available for purchase on a per-minute basis: • Bridge country toll-free call-in:** Toll-free call-in number(s) are provided for participants in the bridge country to join a Cisco Webex meeting. • Bridge country toll call-in:** Local toll call-in number(s) are provided for participants in the bridge country to join a Cisco Webex meeting. • Bridge country callback:** This feature allows participants in the bridge country to join a Cisco Webex meeting by having the meeting call them at the number they specify after they've joined over the web. • Global toll-free call-in: Toll-free call-in number(s) are provided for participants in covered countries to join a Cisco Webex meeting. Refer to Table 2 in the Cisco Webex Audio Offering data sheet for a list of covered countries.	Cloud only

Feature	Benefit	Deployment model availability
	• Global toll call-in: Local toll call-in number(s) are provided for participants in covered countries to join a Cisco Webex meeting. Refer to Table 2 in the Cisco Webex Audio Offering data sheet for a list of covered countries. • Global callback: This feature allows participants in covered countries to join a Cisco Webex meeting by having the meeting call them at the number they specify after they've joined over the web. Refer to Table 3 in the Cisco Webex Audio Offering data sheet for a list of covered countries. **Per-minute bridge country audio services are available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Cisco Webex Audio Offering data sheet for more details. You can include or exclude each of these services and subsequent site provisioning from your order. All included services will be made available to all site Knowledge Workers by default, and you can selectively modify Knowledge Worker-level entitlements using site administration tools. You will be required to choose one of the following billing models with your order: • Uncommitted billing: With this billing model you are invoiced monthly in arrears, based on your actual usage over the billing period. Per-use fees are subject to change. You are charged at the applicable rate in effect at the time you use the service. • Committed billing: In this model you are 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 you do not use during the month may not be carried forward into the next month.	
Audio Broadcast	Audio Broadcast is an ideal solution for environments with a small number of active speakers and a very large number of listeners who wish to participate in a principally listen-only mode. Based on the Webex Multimedia Platform (MMP), Audio Broadcast is seamlessly interwoven into the Webex® meeting experience with hosts able to monitor the number of active Audio Broadcast attendees in real time. The Audio Broadcast client starts automatically for attendees, and hosts can promote individual attendees to full speaking privileges at any time during the meeting. Attendee promotion is provided by presenting Public-Switched-Telephone-Network (PSTN) dial-in information to promoted attendees. The promoted attendees then become full speaking attendees.	Cloud only
Cisco Edge	Cisco Webex Edge Connect suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, QoS enabled IP link from the customer's premises to the Cisco Webex cloud through direct peering, leading to better and faster Webex meetings powered by the Cisco Webex Backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers who deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and internet bandwidth.	Cloud Only

Feature	Benefit	Deployment model availability
Cisco Care	Cisco Care is a digital customer support solution for help desks and small teams. It offers chat and callback services and enables connected digital experiences by supporting customer care teams who want to deliver contextual, continuous, and capability-rich customer journeys. Cisco Care K1 is offered on a per-Knowledge Worker basis as purchased.	Cloud only
Cisco Webex Teams 1-TB file storage	You can add file storage space in excess of the GB provided with the core offer.	Cloud and on-premises
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.	Cloud only
TeleHealth Meetings Broker Lite	**Cisco's Telehealth Meeting Broker Lite service is for Telehealth electronic medical records (EMR). It allows Cisco customers to implement Telehealth solutions within their EMR system via context aware linking. For more information please contact your account manager or visit healthcare.webex.com.**	Cloud only
Webex Assistant for Webex Teams	**Webex Assistant (fka Voicea) is the ability to host intelligent meeting assistant capabilities natively within Webex, including:** **Live transcription, meeting highlights and action items, voice commands and the ability to share meeting content, driving meeting productivity.**	Cloud only

[*]Note: You may purchase only one Cisco Webex Audio service as an add-on to your Cisco Collaboration Flex Plan for Education subscription.

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 through your Smart Account. Your Partner is responsible for entering your Smart Account information at the time the customer's order is placed. Instructions for creating a Smart Account are available here.

The on-premises software and license Product Authorization Keys (PAKs) are available through the links provided in the eDelivery email that is sent to the email address(es) provided on the order. Instructions for registering the PAKs and installing the license.bin file are included.

With the exception of Cisco Meeting Server (discussed in the following paragraph), your Knowledge Workers and Students designated for on-premises deployment will be able to access the software using the licenses and PAKs. If you need additional licenses, your Partner can submit a request to the Cisco licensing team on your behalf.

In order to access Cisco Meeting Server, you must complete the following additional steps: first, download the initial bootable software image from the Cisco Software Download Center. Next, if you have not already installed Cisco Meeting Server, purchase SKU R-CMS-K9 ($0 US GPL) and you will receive the required activation key.

Ordering information

To place an order, contact your local Cisco Certified Partner ("Partner") or Cisco Sales agent. If you need help finding a Partner in your area, use the Partner Locator here. Your Partner or Cisco Sales agent can also assist with any modifications to your subscription after you place your initial order.

When you place an order for Cisco Collaboration Flex Plan for Education, you must complete an End User Information Form ("EUIF") and acknowledge the Cisco Enterprise Agreement Program Terms. Your Partner or Cisco Sales agent will give you all required documentation related to your order, including the EUIF and Program Terms.

Cisco environmental sustainability

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

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

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

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

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 Capital

Flexible payment solutions to help you achieve your objectives

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

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

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

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **https://www.cisco.com/go/offices**.

Printed in USA

C78-740756-05   11/20