



Cisco Collaboration Flex Plan 3.0

With Flex 3.0, the Cisco Collaboration Flex Plan has evolved to accelerate and incentivize the move to Flex, simplify quoting and ordering, and improve collaboration by bundling Webex Meetings and Calling.

Key improvements to the Cisco Collaboration Flex Plan:

- Webex Suite Enterprise Agreement and Named User
- Single tier Active User (AU) Buying Model – Meetings only
- The Cisco Enterprise Agreement (EA) is simplified by consolidating three tiers into a single tier
- Hard bundle better-together Meeting + Calling. Customers benefit when buying them together

Requested start date

Determine your requested start date for the subscription, which can be set at a maximum of 90 days from the order date.

The billing for A-FLEX-3 offer will be triggered 7 days (at latest) after the requested start date, or when the first service is provisioned, whichever occurs first.

See Annuity (Saas) Quoting guide for additional information relating to quoting.

Buying models

Three buying models are 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:

- Named User to Active User or Enterprise Agreement, or
- Active User to Enterprise Agreement

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. A minimum of 250 KW are required. Webex Suite EA allows for 15 percent growth. For more information on Webex Suite, visit the [Webex Suite Ordering Guide](#).

Active User (AU) is a usage-based subscription for meetings that allows customers to purchase meetings entitlements according to adoption and closely track the return on investment. A minimum of 40 Active Users is 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.

Named user calling 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 (on-premises) – the feature rich tier optimized for task-based workers who use a single device without the need to voicemail.

Standard (Webex Calling) – a lower tier license for one device (hard device or soft phones). Does not include call recording, virtual lines, call queues, and group call management (currently available in US and Canada only).

Access/Common Area – 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, and/or Webex Calling. Note that when you choose an on-premises deployment, you will also receive the cloud service Webex app. You have the flexibility to transition from on-premises or partner-hosted to a cloud deployment. The deployment model you choose for a user determines their software entitlement. 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 |
|----------|-------|-------------|
| Meetings | X | |
| Calling | 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, NU and AU buying models. 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 | AU |
| Webex Meetings Package | <p>The following video and web conferencing solutions are included:</p> <p>Webex Meetings with a capacity of 1000 attendees per session</p> <p>Webex Training with a capacity of 1000 attendees per session</p> <p>Webex Webinars with a capacity of 1000 attendees per session</p> <p>Webex Support with a capacity of 5 attendees per session</p> <p>Webex Meetings Package includes Webex Meetings, Webex Training, Webex Webinars, and Webex Support in a single bundle.</p> <p>A Branded microsite included</p> <p>See supported languages</p> <p>For Named User, customers can choose either the entire Webex Meetings Package or a-la-carte combination of Webex Meetings, Webex Training, Webex Webinars , and Webex Support. You cannot select this option in combination with Webex Webinars 3000.</p> | X | X | X |
| Webex Meetings | <p>Host or join Webex Meetings natively from the Webex App with common meeting experiences and controls, no matter how participants join.</p> <p>Note: Calendar service must be enabled.</p> | X | X | X |

Table 2. Included features and buying model availability

| INCLUDED FEATURE | BENEFIT | BUYING MODEL AVAILABLE | | |
|---|--|------------------------|----|----|
| | | EA | NU | AU |
| Webex Webinars | Host or join Webex Webinars natively from the Webex Meetings app with common meeting experiences and controls, no matter how participants join (Webinars Capacities 1000 to 10,000). Webex Webinars with Webcast will features such as the ability to broadcast live with Q&A, polling, and feedback via chat (Webcast up to 100,000 capacities) Note: Calendar service must be enabled. | | X | |
| Pro Pack for Control Hub | With Pro Pack for Control Hub, administrators can provision, manage, and analyze the entire 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 |
| Cloud Recording | Webex Meetings includes 1 GB per-user NBR storage entitled with EA and NU. And 5 GB per-Active-User NBR storage entitled with AU. Webex Calling includes 100 GB per Org. | X | X | 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 |

Table 2. Included features and buying model availability

| INCLUDED FEATURE | BENEFIT | BUYING MODEL AVAILABLE | | |
|--|--|------------------------|----|----|
| | | EA | NU | AU |
| Cisco Webex Conferencing Audio (toll dial-in audio) Or Cisco Cloud Connected Audio Service Provider User | <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 Cisco Webex Audio Offering data sheet (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 | X |
| Enhanced messaging in the Webex App | Get secure, all-in-one team collaboration from Webex. 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 | X |
| Webex Assistant | Webex Assistant interacts with you to help with note taking, action items, reminders, closed captioning, and more, all controlled by voice command. | X | X | X |
| Polling/Q&A (Slido) | Slido is an audience engagement platform with expanded polling/Q&A technology now integrated with Webex. | X | X | X |
| Cloud device registration* | The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure. | X | | 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 | AU |
| Webex Suite | The Webex Suite can be purchased under Flex 3.0 to bring the full power of the Webex platform with Cloud Calling, Meetings, Messaging, Polling, Webinars and Events to your organization's users. Webex Suite is a cloud only option. | X | X | |
| Webex Messaging 1 TB file storage | Gain additional file storage beyond the pooled 20 GB of file storage per knowledge worker in the standard offer. Extra storage is purchased in unitary increments. | X | X | X |
| Cloud device registration[†] | The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure. | Included | X | Included |
| Content Management | Provides auto record functionality with unlimited storage for Webex Meetings. The default retention is 1 year. | X | X | X |
| Cisco TelePresence Room[†] | TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco TelePresence system endpoints. | | X | |
| Real-time translation | Real-time translation for Webex Meetings is the ability to translate English in over 100+ languages natively within Webex. | X | X | |
| Expert on Demand | Expert on Demand provides the ability for experts to remotely join a Webex meeting through their supported RealWear Headset.* | X | X | X |
| Network-Based Recording Storage (NBR) | Additional Webex Meetings Network-Based Recording (NBR) storage is available in 500-GB and in 100-GB increments. This is incremental to the included 1 GB per-user NBR storage entitled with EA and NU Webex Meetings. And 5 GB per-Active-User NBR storage entitled with AU. | X | X | X |

Table 3. Add-on features buying model availability

| ADD-ON FEATURE | BENEFIT | BUYING MODEL AVAILABLE | | |
|---|--|------------------------|----|----|
| | | EA | NU | AU |
| Webex Conferencing Audio (global callback audio)* | Each knowledge worker has unlimited access to global toll call-in plus global callback. Local toll call-in numbers are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Webex Audio Offering data sheet (Table 3) for a list of covered countries. | X | X | X |
| Webex Audio (per minute)* | <p>The following Webex Audio services are available for purchase on a per-minute basis:</p> <ul style="list-style-type: none"> • Bridge country toll-free call-in:** Toll-free call-in number(s) are provided for participants in the bridge country to join a Webex meeting. • Bridge country callback:** Allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. • Global toll-free call-in: Toll-free call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global premium toll call-in: Local toll call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global callback: Allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to the Cisco Webex Audio data sheet for a list of covered countries. <p>**Per-minute bridge country audio services are available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Cisco Webex Audio Offering data sheet for more details.</p> | X | X | X |

Webex Calling 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, as well as the availability of each feature to users with a cloud, or on-premises 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, or on-premises deployment model. Table 6 highlights the Named User value tiers. See the [Collaboration End Points](#) page for up-to-date devices.

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

| INCLUDED FEATURE | BENEFIT | BUYING MODEL | | DEPLOYMENT MODEL AVAILABLE | |
|-------------------------------|--|--------------|----|----------------------------|-------------|
| | | EA | NU | CLOUD | ON-PREMISES |
| Webex Calling | <p>Webex Calling is the latest Cloud Calling offering that delivers proven enterprise-class Cisco hosted calling functionality.</p> <p>Webex Calling provides 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>Webex Calling includes a cloud-based phone system and the ability to connect other Cisco call control capabilities and services through Webex Hybrid Services. It encompasses all the devices to make calls.</p> <p>Webex Customer Experience Basic is available as part of the Webex Suite and Webex Calling Professional license.</p> | X | X | X | |

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

| INCLUDED FEATURE | BENEFIT | BUYING MODEL | | DEPLOYMENT MODEL AVAILABLE | |
|---|--|--------------|----|----------------------------|-------------|
| | | EA | NU | CLOUD | ON-PREMISES |
| Cisco Calling Plan | <p>The Cisco Calling Plan provides Cisco Public Switched Telephone Network (PSTN) connectivity to 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, telephone numbers, and inbound toll-free 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 | |
| Enhanced messaging in Cisco Webex App | Secure, all-in-one team collaboration from Webex. Webex is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more. | X | X | X | X |
| Cloud device registration | The cloud device registration provides the ability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure. | X | X | X | X |
| Tele Presence Room[†] | TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco TelePresence system endpoints. | X | X | X | X |

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

| INCLUDED FEATURE | BENEFIT | BUYING MODEL | | DEPLOYMENT MODEL AVAILABLE | |
|---|---|--------------|----|----------------------------|-------------|
| | | EA | NU | CLOUD | ON-PREMISES |
| Webex Hybrid Services | Integrate your existing IT assets with Webex to provide a single, integrated experience. Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service. | X | X | X | X |
| Cisco Unified Communications Manager | Cisco Unified Communications Manager provides an enterprise-class on-premises IP telephony call-processing system. In addition to traditional telephony features, it provides advanced capabilities such as video. | X | X | | X |
| Cisco Expressway Series (Expressway-C and Expressway-E) | <p>Cisco Expressway Series works as part of the Cisco Unified Communications Manager product family to provide access for mobile, desktop, and fixed clients. The application provides advanced multimodal firewall traversal and access services for secure voice, video, instant messaging and presence, directory, and visual voicemail outside your enterprise firewall without the need for a VPN. It includes.</p> <ul style="list-style-type: none"> • Base software license • Expressway-E license • Series feature license • Desk phone and room registration licenses | X | X | X | X |
| Cisco Unity Connection | Access your Cisco Unity Connection voice messages the way you prefer with on-premises and Webex Calling DI deployments | X | X | X | X |

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 |
| Webex Suite | The Webex Suite can be purchased under Flex 3.0 to bring the full power of the Webex platform with Cloud Calling, Meetings, Messaging, Webinars and Events to your organization's users. Webex Suite is a cloud only option. | X | X | X | X |
| Webex Customer Experience Essentials | Webex Customer Experience Essentials provides the fundamental capabilities of the Webex Contact Center solution. It includes all the Customer Experience Basic features, as well as screen pop, supervisor experience in Webex App, and real-time and historical agent and queue view. It includes all Webex Calling Professional calling functionality. | X | X | X | |
| Webex Calling – Dedicated Instance | Webex Calling offers the ability to select a fully redundant dedicated cloud instance option based on the Cisco Unified Communications Manager architecture. Dedicated Instance is integrated with Webex Calling and takes advantage of Webex platform services, bringing cloud innovation and an enhanced experience to customers who need to support older Cisco endpoints, local survivability solutions, or existing integrations part of critical business work flows. | X | X | X | |
| Webex Calling – Dedicated Instance Enhanced Survivability Solution | Enhanced Survivability Solution option for Webex Calling Dedicated Instance provides a virtual application deployed on-premises as a remote node to the Dedicated Instance UCM cluster which ensures all call control functions and 3rd party integrations are preserved during cloud service interruption. | X | X | X | |

Table 6. Named User value tiers

| | PROFESSIONAL | ENHANCED | STANDARD | ACCESS/ COMMON AREA | DEPLOYMENT OPTIONS | | |
|---|--------------------------------|--------------------------------|----------|--------------------------------|--------------------|--------|-----|
| | | | | | PREM | WxC DI | WXC |
| SRST | 200% + Optional Purchase | 100% + Optional Purchase | | 100% + Optional Purchase | X | X | |
| CER | 300% + Optional Purchase | 100% + Optional Purchase | | 100% + Optional Purchase | X | X | |
| Pro Pack | 100% | 100% | 100% | N/A | X | X | X |
| Mobile Remote Access+ | Included | Included | | N/A | X | X | |
| Webex Messaging (Managed)⁺ | 100% | 100% | 100% | N/A | X | X | X |
| Unity Connection (Enhanced)^{SA} | 100% | Optional purchase | | Optional purchase | X | X | |
| SpeechConnect^{SA} | Optional \$0 | Optional \$0 | | Optional \$0 | X | X | |
| Session Manager | Optional purchase | Optional purchase | | Optional purchase | X | | |
| Expressway Base | Included | Included | | N/A | X | X | |
| Expressway RMS | Optional purchase | Optional purchase | | Optional purchase | X | X | |
| Premises device registration | Optional purchase | Optional purchase | | Optional purchase | X | | |

Table 6. Named User value tiers

| | PROFESSIONAL | ENHANCED | STANDARD | ACCESS/ COMMON AREA | DEPLOYMENT OPTIONS | | |
|--|-------------------|-------------------|-------------------|---------------------------|--------------------|--------|-----|
| | | | | | PREM | WxC DI | WXC |
| Cloud device registration | Optional purchase | Optional purchase | Optional purchase | Optional purchase | | X | X |
| Cloud Connected UC | Optional \$0 | Optional \$0 | | Optional \$0 | X | | |
| SpeechView – Std ^{SA} | Optional purchase | Optional purchase | | Optional purchase | X | X | |
| Local Gateway (CUBE licenses) | 50% (Option) | N/A | 50% (Option) | 50% (Option) | | X | X |
| CUBE | Optional purchase | Optional purchase | | Optional purchase | X | | |
| Enterprise to MPP firmware migration | Included | N/A | Included | Included | | | X |

% Entitlement as % of KW
^{SA} Stand Alone Add-On
[†] Feature only, no separate entitlement

Table 7. Platform and messaging add-ons

| ADD-ON FEATURE | BENEFITS |
|--|---|
| Webex messaging add-on | Secure, all-in-one team collaboration from Webex. 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. |
| Cisco Jabber option | 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. |