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Cisco Collaboration Flex Plan for Public Sector Calling – Enterprise Agreement and Named User

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Cisco Collaboration Flex Plan for Public Sector

Cisco® Collaboration Flex Plan for Public Sector gives you access to Cisco's collaboration products, allowing you to choose different buying models and deployment models in a single subscription, depending on your buying needs, but you cannot purchase Meetings and FedRAMP meetings in the same subscription. One subscription covers entitlement and technical support for: (a) the cloud services, including Cisco Webex® Meetings, Cisco Webex Meetings FedRAMP Authorized, Cisco Hosted Collaboration Solution (HCS), Cisco UCM Cloud for Government (UCM Cloud), Cisco Webex Calling, Webex Calling for SP® Calling, and Cisco Webex app™; and (b) the software products, which include Cisco Unified Communications Manager (UCM) and Cisco Meeting Server.

Buying models

In your subscription order, you will designate a buying model for a meetings solution (**"Meetings"**) and/or calling solution (**"Calling"**), which determines your payment obligations. If you exceed the capacity count limits associated with the buying model in your order, you will be obligated to pay your partner (or Cisco, if purchasing direct from Cisco) for such excess use. 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, and cannot purchase Meetings and FedRAMP meeting in the same subscription**. During your subscription, you also have the flexibility to change your buying model from: (a) Named User to Active User or Enterprise Agreement; or (b) Active User to Enterprise Agreement. Table 1 shows the Collaboration Flex Plan for Public Sector buying models and the availability of Meetings, Meetings FedRAMP Authorized, Calling, and Calling FedRAMP Authorized within each buying model.

Table 1.   Availability of Meetings and Calling by buying model

	Enterprise agreement	Active user	Named user
Meetings	X	X (not available with on-premises meetings)	X
Calling	X		X

Deployment models

You will choose a software deployment model for each of your users. For each user with a Meetings entitlement, you can designate one of the following deployment models: hosted in Cisco's Webex cloud; Cisco's Webex FedRAMP cloud; or deployed on your own premises. For each user with a Calling entitlement, you can designate one of following deployment models: Cisco's Webex Calling, Webex Calling for SP, deployed on your own premises; hosted through a partner's Hosted Services (HCS), or hosted through Cisco's FedRAMP Hosted Services (UCM Cloud). Note that when you choose an on-premises, cloud, UCM Cloud, or partner-hosted deployment, you may also receive the Cisco Webex app cloud service. You have the flexibility to transition from on-premises or partner-hosted to a cloud deployment and vice versa. The deployment model you choose for a user determines their software entitlement. See the Features and Benefits section of this data sheet for more information regarding the deployment options for Cisco Collaboration Flex Plan for Public Sector Calling - Enterprise Agreement and Named User.

**This option is only available when FedRAMP meetings is selected.

Table 2.   Meetings and Calling entitlements by deployment model

	Cloud	On premises	Partner-hosted
Meetings	Cisco Webex Meetings And Cisco Webex Messaging Or Cisco Webex FedRAMP Meetings	Cisco Meeting Server And Cisco Webex Messaging (cloud service)	Not applicable
Calling	Cisco Webex Calling, Webex Calling for SP & Webex Messaging Or Cisco UCM Cloud for Government (UCM hosted by Cisco)	Cisco Unified Communications Manager (UCM) And Cisco Webex Messaging (cloud service)	Hosted Collaboration Solution (UCM hosted by a partner, HCS) And Cisco Webex Messaging (cloud service)

Cisco Collaboration Flex Plan for Public Sector Calling – Enterprise Agreement

Enterprise Agreement Features and benefits

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

When you choose Cisco Collaboration Flex Plan for Public Sector Calling - Enterprise Agreement, you receive entitlements to a bundle of calling features. Table 3 describes the features and the availability of each feature to users with a cloud, on-premises, or a partner-hosted deployment model.

Table 3.   Included features and deployment model availability

Included feature	Benefit	Deployment model available			
		Cloud **(Webex Calling)**	**Cloud** **(UCM Cloud)**	**On premises (UCM)**	**Partner-hosted (HCS)**
Cisco Webex Hybrid Services	Integrate your existing IT assets with Cisco Webex to provide a single, integrated experience. The Cisco Webex Hybrid Services are Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.			X	
Enhanced messaging in Cisco Webex app	Get 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. Not currently FedRAMP-certified	X		X	X
Cisco Webex messaging file storage	Pools 20 GB of file storage per Knowledge Worker. Not currently FedRAMP-certified	X		X	X

Included feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On premises (UCM)	Partner-hosted (HCS)
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Cisco Webex cloud, with no need for on-premises infrastructure.	X		X	X
Cisco Unified Communications Manager (UCM)	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.		X	X	X
Cisco Expressway™ Series (Expressway-C and Expressway-E)	The 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		X	X	X

Included feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On premises (UCM)	Partner-hosted (HCS)
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®.		X	X	X
Soft clients	Cisco Jabber clients: • Cisco Jabber for Windows (softphone, video, instant messaging, presence) • Cisco Jabber for Mac (softphone, video, instant messaging, presence) • Cisco Jabber for Android (softphone, video, instant messaging) • Cisco Jabber for iOS (softphone, video, instant messaging) • Cisco Jabber SDK (software development kit for web) • Product features of Cisco Unified Communications integration with Microsoft Lync (softphone, video) Cisco Virtualization Experience Media Edition (VXME)		X	X	X
Soft client for Cisco Webex Calling for SP	The Cisco Calling App is the soft client application (for Windows, Mac, iOS, and Android) that provides the calling experience for Cisco Webex calling for SP solution. It can be private-labeled by Cisco Webex Calling for SP service providers, using their own preferred brands.	X			
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 API Integration licenses.			X	

Included feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On premises (UCM)	Partner-hosted (HCS)
Cisco Emergency Responder 911	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
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.		X	X	X
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).		X	X	X

Included feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On premises (UCM)	Partner-hosted (HCS)
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 specifically designed 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.		X	X	X
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 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.			X	X

Included feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On premises (UCM)	Partner-hosted (HCS)
Cisco Unified Attendant Consoles (UAC)	Cisco Unified Attendant Console Standard and Advanced are available as part of Collaboration Flex Plan for Public Sector. Cisco UAC Advanced comes with optional high availability to protect your system from down time. UAC Standard offers enhanced features such a modern user interface and searchable speed dials. It includes busy lamp field and Cisco Jabber presence. UAC Advanced offers a powerful 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.			X	X
Common area	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.	X	X	X	X
Cisco Hosted Collaboration Mediation Fulfillment (HCM-F)	Cisco HCS provides tools to provision, manage, and monitor the entire architecture to deliver service in an automated way, assuring reliability and security throughout service provider operations. Hosted Collaboration Mediation - Fulfillment (HCM-F) performs centralized management for the entire Cisco HCS solution. HCM-F provides Northbound Interface (NBI) services to integrate Cisco HCS with a service provider's Business Support System (BSS) and the Operational Support System (OSS).				X

Cisco Collaboration Flex Plan for Public Sector Calling – Named User

Named User Features and benefits

When you subscribe to Calling services via a Cisco Collaboration Flex Plan for Public Sector subscription, your services use will be governed by the Cisco Universal Cloud Agreement and the Cisco Collaboration Flex Plan for Public Sector Offer Description available for download here. In your subscription order, you designate a buying model and your payment obligations are based on the buying model you select. The Named User buying model allows you to purchase full featured Calling at a per user rate with no minimum to purchase.

Features and benefits

When you choose Cisco Collaboration Flex Plan for Public Sector Calling-Named User, you receive entitlements to a bundle of calling features. Table 4 describes the included features and the availability of each feature to users with a cloud versus an on-premises versus a 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 deployment model.

Table 4.   Included features and deployment model availability

Included feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On-premises (CUCM)	Partner hosted (HCS)
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. The solution is based on the Webex Calling for SP calling platform coupled with key Cisco commercial and administrative tools to provide a best-in-class fully featured cloud calling solution. Cisco Webex Calling and Cisco Webex Calling for SP have 2 options available to order. Enterprise– 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). Basic– a limited-feature offer targeted to the organization's Information Workers without need for mobility or unified communications; includes a full-featured voice offer and is limited to a single device.	X			
Cisco Webex	Integrate your existing IT assets with Cisco Webex to provide a single, integrated			X	

Included feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On-premises (CUCM)	Partner hosted (HCS)
Hybrid Services	experience. The Cisco Webex Hybrid Services are Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.				
Enhanced messaging in Cisco Webex app	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. Not currently FedRAMP-certified.	X		X	X
Cisco Webex messaging file storage	Provides each Named User with 20 GB of file storage through the Cisco Webex app. Not currently FedRAMP-certified.	X		X	X
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, mobility, presence, and full-featured conferencing services. ● User license is a Cisco Unified Workspace License (UWL) Standard equivalent		X	X	X
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. Includes ● Base software license ● Expressway-E license ● Gateway feature license ● Series feature license ● Advanced Networking feature license ● TURN feature license ● Desk phone and room registration licenses		X	X	X

Included feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On-premises (CUCM)	Partner hosted (HCS)
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®.		X	X	X
Soft clients	Cisco Jabber® clients: • Cisco Jabber for Windows (softphone, video, instant messaging, presence) • Cisco Jabber for Mac (softphone, video, instant messaging, presence) • Cisco Jabber for Android (softphone, video, instant messaging) • Cisco Jabber for iOS (softphone, video, instant messaging) • Cisco Jabber SDK (Software Development Kit for Web) • Product features of Cisco Unified Communications Integration with Microsoft Lync (softphone, video) • Cisco Virtualization Experience Media Edition (VXME)		X	X	X
Soft client for Cisco Webex Calling for SP	The Cisco Calling App is the soft client application (for Windows, Mac, iOS and Android) that provides the calling experience for the Cisco Webex calling for SP cloud calling solution. It can be private-labelled by the Cisco Webex Calling for SP Service Providers using their own preferred brands.	X			
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.		X	X	X
Cisco Hosted Collaboration Mediation Fulfillment (HCMF)	Cisco HCS provides tools to provision, manage, and monitor the entire architecture to deliver service in an automated way, assuring reliability and security throughout SP operations. Hosted Collaboration Mediation - Fulfillment (HCM-F) performs centralized management for the entire Cisco HCS solution. HCM-F provides northbound interface (NBI) services to integrate Cisco HCS with the SP Business Support System (BSS) and the Operational Support System (OSS).				X

Included feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On-premises (CUCM)	Partner hosted (HCS)
Cisco Emergency Responder 911	Cisco Emergency Responder enhances the existing emergency 9-1-1 functionality offered by Cisco Unified Communications Manager. It helps ensure 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
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 PBXs, and ease migration to an all-IP environment. Extend: Deploy collaboration applications at the network core and extend them to Named Users, even those on third-party PBXs.		X		
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 API Integration licenses.			X	

Table 5. Add-on features and deployment model availability

Add-On Feature	Benefit	Deployment model available			
		Cloud (Webex Calling)	Cloud (UCM Cloud)	On-premises	Partner hosted
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 PBXs, and ease migration to an all-IP environment. • Extend: Deploy collaboration applications at the network core and extend them to Named Users, even those on third-party PBXs.		X	X	X
Common area	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 Named Users.	X	X	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Cisco Webex cloud, with no need for on-premises infrastructure. Provided when Cisco TelePresence Room is selected.	X		X	X
Cisco Expressway Rich Media Session	Required for concurrent calls to and from any endpoint or application not registered to Cisco Unified Communications Manager. Examples include business-to-business calls, Cisco Collaboration Meeting Rooms, Cisco Jabber Guest, and interworked calls (H.323 to SIP, H.264 AVC to H.264 SVC).		X	X	X

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. Enhanced and Premium services are not available on FedRAMP Authorized subscriptions. For users in a FedRAMP deployment, we can be contacted by phone at U.S. toll-free 1-877 669 1782, international toll +1 408-906-1181, or online via https://support.webex.com/. For users in UCM Cloud deployment, we can be contacted by phone at U.S. toll-free 1-877-669-1782, international toll +1 916-636-9015, or check here: UCM Cloud for Government Technical Support Services. For more information about the available technical support services, contact your partner or Cisco sales agent.

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. Enhanced and Premium services are not available on FedRAMP Authorized subscriptions. For users in a FedRAMP deployment, we can be contacted by phone at U.S. toll-free 1-877 669 1782, international toll +1 408-906-1181, or online via https://support.webex.com/. For users in HCS-G deployment, we can be contacted by phone at U.S. toll-free 1-877-669-1782, international toll +1 916-636-9015, or check here: HCS for Government Technical Support Services. 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 the customer's Smart Account information at the time the customer's order is placed. Instructions for creating a Smart Account can be found here.

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.

With the exception of Cisco Meeting Server, your users designated for on-premises deployment will be able to access the software using the licenses and PAKs. In order to access Cisco Meeting Server, you will be required to complete the following additional steps. First, download the initial bootable software image from the Cisco Software Download Center. Next, if you do not already have Cisco Meeting Server installed, purchase SKU R-CMS-K9 ($0 US GPL) and you will receive the required activation key. If additional licenses are needed, you or your Partner can request more from Cisco's licensing team.

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 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 (not applicable to Webex FedRAMP Meetings). 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.

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