



swisscom

Service Description

Cisco Webex from Swisscom

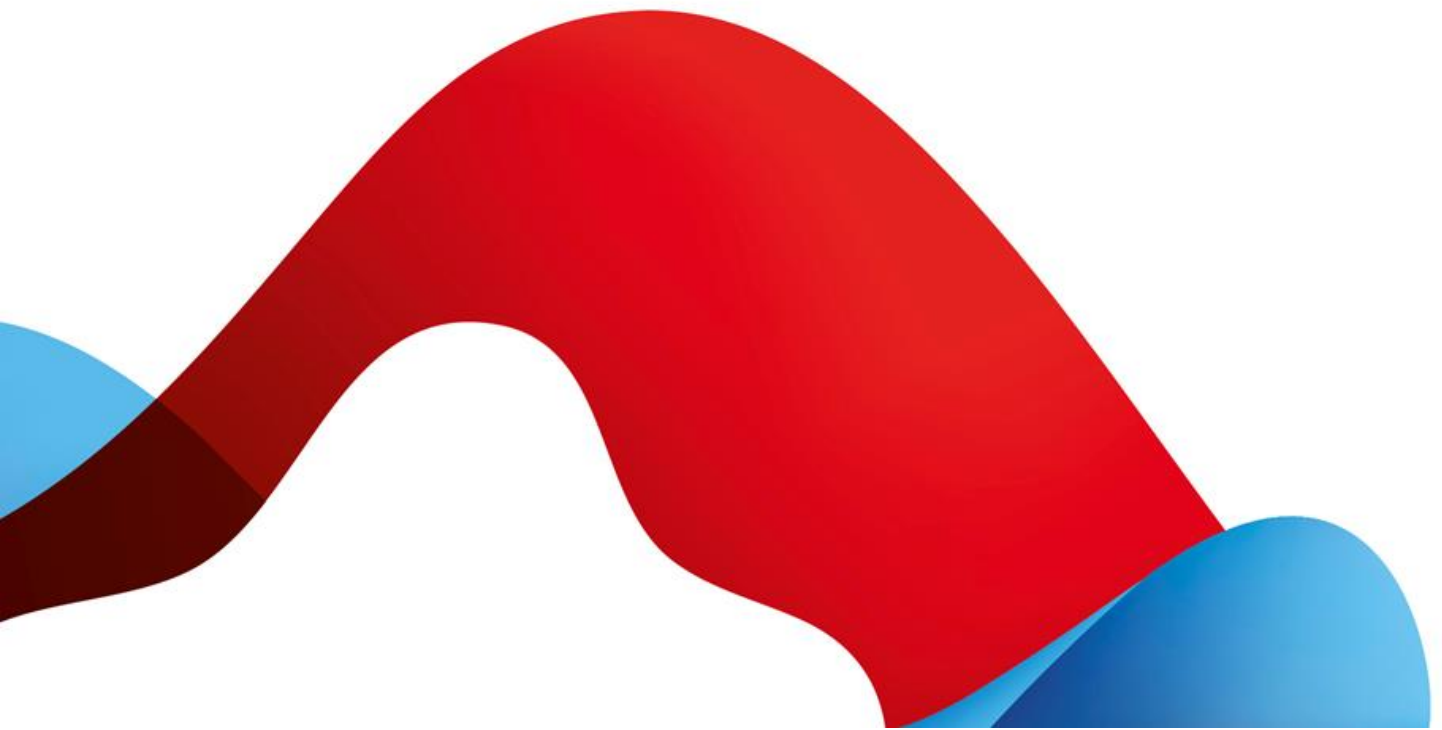


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1 Service Overview

The Cisco Webex service from Swisscom includes a cloud collaboration service that can be integrated into the customer environment and corresponding licensing. The functions of the Cisco Webex Service can be used from any location, even from outside the company. The service of Cisco is available in several different models, some of which Swisscom offers as a subscription, others through a pay-per-use model. Clients are provided with a dedicated micro-site, the requisite access details, software and usage rights (licences).

The Cisco Webex from Swisscom lets users communicate via audio, video and chats, present and edit documents. Furthermore, applications can be shared via a secure Internet connection using a suitable web browser on standard PC platforms and mobile devices.

The Cisco Webex Conferencing Bridge can also be used in the applications to hold and manage teleconferences between multiple people.

Swisscom provides the Cisco Webex Service and calls in the partner Cisco as an auxiliary person for this purpose:

- Cisco provides: Support, operation and maintenance of the Cloud Collaboration Service and client applications
 - Swisscom provides: Service desk for incidents, support for new release / life cycle, handling and administration of Webex licenses as well as invoicing
- Contribution by Cisco Webex: provision, operation and maintenance of infrastructure, support, the data centre and application operation services

The Cisco Webex Service is provided in the Cisco data centers, the Service Desk is provided by Swisscom.

The Cisco Online Webex service descriptions and the Cisco Online Webex service regulations apply to Cisco Webex (see Chapter 7.1.2). The offers available from Swisscom may vary slightly. The service contract regulates the services agreed with the customer.

Cisco Webex Service from Swisscom

Swisscom services

- 1st & 2nd level support
- Lifecycle / Release management support
- Licensing order and management
- Swisscom contract & billing

Cisco Webex services

- Customer-specific micro-site (home environment)
- Support and Operation
- Cloud Service
- User Applications
- Voice over IP

Active User Model	Named User Model	Enterprise Agreement Model
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Options

- Webex Call-IN, Call-Back, Toll free Call-IN
- Webex Teams
- Webex AUDIO pay per use, committed pay per use
- Device registration

2 Definitions

2.1 Service Access Interface Point SAIP

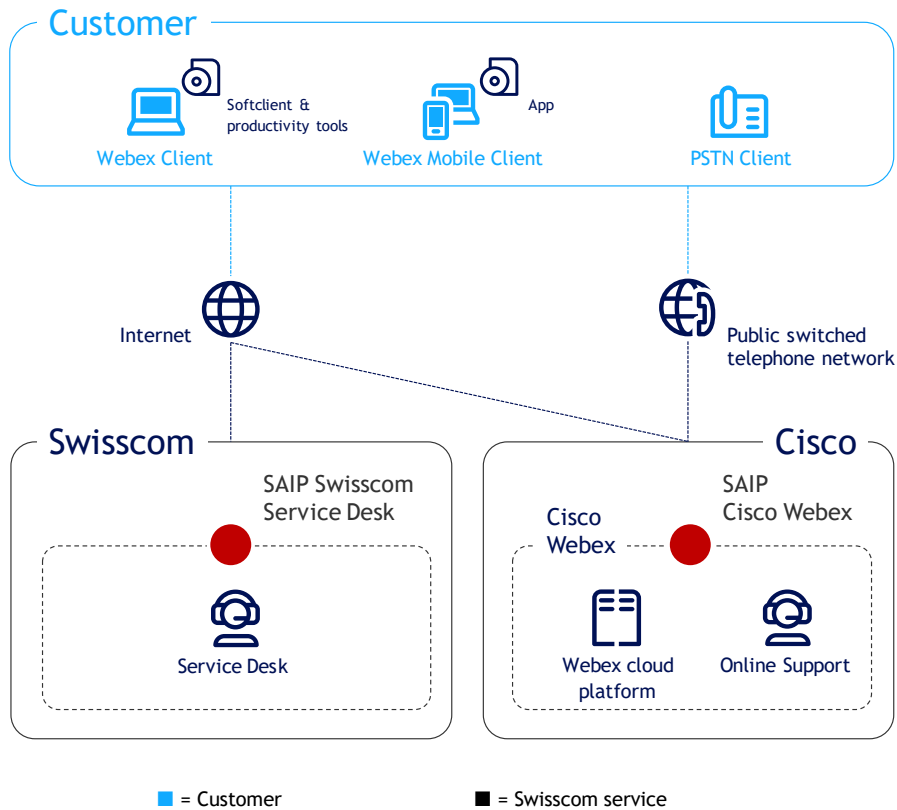
The Service Access Interface Point (SAIP) is the contractually agreed, geographical and/or logical point at which a service is delivered to the user. It is also the point at which a service is monitored and the service levels are reported.

The service is provided through two SAIPs:

- SAIP Cisco Webex
- SAIP Swisscom Service Desk

The Service Access Interface Points are not proactively monitored by Swisscom and no service levels are reported (see Chapter 5.1). The Cisco Online Webex Software License Agreement applies to Cisco Webex software (see chapter 7 Special regulations).

The following schematic diagram serves to illustrate the services and service components of Cisco Webex from Swisscom



3 Variants and options

The Cisco Webex Service is available as Webex Meetings, Webex Events, Webex Training, Webex Support and Webex Teams. More information can be found at www.webex.com.

In addition to the Cisco Webex Service, Swisscom provides the following services:

Standard variant	Cisco Webex from Swisscom Swisscom services
1st & 2nd Level Support	●
Lifecycle / Release Management Support	●
License management	●
Training courses (customer-specific)	○

● = Standard (included in the price) ○ = For an additional fee

3.1 Definition of the service specifications and options

The following services will be rendered within the framework as follows:

Specification/Option	Definition
1st & 2nd Level Support	Swisscom offers support in using the service and in the event of faults via the service desk (see also Chapter 5).
Lifecycle / Release Management Support	If Cisco has made relevant changes to the service elements, Swisscom informs the customer and offers support in the form of advice and, if necessary, optimisation of the existing service offering.
License management	Any up- or downgrades of licenses or additional services will be handled by Swisscom.
Training courses	If required, Swisscom offers customised training courses.

3.2 Definition of the licenses

The following licensing options are provided as part of the Cisco Webex Service:

License	Definition
Named User	Each host receives a license linked to an email address.
Active User	15% of knowledge workers ¹ in a company determine the minimum number of licenses that must be purchased. Among 250 knowledge workers there are 40 licenses, thereafter at least 40 licenses or 15%. In the first year only the minimum number of licenses will be charged. After that, CISCO measures the effective usage in the month 9-11 and defines the number of licenses to be paid for in the following year. Even if the usage is smaller than the minimum number, the minimum number is always charged.
Enterprise Agreement	In this model, all employees of a company obtain a Webex license.

¹ Definition: The number of employees who have a computer and a telephone and are basically able to use the service.

4 Service provision and responsibilities

Non-recurring services

Activities (S = Swisscom/C = Customer)	S	C
Provision of the service		
1. Appointment of a person as administrator for the service (optional).		✓
2. If the Customer does not appoint an administrator, Swisscom will carry out this role.	✓	
3. Appointment of a contact person on the Customer's side in case of release updates.		✓
4. Ordering and activation of the number of service licences requested by the Customer.	✓	
5. Optional training for licence owners on the Customer's side (fee-based).	✓	
6. Configuration of customer-specific micro-site in accordance with Customer's specifications.	✓	

Recurring Services

Activities (S = Swisscom/C = Customer)	S	C
Standard services		
1. Modifications and expansion (additional licences) of the customer-specific Cisco WebEx cloud services provided.	✓	
2. Connection of new users (according to agreement). In agreement with the customer.	✓	✓
3. Deactivation of users of Cisco WebEx cloud services. In agreement with the customer.	✓	✓
4. Receipt, triage and escalation of faults to Cisco WebEx. If the support service is not associated with an incident and the Customer requires other on-site support, the service can be invoiced. An incident is defined as the unavailability of service components or the entire online service.	✓	
5. Configuration changes, end user support and troubleshooting required as a result of incorrect configuration of the service by the Customer; based on a separate order and billed separately.	✓	
6. Update of the systems to be used for the service (information concerning the system requirements can be found on the Customer-specific micro-site in the Section "Support/Downloads").		✓
7. Compliance with and implementation of the required data classification and security guidelines by the Customer when using the service.		✓
8. Responsibility for the use of login details and passwords. Taking effective measures to prevent improper use. Passwords must be regularly changed, appropriately selected and stored safely.		✓
9. Responsibility for all activities authenticated via the access. Immediate notification of possible misuse of accounts or security-relevant incidents in connection with the online service.		✓
10. Administration of usage rights within the framework of the acquired quantities and the determined duration. Active prevention of usage in excess of the authorised quantities and the determined duration.		✓
11. E-mail announcements of release updates for the service sent to the contact person specified in advance at least one month prior to the update.	✓	
12. Annual evaluation of user data (number of actual users) for the purpose of recalculating the number of licences (only applies to subscriptions (e.g. Active User Model) and not to the pay-per-use model).	✓	

Licenses

Provisioning obligations (S = Swisscom/C = Customer)	S	C
Provision of software licenses		
1. The service includes Cisco Webex licences.	✓	
2. Additional Cisco WebEx named host licences (new users) are not covered by the service and must be ordered by the Customer separately.		✓
3. New users on the “Active User Model” can be activated by the Customer independently.		✓

5 Service levels and reporting

5.1 Service levels

The following service levels generally relate to the agreed Support Time. Definitions of terms (Operation Time, Support Time, Availability, Process, Performance, Security and Continuity) and the description of the measurement method and reporting are set out in the other contract elements (e.g. «SLA Definitions»).

The following service levels are provided for the service variants (see Section 3). If several possible service levels are available for each variant, the service level is selected in the service contract.

		Swisscom Service Desk	Cisco Webex	
Operation Time				
Operation Time		–	The SLA definitions, service levels and target values pursuant to section 7.1.2 as published by Cisco WebEx shall apply	
Provider Maintenance Window		–		
Support Time				
Support Time	Mo-Fr 08:00-17:00	●		
Fault acceptance	Mo-Fr 08:00-17:00	●		
Availability				
Availability KPIs		–		
Process				
Process KPIs		–		
Performance				
Performance KPIs		–		
Security				
ITSLB		●		
Continuity				
Continuity KPIs		–		

● = Standard (included in the price) – = Not available

5.2 Service Level Reporting

No service level reports are issued for "Cisco WebEx service from Swisscom".

6 Billing and quantity report

6.1 Billing

The Webex service is generally billed on a monthly basis in a single invoice from Swisscom.

A reduction in the number of procured licences does not give rise to an entitlement to reimbursement.

If the customer selects Swisscom invoicing as the payment method, the service shall be billed at the end of each billing period (generally monthly). The obligation to pay shall begin on the day on which the service is activated. This shall also apply in cases where the service has been activated but cannot yet be used due to delays for which Swisscom is not responsible. In the case of incomplete months, one thirtieth of the monthly charge may be billed per day. If the number of licences or capacity is increased, billing shall always be pro rata (from the day of the increase). If the number of licences or capacity is reduced, the reduced licences or capacity shall continue to be billed until the end of the current billing period but not thereafter (with the exception of pre-paid models).

The ordered meeting capacity or the memory usage for a month may conceivably deviate from and exceed the meeting capacity resp. memory actually used. In this case, the excess is charged as overage.

Details about the amount billed can be found on the Swisscom invoice.

7 Special provisions

7.1 General regulations

7.1.1 Licenses

If licenses are provided by the customer, the customer is responsible for the correct licensing of the software used in accordance with the applicable license agreement and terms of use of the respective manufacturer. In the event of changes in the system landscape, software changes, etc., the license situation must always be reassessed. The necessary measures resulting from this with regard to correct licensing must be implemented by the customer. If licenses as part of the service are included in Swisscom's services, Swisscom is responsible for correct licensing. The above provisions also apply to open source software.

7.1.2 Cisco Product and License Agreement

The Customer commits himself to comply with the obligations contained in the following documents.

- Cisco Webex Software License Agreement, to find under http://www.cisco.com/c/dam/en_us/about/doing_business/legal/docs/tc-emea.pdf
- Cisco Webex End User License Agreement, to find under: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html
- Cisco Universal Cloud Agreement, to find under: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/docs/universal-cloud-agreement.pdf
- Offer Description: Cisco Collaboration Flex Plan for Webex, to find under: https://www.cisco.com/c/dam/en_us/about/doing_business/legal/OfferDescriptions/cisco_collaboration_flex_plan.pdf

7.1.3 Cisco Webex Online Support

Online support is available on the Cisco website at:

- <https://support.webex.com/MyAccountWeb/supporthome.do>
- <https://help.webex.com>

7.2 Data protection regulation

For the services provided by Cisco, in addition to the above license terms, the privacy terms of Cisco, which can be found under the respective links, apply. By using the Service, the Customer acknowledges and agrees to be bound by these terms and conditions. This data is processed and stored in Cisco data centers in the USA.

- Cisco Webex Meetings - Privacy Data Sheet:
<https://trustportal.cisco.com/c/dam/r/ctp/docs/privacydatasheet/collaboration/cisco-webex-meetings-privacy-data-sheet.pdf>
- Cisco Webex Meetings - Privacy Data Map:
<https://trustportal.cisco.com/c/dam/r/ctp/docs/privacydatamap/collaboration/webex-meetings-privacy-data-map.pdf>
- Cisco Webex Teams - Privacy Data Sheet:
https://www.cisco.com/c/dam/en_us/about/doing_business/trust-center/docs/cisco-webex-teams-privacy-data-sheet.pdf
- Cisco Webex Teams - Privacy Data Map:
<https://trustportal.cisco.com/c/dam/r/ctp/docs/privacydatamap/collaboration/webex-teams-privacy-data-map.pdf>