



# MANAGED WEBEX CALLING SERVICE GUIDE

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*For additional information, visit [www.intervision.com](http://www.intervision.com)*

## CONTENTS

<b>1</b>	<b>Overview .....</b>	<b>1</b>
<b>2</b>	<b>Service Description and Details .....</b>	<b>1</b>
2.1	Standard: .....	1
2.2	Premium: .....	1
2.3	Service Level Comparison .....	2
2.4	Service Infrastructure .....	3
2.5	Security & Compliance.....	3
2.6	PSTN Connectivity .....	3
2.7	Network Connectivity.....	3
2.8	Device Support.....	4
2.9	Emergency Calling .....	5
<b>3</b>	<b>Service Activation .....</b>	<b>7</b>
3.1	Onboarding.....	7
3.2	Offboarding.....	7
<b>4</b>	<b>Reporting.....</b>	<b>7</b>
<b>5</b>	<b>Training .....</b>	<b>7</b>
<b>6</b>	<b>Monitoring .....</b>	<b>8</b>
<b>7</b>	<b>Platform Management .....</b>	<b>8</b>
7.1	Roles and Responsibilities Matrix .....	8
<b>8</b>	<b>Support.....</b>	<b>9</b>



- 8.1 System Administration - Remote Moves/Adds/Changes/Deletes (MACD) ..... 9
- 8.2 Hourly Support Services..... 11
- 8.3 Self-Service Tools..... 12
- 9 Offering Specific Service Level Objectives (“SLO”) ..... 12**
  - 9.1 Service Commitment ..... 12
  - 9.2 InterVision Support Commitment..... 12
- 10 Offering Specific Terms and Conditions ..... 13**
  - 10.1 Support and Maintenance Coverage and Limitations..... 13
  - 10.2 Unauthorized Use ..... 13
  - 10.3 Privacy ..... 13
  - 10.4 Cancellations:..... 13

# 1 OVERVIEW

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InterVision Managed WebEx Calling is a managed service offering provided in combination by InterVision and Cisco, an industry leading provider of cloud based telephony solutions. The service includes a suite of voice, video, and collaboration services.

As a Cisco Gold certified partner InterVision offers Cisco's portfolio of WebEx products to our customers as a value-added managed service offering. This service combines InterVision Managed Services with Cisco's suite of Unified Collaboration (UCaaS) and optionally Contact Center (CCaaS) products. The Service is available in two service levels - **Standard** and **Premium** - which defines the included support related features and the level of responsiveness for service requests, change requests and incidences.

This service can be combined with additional InterVision services which both complement and enhance Cisco's core WebEx product offerings including Cloud Migration Services, SD-WAN, Managed Carrier Services (circuits), Network and Security Management, custom integrations, and more. See associated service guide and service description for details regarding these additional services.

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## 2 SERVICE DESCRIPTION AND DETAILS

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InterVision resells, implements and supports WebEx Calling Multitenant, WebEx Calling Dedicated Instance (DI) and WebEx Contact Center. This Service Guide covers InterVision's Managed Services for Cisco's WebEx Calling Multitenant offering.

The Service is available in two service levels - **Standard** and **Premium** - which defines the included support related features and the level of responsiveness for service requests, change requests and incidences.

A Customer's network infrastructure can optionally be monitored and supported by InterVision with the complementary addition of InterVision's Managed Network Services. These services include proactive monitoring and management of a customer's critical network infrastructure components including SD-WAN, circuits, firewalls, switches & routers. When coupled with InterVision Managed WebEx service these complementary services provide added visibility and improved insight into the underlying infrastructure that a customer's WebEx endpoints run on which can help ensure optimal system performance and improve support resolution ability.

### 2.1 STANDARD:

Our Standard service offering is the foundation of our service offerings. The Standard service level is designed for customers who want to retain a hands-on capability for the configuration and management of their calling environment, while relying on InterVision as a trusted advisor, first call support and vendor management.

- Remote Support - Technical support and incident handling of the WebEx Calling platform including vendor escalation to Cisco and other approved third party vendors and carriers
- 24x7x365 support for priority incidents
- Defined service level agreements (SLA)
- Flexible administration options (Self-Service administration or from InterVision on an hourly fee basis)
- Access to a wide array of fee based professional services from certified professionals
- Monthly service invoicing from InterVision

### 2.2 PREMIUM:

The Premium service level is designed for customers who need more comprehensive support and administration of their environment, with SLA's as low as 30 minutes. The Premium service level includes all the services of Standard



## MANAGED WEBEX CALLING SERVICE GUIDE

and includes additional services such as user administration, expert guidance, routine reporting and periodic business reviews.

- All features of the Standard service offering
- System Administration - Expert administration from certified professionals with remote Moves/Adds/Changes/Deletes (MACD) included.
- Reporting on key performance metrics
- Periodic Business Reviews \* - Regular meetings to help optimize service delivery to your business needs and strategic initiatives.
- Optional Client Service Delivery Manager (CSDM) & Client Service Engineer (CSE) services
- Optional Flexible Staff Extension hours

### 2.3 SERVICE LEVEL COMPARISON

Services	Standard	Premium
<b>Platform Support</b> Phone, email and ticketing access to support engineers for technical support with defined SLAs. Support includes unlimited cases with managed vendor support escalation to Cisco & approved third party vendors as necessary.	X	X
<b>Self-Service Portal</b> 24x7 access to web-based administration tool for system configuration and management.	X	X
<b>System Administration - Remote Moves/Adds/Changes/Deletes (MACD)</b> Our team of specialists help manage your system by performing MACD (modifications, adds, changes, and deletions) for routine system changes.	Hourly (Added Fee \$)	X
<b>Periodic Case Reporting</b> Regular reports summarizing service metrics and key performance data.		X
<b>Periodic Business Reviews *</b> Regular meetings to review key performance metrics and help optimize service delivery to your business needs and strategic initiatives.		X*
<b>Client Service Delivery Manager (CSDM)</b> An assigned InterVision advocate to manage for example, escalation management, prioritization of requests, best practice discussions, etc.		Optional (Added Fee \$)
<b>Client Service Engineer (CSE)</b>		Optional (Added Fee \$)



## MANAGED WEBEX CALLING SERVICE GUIDE

Services	Standard	Premium
A Designated Technical Account Manager to facilitate service onboarding and provide regular service reviews to ensure quality service delivery. Serves as an escalation point for day-to-day operations of your environment.		
<b>Flexible Staff Extension</b> Optional "included" hours designed to accommodate changing business needs without having to issue a Purchase Order or separate Statement of Work for every change. Typical uses for these hours include application changes, enhancements to the platform and miscellaneous consulting.		Optional (Added Fee \$)

\* Periodic Business Reviews require the assignment of a Customer Success Manager (CSM) to your account. CSM eligibility is subject to minimum monthly expenditure thresholds.

## 2.4 SERVICE INFRASTRUCTURE

Cisco WebEx is built on a highly availability architecture which provides a resilient, highly secure infrastructure built on mirrored, top-tier, and geographically diverse data centers located across the globe.

For more information visit:

- <https://help.webex.com/en-us/article/WBX28754/Where-are-the-Webex-Data-Centers-and-iPOP-Locations>

## 2.5 SECURITY & COMPLIANCE

Cisco is responsible for providing security and meeting compliance standards. WebEx services are compliant with an array of 3rd party verified security and compliance standards such as HIPAA, GDPR, ISO/IEC 27001, among others.

For more information visit:

- <https://www.webex.com/security.html>
- <https://www.cisco.com/c/en/us/solutions/collaboration/webex-security.html>
- <https://help.webex.com/en-us/article/pdz31w/Webex-Compliance-and-Certifications>

## 2.6 PSTN CONNECTIVITY

Several PSTN connectivity options are available for WebEx Calling customers including both Cisco delivered and partner delivered calling plans. As a U.S. registered Competitive Local Exchange Carrier (CLEC) InterVision provides optional local and long-distance dial-tone services for WebEx Calling through our SIP trunking service. InterVision also resells Cisco and other partner carrier calling plans for use with Managed WebEx Calling.

Customer premises based PSTN connectivity is also possible with the addition of a Local Gateway router. InterVision is unable to fully troubleshoot issues end-to-end when customer provided PSTN connections are in use.

## 2.7 NETWORK CONNECTIVITY

Managed WebEx Calling is a hosted VoIP telephone service, requiring a high speed network connection, proper configuration of networking equipment such as a QoS-enabled router, and either an IP-configured phone or a soft



## MANAGED WEBEX CALLING SERVICE GUIDE

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phone. Whether your network is ready for WebEx services will depend on your local network setup. Local network connectivity, internet connectivity and the quality of such connections are the responsibility of the end user.

Consider existing provider data connections (MPLS, SD-WAN, and so on) and generally plan for direct Internet access at each location within the customer deployment. Because cloud-based services will be consumed, reliable Internet connectivity with sufficient bandwidth is a base requirement.

WebEx Calling offers highly available global reach to customer locations across the globe. Optional Site Survivability for WebEx Calling ensures important locations always remain connected to the public switched telephone network (PSTN), even during a network outage or service disruption.

For more information visit:

- <https://help.webex.com/en-us/article/WBX000029031/Network-Requirements-for-Webex,-Webex-Meetings,-Webex-Calling-and-Cisco-Jabber>
- <https://help.webex.com/en-us/article/b2exve/Port-Reference-Information-for-Cisco-Webex-Callin><sup>1</sup>

## 2.8 DEVICE SUPPORT

### 2.8.1 HARDWARE PHONE SUPPORT

Cisco supports a variety of compatible desk phones (IP phones). Devices not listed in Cisco's compatible devices list are not supported by InterVision. Should Customer use devices that are not certified for use with WebEx Calling or if a third-party change to the settings with respect to devices or equipment at Customer's location that are used to provide Services, then Customer shall assume the risk of malfunctioning Services.

A list of Compatible Devices can be found here:

- <https://help.webex.com/en-us/article/qkwt4j/Supported-devices-for-Webex-Calling>

### 2.8.2 VIDEO ENDPOINTS

Customers can deploy Cisco Video Endpoints to provide video calling and conferencing features. Room acoustics and room integrations are not part of the support model for this service but are optionally available through our Professional Services organization.

Support for video endpoint includes:

- Endpoint Registration
- Hardware Issues
- Call Routing
- Local Gateway (vCUBE)
- Vendor Escalation

A list of Compatible Devices can be found here:

- <https://help.webex.com/en-us/article/qkwt4j/Supported-devices-for-Webex-Calling>

### 2.8.3 ANALOG DEVICE SUPPORT

InterVision will troubleshoot issues with analog FXS ports connected to an Cisco supported Analog Telephone Adapter (ATA). An FXS port will be considered to be functional if a standard analog phone or Group-3 compatible fax device is functional on the port. Please note that the use of modems via an analog FXS port is

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<sup>1</sup> <https://help.webex.com/en-us/article/b2exve/Port-Reference-Information-for-Cisco-Webex-Calling>



## MANAGED WEBEX CALLING SERVICE GUIDE

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NOT supported. InterVision discourages customers to connect critical business analog lines such as police and fire alarms to FXS ports served by InterVision. In these cases, the usage of POTS lines directly provided by a local carrier is recommended.

A list of Supported Devices can be found here:

- <https://help.webex.com/en-us/article/qkwt4j/Supported-devices-for-Webex-Calling>

### 2.8.4 INTERNET FAXING AND ANALOG FAX OVER IP

Cisco WebEx Calling does not currently directly support Faxing. InterVision can provide third party solutions are available to provide this functionality if desired.

### 2.8.5 SOFTWARE CLIENT “APP” SUPPORT

The WebEx client applications for desktop and mobile provide Chat, Presence, Softphone, and Meeting capabilities in a single client. These clients are supported in several OS (Windows, MacOS, Android, iOS, etc). Some feature limitations exist when using the mobile platform. InterVision will assist the Customer with the integration of the Cisco WebEx app with the WebEx cloud service but Customers will need to open a case directly with Cisco for any other support-related issues related to the client application.

InterVision will support:

- SoftPhone Registration to Control Hub
- Control Hub configuration specific to the Webex Teams app
- Client login and registration issues
- Client deployment and troubleshooting
- Note: the underlying host Operating System and any 3<sup>rd</sup> party integrations are NOT included in this service

For more information visit:

- <https://www.webex.com/all-new-webex.html>
- <https://www.webex.com/downloads.html>

## 2.9 EMERGENCY CALLING

VoIP services allow you to make or receive telephone calls over the Internet to or from the public switched telephone network. While appearing similar to traditional telephone services, the nature of VoIP services creates unique limitations and circumstances that differentiate VoIP services from traditional telephone services. The following provisions describe some of those differences and limitations. You acknowledge that differences exist between traditional telephone service and VoIP services, including the lack of traditional 911 emergency services.

### 2.9.1 PLACING 911 CALLS:

*IP Desk Phones and Soft Phones* – With traditional telephone services, your 911 call is routed to the appropriate local Public Safety Answering Point (“PSAP”) based on your automatically generated location information. With IP Desk Phones or Soft Phones over VoIP Services, your 911 call is forwarded to an intermediary third-party call center that routes your call to the appropriate local PSAP. This call center is different from the PSAP that would answer a traditional 911 call, and consequently, you may be required to provide your name, address, and telephone number to the call center so that it may route the call to the correct PSAP.

*Mobile Application* – If you dial 911 from WebEx mobile application, the call will be automatically re-directed to the native dialer on your mobile phone, and the call will be handled by your wireless service provider if wireless service is available. If your wireless service is unavailable, the 911 call cannot be placed.





### 2.9.2 HOW YOUR INFORMATION IS PROVIDED.

When a 911 call is placed, the WebEx service will attempt to automatically provide the emergency service operator with the name, address, and telephone number associated with your account. However, due to technical limitations, the dispatcher receiving the call may not be able to capture or retain such information. Therefore, when making a 911 call, you must immediately inform the dispatcher of your location (or the location of the emergency, if different). If you are unable to speak, the dispatcher may not be able to locate you if your location information is not current.

**Disconnections.** You must not disconnect the 911 emergency call until told to do so by the dispatcher, as the dispatcher may not have your number or contact information. If you are inadvertently disconnected, you must call back immediately.

**Connection time.** Due to technical reasons, including network congestion, it is possible that a 911 emergency call will produce a busy signal or will take longer to connect when compared with traditional 911 calls.

**911 calls may not function.** Due to technical reasons, the functionality of 911 VoIP emergency calls may cease or be curtailed in various circumstances, including but not limited to:

**Failure of service or your service access device** – if your system access equipment fails or is not configured correctly, or if your VoIP service is not functioning correctly for any reason, including without limitation power outage, VoIP service outage, suspension or disconnection of your service due to billing issues, network, or Internet congestion, or network or Internet outage. In the event of a power, network or Internet outage, you may need to reset or reconfigure the system access equipment before being able to use the VoIP service, including for 911 emergency calls.

**Changing locations** – if you move your system access equipment to a location other than that described in your account information or otherwise on record with WebEx.

**Alternate services.** If you are not comfortable with the limitations of 911 emergency calls, Cisco recommends that you consider an alternate means for accessing 911 emergency services over traditional telephone services.

For more information visit:

- <https://help.webex.com/en-us/article/av6003/Enhanced-Emergency-Calling-for-Webex-Calling>

### 2.9.3 EMERGENCY 911 SERVICE NOTICE (KARI'S LAW)

As of Feb. 17, 2020 Federal Law requires businesses that use Multi-Line Telephone Systems (MLTS) to comply with Kari's Law. Kari's Law improves the provision of 911 services from Multi-Line Telephone Systems (MLTS). Kari's Law was developed and passed after the tragic 2013 murder of Kari Hunt during which her daughter repeatedly attempted to dial 911 from her hotel room. Unfortunately, the daughter did not realize she needed to dial a 9 prefix to place an outside call on the hotel's MLTS. The requirements of Kari's Law ensure access to 911 without confusion.

Additionally the Ray Baum Act requires that a dispatchable location is conveyed with a 911 call to the dispatch center. The location information is generated automatically without any action by the 911 caller when placing the call. Dispatchable location means a location delivered to the public service answering point with a 911 call that consists of the validated street address of the calling party, plus additional information such as suite, apartment or similar information necessary to adequately identify the location of the calling party. This ensures first responders can locate callers and deliver better emergency outcomes.

Nomadic E911 helps customers meet US regulations set forth by Kari's Law and Ray Baum's Act by providing company notifications of emergency calls and accurate, dynamic user location information for emergency callers.



## MANAGED WEBEX CALLING SERVICE GUIDE

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Nomadic E911 pairs the caller's information with their location using defined network elements such as subnets and WiFi access points.

What are the major requirements of Kari's Law and the Ray Baum Act?

1. **Direct Dialing of 911:** Enable the user to dial 911 without having to dial any additional digits, codes, prefix or postfix. Such as the number 9 + 911
2. **Emergency Call Notification:** Multi-Line Telephone Systems (MLTS) must be configured to provide notification to a central location at the facility where the MLTS is installed or to another person or organization regardless of location unless enabling notification requires system hardware or software improvement.
3. **Dispatchable Location Information:** Accurate user location information consisting of the validated street address of the calling party, plus additional information such as suite, apartment or similar information necessary to adequately identify the location of the calling party must be automatically conveyed to the 911 dispatch center (PSAP) without any action by the 911 caller when placing the call.

For more information about Kari's Law and Ray Baum Act visit:

- <https://www.fcc.gov/mlts-911-requirements>
- <https://help.webex.com/en-us/article/av6003/Enhanced-Emergency-Calling-for-Webex-Calling>

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## 3 SERVICE ACTIVATION

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### 3.1 ONBOARDING

InterVision will work together with you to build out your new environment and initiate managed services for you. It is assumed that the Customer will provide information such as user and phone assignments and DID assignments as requested by the on-boarding project team.

### 3.2 OFFBOARDING

InterVision offers off-boarding assistance within 30 days prior to termination of InterVision Managed WebEx Services. The customer must request off-boarding assistance at least 7 days before such assistance can be provided. Off-boarding assistance will be charged to the customer at applicable hourly rates.

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## 4 REPORTING

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The Service includes monthly service reports which summarize key performance metrics of InterVision Managed WebEx such as SLA adherence, ticket customer satisfaction scoring, system usage, and capacity planning. Development of new reports or making changes to or performing any customization to existing custom reports is available but not included.

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## 5 TRAINING

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Online training end user training is provided through [Cisco's training site](#). Available content includes an extensive list of free online and instructor lead training courses, webinars, user guides and knowledgebase articles covering numerous topics. Certification courses for administrative users are also available.



Additional Training Resources:

- <https://golearn.webex.com/learn>
- <https://callinghelp.webex.com/>
- <https://collaborationhelp.cisco.com/en-us/article/n3xx7vcb/Get-started-with-Webex-App>

## 6 MONITORING

Monitoring is currently not available for this product. Cisco provides incident status and alerts information related to their services online at: <https://status.webex.com>

For more information visit:

- <https://status.webex.com>

## 7 PLATFORM MANAGEMENT

### 7.1 ROLES AND RESPONSIBILITIES MATRIX

The table below provides an overview of the responsibilities of customer, Cisco and InterVision for activities during the lifecycle of the managed service.

Application and Device Support	InterVision	Cisco	Customer
24 x 7 x 365 remote support	X		
Vendor escalation and case management	X		
Customer portal for service tickets and device management	X		
Customer portal for reporting & analytics		X	
Customer portal for system administration		X	
Cloud hardware and software maintenance		X	
Monitored On-premises collaboration hardware	X		
Unmonitored On-premises collaboration hardware			X
Desktop/Device/Mobile client hardware and software (endpoints)			X



## MANAGED WEBEX CALLING SERVICE GUIDE

Problems isolated to customer managed network equipment and network connections and/or endpoints (software or hardware based)			X
Problems isolated to WebEx backend services & Cisco provided PSTN carriers		X	
Problems isolated to InterVision provided PSTN connections	X		
Problems isolated to customer owned 3rd party PSTN connections			X
System Onboarding	X		
System Offboarding	X		
Running Reports Routine			X
Report Configuration & Design	X		
Change Management (MACD) & User Administration	X**		X
License Management & Procurement	X*		X

\*\* Depending on Service Level Subscription an additional fee may be charged for Change Management (MACD). See the section titled "Remote Moves/Adds/Changes/Deletes (MACD)" below for details.

\* It is the Customer's responsibility to inform InterVision when additional licensees or upgrades to existing licensees are required. Please provide at least 7 days notice if planning to add new users or features to your system that will necessitate the procurement of additional licenses so that the licenses can be made available on the date when they are required.

## 8 SUPPORT

### 8.1 SYSTEM ADMINISTRATION - REMOTE MOVES/ADDS/CHANGES/DELETES (MACD)

Our System Administration service ensures daily administrative responsibilities are executed in a timely and efficient manner by our team of skilled professionals. We take care of the day-to-day administrative tasks, so your internal team has more time to focus on other objectives.

- Minor configuration adjustments of routine administrative tasks
- Management of moves, adds, changes, or deletes within your WebEx environment
- Defined service level agreements



## MANAGED WEBEX CALLING SERVICE GUIDE

InterVision will perform remote Moves, Adds, Changes, and Deletes (“MACD”) in accordance with the support agreement a customer has subscribed to. A remote MACD is defined as any remote move, add, change, or delete related to the WebEx environment. Increments or decrements to existing service quantities or types, including the addition or removal of site locations from the service, will be billed additional one-time and/or recurring fees as specified in the Service Order.

For **Standard Support** customers all MACDs are subject to hourly rates as detailed below.

For **Premium Support** customers most MACDs are included in the cost of the monthly subscription, examples of which are included in **Figure 1** below. Any out of scope moves or changes will be billed per the hourly rates as detailed below. The total number of MACD related tickets included within a given Billing Period are limited to a total quantity equal to 2% of the total number of users provisioned within the system during such period. If during a Billing Period, the total quantity of such tickets exceeds this quantity, we reserve the right to charge additional hourly fees (including applicable fees and taxes) for any such excess work.

Scenario	Support Plan	
	Standard	Premium
I want to ADD a service or increment the quantity of an existing service	Hourly \$	Hourly \$
I want to add new phone numbers or port existing phone numbers	Hourly \$	Hourly \$
I want to modify the extension assigned to a user or phone.	Hourly \$	Included
I want to modify user permissions.	Hourly \$	Included
I want to modify the voicemail settings for a user	Hourly \$	Included
I want to modify a user’s settings or change user’s a password	Hourly \$	Included
I want to update my Holiday greetings	Hourly \$	Included
I want to close/open early on a specific Date and Time	Hourly \$	Included



## MANAGED WEBEX CALLING SERVICE GUIDE

I want to modify my auto attendant menu or greeting message	Hourly \$	Included
I want to modify ring group or call queue members	Hourly \$	Included
I want to modify Music on Hold or other audio settings.	Hourly \$	Included
I want to modify meeting room or conference bridge settings	Hourly \$	Included
I want to change call recording settings or manage existing recordings	Hourly \$	Included
I want to configure a new feature	Hourly \$	Hourly \$
I want to turn up a new location on my system	Hourly \$	Hourly \$

Figure 1: Sample MACD Scenarios

### 8.1.1 SYSTEM ADMINISTRATION SERVICE LIMITATIONS

The following items are to be considered out of scope for all service levels defined in this document and would require a separate statement of work (SOW).

- Modifications of infrastructure that fundamentally modify the architecture of the applications.
- Migrations of new workloads from external systems
- The addition of new telephone numbers (DID) in quantities greater than 10 per billing period
- The porting of existing phone numbers from an external service or carrier into the system
- Call flow setting modifications are limited to a total of 2 hours of implementation labor per billing period. Modifications exceeding 2 hours of labor per billing period are not included and require a separate SOW.
- Integrations with new 3rd party applications

### 8.2 HOURLY SUPPORT SERVICES

In certain instances, such as when a client does not have an active support agreement or for any out of scope services, InterVision may provide support services for the client on an hourly basis. Tasks that require incremental or hourly support time will be billed at the Service Management overage rates listed below. NOTE: Customers will be invoiced a minimum of 1 hour for all hourly support services.

HOURLY SUPPORT RATES	
Managed Communications L1 Support Engineer	\$150/hour



## MANAGED WEBEX CALLING SERVICE GUIDE

Managed Communications L2 Support Engineer	\$175/hour
After Hours Rate*	Standard Rate x 1.3

\*After-hours services are services performed outside InterVision's standard office hours of Monday-Friday, 8:00AM to 6:00PM CST, including holidays.

### 8.3 SELF-SERVICE TOOLS

The Customer can administer their own system and perform MACDs in a self-service fashion using Cisco's WebEx Control Hub online web-based administration tool accessible at <https://admin.webex.com/>. Only users with administrative privileges can perform system wide settings or make changes to user accounts other than their own.

Individual users can update their own account settings such as call forwarding options, voicemail settings, notification settings, etc.

For more information visit: <https://admin.webex.com><sup>2</sup>

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## 9 OFFERING SPECIFIC SERVICE LEVEL OBJECTIVES ("SLO")

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### 9.1 SERVICE COMMITMENT

All services are hosted within Cisco's WebEx cloud infrastructure. Cisco provides all core services to customers while InterVision provides support for WebEx services. Cisco Webex Calling was designed for carrier-class availability (99.99% availability). Carrier-class availability is achieved via the following techniques:

- N+1 server clustering
- Geographic redundancy (ten data centers on three continents)
- Automatic data replication within and between data centers
- Distributed Denial-of-Service (DDoS) detection and prevention

The Webex Calling Disaster Recovery Plan outlines the redundancy design of the network and services elements operated by Webex Calling engineering and operations teams and focuses on quickly returning network and service functionality to a working state in the event of a disaster. Cisco provides Webex Calling services through geographically redundant data centers.

For more information visit:

- [https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end\\_user\\_license\\_agreement.html](https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html)
- <https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html>

### 9.2 INTERVISION SUPPORT COMMITMENT

The InterVision Operations Center offer service level agreement and objectives for incident response and change requests. The details of the InterVision Service Level Objectives is found in the Managed Services Statement of Work.

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<sup>2</sup> <https://admin.webex.com/>



## 10 OFFERING SPECIFIC TERMS AND CONDITIONS

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Customer acknowledges that in addition to InterVision's agreements they are bound to Cisco's agreements set forth below. In event of any conflict between InterVision's and Cisco's contracts and service descriptions, the contract between the customer and Cisco will prevail. The customer is subject to all agreements with Cisco which may not be modified.

All users of this service are additionally bound by the terms set forth at [https://www.webex.com/content/webex/en\\_US/index/terms-of-service.html/](https://www.webex.com/content/webex/en_US/index/terms-of-service.html/)

### 10.1 SUPPORT AND MAINTENANCE COVERAGE AND LIMITATIONS

- Remote access to devices or applications must be available for certain applications and feature support. The client is responsible for out of band access, along with in-band access.
- Phone hardware maintenance is not included.
- Network devices can optionally be monitored and supported by InterVision with the addition of Managed Network services. This includes switches, routers, access points, WAN circuits, and firewalls.

### 10.2 UNAUTHORIZED USE

The Customer is responsible for the payment of charges for all calls originated using the Customer's provisioned Services including, but not limited to, payment for calls or services originating at the Customer's number(s); accepted at the Customer's number(s) (i.e., collect calls); forwarded or transferred by the Customer's number(s); and billed to the Customer's number via third number billing. Customer is responsible even if the charges were incurred as the result of unauthorized use. It is the Customer's responsibility to protect username, passwords, and pins for accessing the system. InterVision disclaims any responsibility to protect username, passwords, and pins. Any charges or fees incurred from unauthorized access via Customer credentials will be the sole responsibility of the Customer.

### 10.3 PRIVACY

Customer Proprietary Network Information ("CPNI") is Customer information acquired by InterVision from provisioning regulated telecommunications services to Customer. CPNI includes, among other things, Service identities, quantities and locations; information on how Service is being used; and Service billing information. InterVision will not share Customer CPNI with third-parties without Customer's prior written approval except as required to furnish the Services or as required by legal process or a governmental entity. Data and voice transmissions related to the Services may traverse public airways and circuits such as the Public Switched Telephone Network ("PSTN") or Internet. InterVision disclaims any responsibility for disclosure of Customer information that is communicated through public airways and circuits.

### 10.4 CANCELATIONS:

Customers are bound by a contractual agreement and cancellation requests should be set to cancel at the end of your contract term or renewal term. Cancellation requests must be made at least 60 days prior to your contract term date. Most customers have a standard agreement with an initial term of service commitment (for example, 36 months). This agreement automatically renews at the end of the initial term if you do not request to go to a month-to-month before your service agreement auto-renews for additional 12-month term as defined in the applicable





## MANAGED WEBEX CALLING SERVICE GUIDE

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Work Order. You will keep auto-renewing every 12 months unless you request to cancel or to change to a month-to-month plan (for eligible services).

InterVision Managed WebEx is considered to be a Third-Party (3rd party) product subscription. For more information on cancellation policies related to third-party subscriptions please refer to the applicable work order for further details.

### Important Service Cancellation Stipulations:

- When cancelling, you will be subject to disconnection fees and Contract Buy Out fees where applicable.
- Month-to-Month customer's services cancel at the end of the next calendar month.
- We do not prorate your services after cancellation - If you have services for anytime within a month you will be billed for the entire month of services

