

# Premiere Conferencing (Japan), Inc.

## Terms of Services Cisco WebEx SaaS Annuity

### Article 1. Structure of Services

All the Web Meeting Applications of Cisco WebEx Services shall be supplied under SaaS and the structure of WebEx Services is specified as below.

Group	Products
A-WX	Enterprise Edition
	Meeting Center
	Training Center
	Event Center
	Support Center
	WebEx Audio
	Cisco Spark
A-SPK	Meeting Center
	Training Center *
	Event Center *
	WebEx Audio
	Cisco Spark

\* Training Center and Event Center shall be supplied as an add-on service. It shall be supplied together with Meeting Center.

### Article 2. Outline of the Products

Outline of the Products is as below.

	Products	Outline
1	Enterprise Edition	All the functions of the following 2,3,4 and 5 are available.
2	Meeting Center	Video Meeting for exclusive use is available.
3	Training Center	Online Training is available.
4	Event Center	Event and Online Seminar are available.
5	Support Center	Cisco Remote Support via remote computer operation is available.
6	WebEx Audio	Audio function of Web conferencing services are available.
7	Cisco Spark	Video Meeting, Messaging Services are available.

### Article 3. A-WX License Model

There are four Subscription Types (Licensing Models).

1. Employee Count:

- (1) This subscription is designed for a company to purchase the offering for each employee within their entire organization. For example, a 1000-employee organization will need to purchase 1000 licenses.
- (2) In order to purchase the Employee Count subscription, an organization must have a minimum of 100 employees.

2. Active User:

- (1) This subscription is designed for organizations that expect broad usage of Cisco WebEx services, expect the usage to grow over time, and prefer a fixed annual payment.
- (2) In this model, the initial subscription is based on 15 percent of the total employee count or 75 licenses, whichever is greater, yet all employees receive access to the Cisco WebEx service.
- (3) In year two, Cisco will calculate the number of active users averaged over the immediately preceding three-month period (months 9, 10, and 11) to determine the new subscription count.
- (4) An employee becomes an Active User when the employee hosts one (1) or more meetings per month using the Cisco WebEx or Cisco Spark™ service. The year-two subscription is the number of active users calculated in the audit or the amount of the initial subscription, whichever is greater, meaning that if the number of active users falls below 15 percent of the total employee base, the customer still needs to renew for the full 15 percent.

3. Named User:

- (1) This subscription is designed for organizations that want the simplest possible approach to buying Cisco WebEx applications.
- (2) A Named User is any individual who may schedule and host meetings. User accounts are individualized and may not be shared or used by anyone other than the one employee to whom the user account is assigned.

4. Ports:

- (1) With the Ports model, customers have access to a specific number of concurrent users, shared across the entire system. For example, if a customer purchases a license for 100 ports, 100 people (participants) can use the Cisco WebEx service at any one time. The breakdown might be anything from a single meeting with one host and 99 attendees, or 50 meetings each with a single host and a single attendee. Whatever the breakdown, the total number of users across the system at any one time cannot exceed 100. If the 101st person tries to attend (or host) a meeting, that person will count toward overage.

#### Article 4. A-WX The Limitations of License Model

	Employee Count	Active User	Named User	Ports
Product	Enterprise Edition, Meeting Center		Enterprise Edition, Meeting Center, Training Center, Event Center Support Center, Enterprise Edition (without Spark ), Meeting Center (without Spark)	Meeting Center, Support Center
Quantity constraints	User must license for entire employee count; minimum 100 licenses	Minimum 15 percent of total employee count; minimum 75 licenses (whichever is greater)	Meeting Center minimum 1 license; Enterprise Edition minimum 25 licenses	Minimum 2 ports
Quantity constraints for change orders	Minimum 1 additional license; change orders will co-term to the subscription's length			
Initial terms available	12, 24, 36, 48, and 60 months			
Renewal terms available	12 months			
Payment terms	Prepay for initial term, monthly, and annual billing			
Quantity constraints	Must license for entire employee count; minimum 100 licenses	Minimum 15 percent of total employee count; minimum 75 licenses	Core Subscription Services minimum 1 license; Enterprise Edition minimum 25 licenses	Minimum 2 ports
Maximum participants without overage (Participant Capacity equals Host plus Attendees)	1000 per session	1000 per session	Meeting Center: 25, 200 per session Enterprise Edition: 200, 1000 per session Training Center: 30, 200 per session Support Center: 5 per session Event Center: 100, 500, 1000,	As many ports as the subscriber owns, up to 1000

			3000 per session	
Overage	If the total number of users connected to a physical server or online service at any one point exceeds the maximum participants for that service, an attendee overage fee will be charged.			If, at any time, the total number of meeting attendees (including the meeting host), as measured by the total number of network connections connected to a physical server or any online service, exceeds the total number of ports purchased, an average fee will be charged.

## **Article 5. A-SPK Basic License Model**

In principle the basic structure is as follow;-

### **1. Business Messaging (M1)**

The participants may exchange messages with other users or groups and share files with them. Anyone may send messages by selecting sender's address of the company address book or by inputting address to start messaging with clients, partners and other people to whom you wish to communicate. The main functions are as follows;-

- (1) You may purchase storage of Cisco Spark as well. The number of users multiplied by 5GB shall be supplied and it will be pooled within the users.
- (2) The manager of the participants may access to the management function and information such as single sign-on, call log, usage report and so forth.
- (3) Manager may provision, manage and analyze the experience total of Cisco Spark by Cisco Spark Control Hub (standard). In the case of WebEx account based on non-common ID base, it will be managed in the site of Cisco WebEx.

### **2. Basic Meetings (M2)**

Cisco Spark basic meetings (M2) include video and content sharing and take place within the Cisco Spark apps. with up to 25 Users. Because these meetings are linked to a Cisco Spark message space, they can be joined via the Cisco Spark apps., a Cisco IP phone registered to Cisco Spark, or room devices. Capabilities include:

- (1) Instant Cisco Spark Meetings are initiated from within the Cisco Spark apps. with a simple click. When in the relevant space, simply click the Call activity circle. Once a meeting is started, in the space anyone can join or add guests from outside of the space.
- (2) Join a scheduled meeting from the Cisco Spark apps. or any Cisco Spark device registered to Cisco Spark.
- (3) Scheduled meetings are possible with Cisco Spark Hybrid Services. By enabling the Calendar Service, users can add @spark to their Microsoft Outlook invite, which not only will create a Cisco Spark space, but will also put the click-to-join information at the bottom of the invite.

### **3. Advanced Meetings (M3)**

Cisco Spark advanced meetings (M3) include everything in Cisco Spark basic meetings (M2) plus these capabilities:

- (1) Host meetings with all the capabilities powered by Cisco WebEx. This includes Cisco WebEx Meeting Center video conferencing (Formaly CMR Cloud). Anyone can join on any device, including mobile devices, web, phones via the Public Switched Telephone Network (PSTN), Cisco Spark room devices (including the Cisco Spark Board), Cisco IP phones registered to Cisco Spark, Microsoft Skype for Business endpoints, third-party standards-based video endpoints, and more.
- (2) Each user with an advanced meetings subscription has a personal room with their own meeting URL and URI to make scheduling and joining meeting easy. A personal room can be used by anyone to join the meeting. It is constant and associated with the host that owns it. Prior to the

host's arrival, the attendees wait in a lobby.

- (3) Ability to schedule meetings (no Cisco Spark Hybrid Services required).
- (4) Meetings with up to 200 participants.

## **Article 6. A-SPK Products and License Model**

The products and license models of A-SPK are as follows;-

### **1. A-SPK (Named User)**

- (1) Cisco Spark Named User accounts must be unique to the specific Employee, and they may not be shared or used by anyone other than your designated Employee. Named User may send messages and host meetings. Number of the meeting participants will be restricted by its authority.
- (2) Features included in the Named User
  - a. All features in Cisco Spark Free
  - b. Host up to 3-party meetings in Cisco Spark spaces
  - c. Space moderation
  - d. Compliance exports
  - e. Pooled storage, 5GB per user
  - f. Directory Integration with SSO
  - g. Unlimited Integration
  - h. Basic Technical Support Services
  - i. User management
  - j. Cisco Spark Control Hub (standard)
  - k. Host up to 25-party meetings in Cisco Spark spaces
  - l. Host up to 200-party meetings by Cisco WebEx
  - m. Cisco WebEx Storage, 10 GB per site (NBR, Document)

### **2. SPK (Cisco EA for Aparke Flex Plan)**

- (1) Under the Cisco Enterprise Agreement buying model, Subscribers purchase one subscription license for all Knowledge Workers. A "Knowledge Worker" is an employee or contractor who uses a computing or communications device as part of their job duties. Your minimum Order quantity is the greater of (a) the number of Employees as of the date of Order, adjusted annually for annual growth exceeding the Growth Allowance, or (b) 250. Each subscribed Knowledge Worker receives a Named User account.
- (2) True Forward process and calculation – Offering of Cisco EA for Spark Flex Plan
  - "True Forward" is an adjustment process that reconciles fees owed to Cisco when your use exceeds the amount you purchased under your subscription. True Forward event occurs when the use of technologies exceeds the authorities which you purchased. Under these situations, Cisco will perform the following True Forward process.
    - a. Cisco EA Manager of the Client (End User) will finalize True Forward process defined once every

year as from the inception date (also the termination date of permanent software license) of Cisco Enterprise Agreement (Cisco EA)

b. Necessary Review or statement shall be performed by the Manager for Client Contract on the inventory evaluation including Smart Account UCM Required Licenses and numbers of Knowledge Workers currently introduced, the devices of public spaces and other necessary data. The Exceeded portion of 20% of Knowledge Workers and 50% of public spaces shall be evaluated and adjusted in the True Forward event.

c. Organization shall access to maximum or under the level of the technologies for the products purchased. Maximum level for the case of Client M will be M1, M2 and M3. The organization for the Client who purchased the product over M3 may access to from M1 to M3. If the Users use the services exceeding the authority which they purchased, it will be adjusted under the True Forward event.

d. If the numbers of Knowledge Worker, public space, designated Users, designated devices and designated licenses are reduced, the Clients may increase introduction and usage rate, but they can not request for refund.

e. Clients shall confirm whether or not subscription model purchased corresponds to the introduction authority, and if necessary they change its order and its subscription model in order to meet their requirement.

### **3. SPK (Cisco Spark Flex Plan Active User)**

(1) Under the Cisco Spark Flex Plan Active User, you are entitled to provision Cisco Meeting platform to all of your Knowledge Workers. However, you are billed only for Knowledge Workers (above a certain minimum) that initiate a Meeting (“Active Users”).

(2) In order to purchase Active User Flex Plan, there is a minimum subscription requirement. It will be the greater of the following: (a) 75 Users; (b) 15% of your Knowledge Workers

(3) Features included in Cisco EA Spark Flex Plan as well as Cisco Spark Flex Active User

- a. All features in Cisco Spark Free
- b. Host up to 3-party meetings in Cisco Spark spaces
- c. Space moderation
- d. Compliance exports
- e. Pooled storage, 5GB per user
- f. Single Sign-on (SSO) and directory integration
- g. Unlimited Integration
- h. Basic Technical Support Services
- i. User Management

- j. Cisco Spark Control Hub (standard)
- k. Host up to 25-party meetings in Cisco Spark spaces
- l. Host up to 200-party meetings by Cisco WebEx
- m. Cisco WebEx Storage, 50 GB (Network-Based Recording, documents)
- n. Cisco Spark Room Devices
- o. Training Center 200
- p. Event Center 1000

(4) True Forward Process and Calculation – Offering of Active User Meetings

“True Forward” is an adjustment process that reconciles fees owed to Cisco when your use exceeds the amount you purchased under your subscription. True Forward event occurs when the Client exceeds the authority for license or permissible range for the numbers of Knowledge Workers and public spaces of Active User Meeting.

- a. For second year, 3 months before the inception date of the contract, we calculate the numbers of average Active Users for just before 3 months (9th, 10th and 11th month), and judges the subscription numbers.
- b. Active User Authority shall be set at minimum level and it shall be reset at increased volume based on the outcome of True Forward event. Numbers of maximum Active User shall not be decreased and not credited to the Clients based on the outcome of True Forward event.
- c. An Employee who has Cisco WebEx meeting with more than ad hoc call of one by one or with host Cisco Spark meeting more than once a month, he/she shall be regarded as an Active User.
- d. Exceeded portion of current Active User authority calculated based on True Forward event shall be adjusted and the applied fee for the actual usage conditions for the past three months shall be evaluated.
- e. At the termination of permanent software license, manager for the Active User Agreement of the Client shall finalize True Forward process defined.
- f. Necessary Review or statement shall be performed by the Manager for Client Contract on the inventory evaluation including Smart Account UCM Required Licenses and numbers of Knowledge Workers currently introduced, the devices of public spaces and other necessary data. The Exceeded portion of 20% of Knowledge Workers and 50% of public spaces shall be evaluated and adjusted in the True Forward event.
- g. If the numbers of Active User, Knowledge Worker, public space, designated Users, designated devices and designated licenses are reduced, the Clients may increase introduction and usage rate, but they can not request for refund.
- h. Clients shall confirm whether or not subscription model purchased corresponds to the introduction authority, and if necessary they change its order and its subscription model in order to meet their requirement.



#### **4. A-SPK (Cisco Spark Flex Plan Shared Meeting)**

- (1) Under Cisco Spark Cloud Shared Meetings subscription, the authority for M3 shall be provided to the User.
- (2) Under Cloud Shared Meetings subscription, User may introduce video center style meeting service shared with all employees as a shared resource. User does not need to purchase each User subscription.
- (3) These subscriptions are the services to the Users who need to host all department or User group by introducing video devices of Cisco Spark and Cisco Spark Board. Based on the numbers of Cloud Shared Meetings subscription the number of concurrent meetings which user may host shall be fixed.
- (4) For Cloud Shared Meetings (only), you can register up to 250 users for every Cloud Shared Meetings subscription. You are entitled to an authority for Cisco Spark Advanced Meetings (M3) subscription. You may have unlimited Cisco Spark Meetings or WebEx Meetings as long as the total number of concurrent meetings you use does not exceed the number of concurrent meetings purchased in your Shared Meetings subscription. The number of concurrent meetings you use exceed the number of concurrent meeting purchased, Cisco reserves the right of performing True Forward process specified in the following sections.
- (5) True Forward Process and Calculation – Offering of Shared Meetings  
“True Forward” is an adjustment process that reconciles fees owed to Cisco when your use exceeds the amount you purchased under your subscription of Shared Meetings or Cloud Shared Audio. Under these situations, Cisco will perform the following True Forward process.
  - a. Maximum number of concurrent meetings exceeds the Cloud Shared Meeting which user purchased, Cisco may adjust numbers of Shared Meetings and the numbers of Cloud Shared Meetings in order to reconcile with the actual usage conditions in the past three months.
  - b. Usage hours of Cloud Shared Audio exceed the minutes of Cloud Shared Audio which user purchased, Cisco may adjust numbers and subscription numbers if applicable of Cloud Shared Audio in order to reconcile with the actual usage conditions in the past three months.
  - c. True Forward adjustment shall be performed on quarterly basis at after 3-, 6-, 9- and 12-month anniversary of the inception date of the contract. True Forward adjustment for subscription shall be applied to all the subscription of Shared Audio together with Share Meeting subscription purchased.
  - d. Maximum numbers of concurrent meetings users use exceed the total numbers of Shared Meetings users purchased, users shall be the subject users for True Forward adjustment. If total numbers of Shared Meetings which user uses exceed 25 per month, user shall be asked to switch to the user-based model. Under True Forward adjustment, Cloud Shared Meeting shall be independently calculated.

This Yakkan comes into effect on 1st April, 2018.