Data sheet
Cisco public

Webex for Government – Collaboration Flex Plan 3.0

© 2026 Cisco and/or its affiliates. All rights reserved.

Contents

Webex for Government 3

Webex Meetings products, features, benefits and buying models 5

Webex Meetings Add-ons 7

Webex Calling product, features, benefits, and deployment models 10

Technical support and customer success services 17

Cloud Provisioning 17

On-premises licensing and software delivery 17

Ordering information 17

Basic Webex Meeting service 17

Cisco environmental sustainability 18

Cisco Capital 18

Appendix 18

Document history 19

© 2026 Cisco and/or its affiliates. All rights reserved.

Webex for Government

Webex® for Government, through the Cisco Collaboration Flex Plan, provides flexible subscriptions for FedRAMP- authorized products including Webex Calling and Webex Meetings for Government, Cisco® Unified Communications Manager, the Webex Suite, and the option to purchase products individually based on customer needs. With AI-powered tools like Webex Calling Customer Assist, organizations can automate routine tasks and deliver personalized, always-on customer and workplace experiences, driving resilience and intelligence into today's dynamic government environments.

Deployment models

Customers can choose to mix deployment models to fit their needs and deploy FedRAMP-authorized Webex Meetings with FedRAMP-authorized Webex Calling or with on-premises calling.

Buying models

The Cisco Enterprise Agreement (EA) buying model covers all knowledge workers (KWs) in an organization and includes a 15 percent growth allowance for all new Flex 3.0 subscriptions. A minimum of 250 KWs are required.

The Named User (NU) buying model is a per-user subscription that provides Webex Meetings and/or Webex Calling services for individuals, teams, or departments with the flexibility to add additional users as adoption grows. No growth allowance is included. Subscriptions can be purchased per user with no minimum (with these exceptions: a minimum of five users is required for Webex Suite NU or the Webex Meetings Package).

The Active User (AU) buying model is a usage-based subscription for Webex Meetings only that allows customers to purchase Webex Meeting entitlements according to adoption. Subscriptions can be purchased for a minimum of 40 AUs.

True Forward

In the event of subscription overconsumption, Cisco has a True Forward policy for all Flex subscriptions (EA, NU, and AU). Consult the Collaboration Flex True Forward deck for program details. Cisco Collaboration Control Hub acts as the source of truth on all users and average active user values used in the True Forward process.

Webex Suite, Webex Suite Essentials

Webex Suite can be purchased in two different tiers in the Flex 3.0 offer: Webex Suite Essentials (cloud only) and the more comprehensive Webex Suite (with cloud and on-premises options). Both options are available for Enterprise Agreement (EA) and Named User (NU) buying models.

© 2026 Cisco and/or its affiliates. All rights reserved.

Calling User License Tiers

Webex Calling:

- **Professional** – The full-featured tier for employees and contractors that require professional calling capabilities: multiple devices (both soft clients and hard devices), voice queues, virtual lines, Webex Go ready, etc. This tier includes voicemail.
- **Standard** – This license tier is for users that require standard calling capabilities, a single device (hard device or soft phones), voicemail, hot desking, etc.
- **Workspace** – A calling license designed for shared use and common area locations. Not intended for an individual user's calling needs.

On-Premises Calling:

- **Professional** – Full-featured license for employees and contractors who use multiple communication devices as part of their job duties.
- **Enhanced** – This feature rich license is optimized for task workers who use a single device.
- **Access** – Entry-level license that supports only one device, plus basic (voice and video) call control features.
- **Common Area** – Calling license designed for shared use and common area locations. Not intended for an individual user's calling needs.

Deployment models

Customers can choose to mix deployment models to fit their needs and deploy cloud Meetings and Calling on-premises or in the cloud with Webex Calling. Table 1 shows which deployment models are available for Meetings and Calling.

Table 1. Availability of Meetings and Calling by deployment model

	Cloud	On-premises
Meetings	X	Only available in A-CMS or A-FLEX-3 offers
Calling	X	X

© 2026 Cisco and/or its affiliates. All rights reserved.

Webex Meetings products, features, benefits and buying models

Table 2 describes products and features available in the EA, NU and AU buying models. Table 3 describes add-on features that can be purchased as a part of your subscription and availability in designated buying models.

Table 2. Features available in buying models.

Products and features	Benefits	Buying model available		
		EA	NU	AU
Webex Meetings Package	The following video and web conferencing solutions are included: Webex Meetings with a capacity of 1000 attendees per session Webex Webinars with a capacity of 1000 attendees per session A branded microsite See supported languages. For Named User, customers can choose the entire Webex Meetings Package or an a-la-carte combination of Webex Meetings, and Webex Webinars. You cannot select this option in combination with Webex Webinars 3000.	X	X	X
Webex Webinars	Host or join Webex Webinars natively from the Webex Meetings app with common meeting experiences and controls, no matter how participants join (Webinars Capacities 1,000 to 10,000). Webex Webinars with Webcast with features such as the ability to broadcast live with Q&A and feedback via chat (Webcast up to 100,000 capacities) **Note:** Calendar service must be enabled.		X	
Webex Suite	The Webex Suite brings the full power of the Webex platform to users, with Cloud or On-Premises Calling, Meetings, Messaging, Polling and Webinars.	X	X	
Webex Suite Essentials	Webex Suite Essentials can be purchased under Webex for Government to bring the power of the Webex platform with a Cloud Calling Standard license, Meetings, Messaging, and Polling to your organization's users. Webex Suite Essentials is a cloud calling-only option.	X	X	
Webex Calling Customer Assist	Webex Calling Customer Assist, is a solution that empowers every employee to deliver customer service with an AI-powered, calling centric experience built into the Webex app. With features like Click-to-call, advanced auto attendant, AI Assistant for agents and AI powered sentiment analysis for supervisors, it provides all the tools an organization needs to provide exceptional customer engagement to customers.	X	X	

© 2026 Cisco and/or its affiliates. All rights reserved.

Products and features	Benefits	Buying model available		
		EA	NU	AU
Webex App	The Webex App provides a unified client experience for users to message. Get secure, all-in-one team collaboration with Webex App. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more. Users can host or join Meetings natively from the Webex App with common meeting experiences and controls. **Note:** Calendar services must be enabled.	X	X	X
Pro Pack for Cisco Compliance Control Hub	Pro Pack delivers additional levels of security controls, compliance management, and business insights.	X	X	X
Webex Conferencing Audio (Voice over IP [VoIP])	Each knowledge worker has unlimited access to VoIP. Cisco Webex VoIP capabilities may not be available to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for more details.	X	X	X
Webex Conferencing Audio (toll dial-in audio) **Or** Cisco Cloud Connected Audio Service Provider User	Each knowledge worker has unlimited access to global toll call-in services. Local toll call-in number(s) are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio Offering data sheet (Table 2) for a list of covered countries. Or, Under the Cloud Connected Audio Service Provider (CCA SP User) Audio option, a service provider partner peers with Cisco and provides the transport and access (phone numbers) to a customer, while Cisco provides audio bridging. The service provider partner also provides lifecycle support; that is, day-0, day-1, and day-2 support.	X	X	X
Cloud device registration	The cloud device registration provides the ability to register Cisco video devices purchased upfront to the Webex cloud, with no need for on-premises infrastructure.	X		X
Webex Hybrid Services	Integrate your existing IT assets with Webex to provide a single, integrated experience. The Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X	X
Webex Edge Audio	Webex Edge Audio is suitable for customers that have a cloud meetings solution coupled with an on-premises calling solution. It provides an on-net path (VoIP) for participants to join meetings from their existing IP phones with no change in behavior or training required. Webex Edge Audio supports all Cisco Unified Communications solutions, providing high-quality audio (wideband codec) and cost savings by bypassing PSTN.	X	X	X

© 2026 Cisco and/or its affiliates. All rights reserved.

Webex Meetings Add-ons

Table 3. Optional add-on products and features by buying model available for purchase with Webex Meetings

Add-on products and features	Benefits	Buying model available		
		EA	NU	AU
Webex Messaging 1 TB file storage	Gain additional file storage beyond the pooled 20 GB of file storage per knowledge worker in the standard offer. Extra storage is purchased in unitary increments.	X	X	X
Cloud device registration†	Cloud device registration provides the ability to register Cisco video devices to the Webex cloud, with no need for on-premises infrastructure.	Included	X	Included
Cisco Room-based Video Endpoints	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco room-based video endpoints.		X	
Expert on Demand Devices	Expert on Demand provides the ability for experts to remotely join a Webex meeting through their supported RealWear Headset.	X	X	X
Network-Based Recording Storage (NBR) (100 and 500 GB)	Additional Webex Meetings and Webex Calling Network-Based Recording (NBR) storage is available in 100-GB and 500-GB increments. This is incremental to the included 1 GB per-user NBR storage entitled with EA and NU. And 5 GB per-Active-User NBR storage entitled with AU.	X	X	X
Content Management	Provides auto record functionality with unlimited storage. The default retention is 1 year. This is for Webex Meetings and Webex Calling total KW count.	X	X	X
Real-Time Translation	Real-time translation for Webex Meetings provides the ability to translate English to more than 100 languages natively within Webex.	X	X	
Webex Instant Connect	Webex Instant Connect is a WebRTC-based solution that allows multi-party video visits. It can be used as a standalone application or can be integrated via API in an existing application. To use Webex Instant Connect, a Guest-to-Guest (G2G) meetings license is necessary. Available in two varieties: Standard and Enhanced. Select Webex Instant Connect EPIC if you are integrating Instant Connect with Epic and need Connection and Disconnection status messages in the Epic App	X	X	X

© 2026 Cisco and/or its affiliates. All rights reserved.

Add-on products and features	Benefits	Buying model available		
		EA	NU	AU
The following audio add-ons are available only for Webex Conferencing Audio (not Cloud Connected Audio).				
Webex Conferencing Audio (Bridge Country Callback Audio)*	Each knowledge worker has unlimited access to global toll call-in plus bridge country callback services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Callback Audio is available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	X	X	X
Webex Conferencing Audio (Bridge Country Callback + Toll-Free Audio) for the U.S. and Canada*	Each knowledge worker has unlimited access to global toll call-in plus bridge country callback and bridge country toll free services. Local toll call-in number(s) are provided for participants to join a Webex meeting. Bridge Country Callback Audio allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Bridge Country Toll Free Audio provides participants toll free call-in numbers to join the Webex meeting. Bridge Country Callback + Toll Free Audio is available only to participants in the United States and Canada. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for a list of covered countries.	X	X	X
Webex Conferencing Audio (global callback audio)*	Each knowledge worker has unlimited access to global toll call-in plus global callback. Local toll call-in numbers are provided for participants joining a Webex meeting. Global Callback Audio allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to Webex Audio Offering data sheet for a list of covered countries.	X	X	X
Webex Audio (per minute)*	The following Webex Audio services are available for purchase on a per-minute basis: • Bridge country toll-free call-in:** Toll-free call-in number(s) are provided for participants in the bridge country to join a Webex meeting. • Bridge country callback:** Allows participants in the bridge country to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. • Global toll-free call-in: Toll-free call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries.	X	X	X

© 2026 Cisco and/or its affiliates. All rights reserved.

Add-on products and features	Benefits	Buying model available		
		EA	NU	AU
	• Global premium toll call-in: Local toll call-in numbers are provided for participants in covered countries to join a Webex meeting. Refer to the Webex Audio data sheet for a list of covered countries. • Global callback: Allows participants in covered countries to join a Webex meeting by having the meeting call them at the number they specify once they've joined over the web. Refer to the Webex Audio data sheet for a list of covered countries. **Per-minute bridge country audio services are available only to participants in certain countries. Refer to the "Important Information Regarding Audio Services" section of the Webex Audio Offering data sheet for more details. Each of these services can be included in or excluded from the order and subsequent site provisioning. All included services will be made available to all site knowledge workers by default, and knowledge worker-level entitlements can be selectively modified using site administration tools. You will be required to choose one of the following billing models with your order: Uncommitted billing – Invoiced monthly in arrears, based on actual usage over the billing period. Per-use fees are subject to change. The subscriber will be charged at the applicable rate in effect at the time the service is used. Committed billing – Invoiced monthly in advance for the duration of the audio service subscription term, based on a monthly committed dollar amount (minimum of $226 per month). Usage in excess of committed amounts is invoiced monthly in arrears at the discounted rate. Committed amounts that are not used by the subscriber during the month may not be carried forward into the next month.			
Webex Edge Connect	Webex Edge Connect is suitable for customers who have a cloud meetings solution coupled with an on-premises calling solution. It provides a dedicated, managed, Quality-of-Service (QoS)-enabled IP link from the customer's premises to the Webex Cloud through direct peering, leading to better and faster Webex meetings powered by the Webex backbone. The direct connection provides enhanced meeting quality with consistent network performance and added security. It is recommended that customers that deploy Webex Edge Audio purchase Webex Edge Connect to experience premium meeting quality and significant cost savings by combining audio and Internet bandwidth.	X	X	X

© 2026 Cisco and/or its affiliates. All rights reserved.

Add-on products and features	Benefits	Buying model available		
		EA	NU	AU
Production Assist	Production Assist is valuable to ensure successful Webinars. Customers want to be able to have large Webinars setup and run smoothly with the expertise of a Cisco producer ensuring participants and attendees get to focus on the speakers and content.	X	X	X

Webex Calling product, features, benefits, and deployment models

Webex for Government offers different calling options to meet the needs of Government customers. When you choose a calling option in the Webex for Government, you receive entitlements to a bundle of calling features. Table 4 describes the included features with the EA and NU buying models, as well as the availability of each feature to users with a cloud or on-premises deployment model.

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

Included feature	Benefits	Buying model		Available deployment models	
		EA	NU	Webex Calling	CUCM on-premises
Webex Calling	Webex Calling in the Webex for Government offer is the latest Cloud Calling offer that is FedRAMP authorized that delivers proven enterprise-class Cisco hosted calling functionality. Webex Calling In Webex for Government includes only the multi-tenant option. Mobility is available via Webex App (desktop and mobile clients with support for multiple devices). Three license options are available: Professional, Standard, and Workspace. In an EA, Workspace licenses are included for 50 percent of the KW count.	X	X	X	
Webex Calling Customer Assist	Webex Calling Customer Assist enables any employee to deliver customer service through an AI-powered, calling-focused experience within the Webex App. Features such as click-to-call, agent and supervisor tools, screen pops, wrap-up reasons, and real-time analytics equip organizations to deliver exceptional customer engagement.	X	X	X	
Webex Suite	The Webex Suite can be purchased under Webex for Government to bring the full power of the Webex platform with Cloud or On-Premises Calling, Meetings, Messaging, and Webinars to your organization's users.	X	X	X	X

© 2026 Cisco and/or its affiliates. All rights reserved.

Included feature	Benefits	Buying model		Available deployment models	
		EA	NU	Webex Calling	CUCM on-premises
Webex Suite Essentials	The Webex Suite can be purchased under Webex for Government to bring the full power of the Webex platform with Cloud Calling, Meetings, Messaging & Polling to your organization's users.	X	X	X	
Webex App	Secure, all-in-one team collaboration from Webex. Webex is an app for continuous teamwork. Move work forward in secure workspaces where everyone can contribute anytime with messaging, file sharing, white boarding, video meetings, calling, and more.	X	X	X	X
Cloud device registration	Cloud device registration provides the capability to register Cisco video devices purchased upfront as well as Hardware as a Service to the Webex cloud, with no need for on-premises infrastructure.	X	Webex Suite NU Only	X	X
Cisco Room-Based Video Endpoints	TelePresence Room and Expressway Room enable call control for room-based immersive and multipurpose Cisco room-based video endpoints.	X		X	X
Webex Hybrid Services	Integrate your existing IT assets with Webex to provide a single, integrated experience. Webex Hybrid Services include Call Service, Calendar Service, Directory Service, Video Mesh, and Data Security Service.	X	X		X
Cisco Unified Communications Manager **(on-premises calling)**	Cisco Unified Communications Manager (CUCM) provides an enterprise-class IP telephony call-processing system for premises-based deployments.	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. It includes. • Base software license • Expressway-E license • Series feature license • Rich Media Session license • Desk phone and room registration licenses	X	X		X

© 2026 Cisco and/or its affiliates. All rights reserved.

Included feature	Benefits	Buying model		Available deployment models	
		EA	NU	Webex Calling	CUCM on-premises
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 (Jabber)	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) • Cisco Virtualization Experience Media Edition (VXME)	X	X		X
Group Voicemail	Group Voicemail offers the ability to create a voicemail and fax inbox that can be shared by a group of users within an organization. This may be deployed as a voicemail box for individuals that do not have calling entitlements. Group voicemail boxes cannot exceed the named user or knowledge worker count. In Webex Calling Dedicated Instance deployments, additional group voicemail boxes can be added up to the total capacity available on the dedicated instance but may not exceed available capacity.	X	X	X	
Virtual Lines	Virtual lines can be used to configure multiple lines for Webex Calling Professional users. You can configure virtual lines with its associated business calling features, such as voicemail, call forward, call waiting, and many more, without requiring additional licenses. After the lines are configured, they can be assigned to the device and Webex App as non-primary lines. These lines are used to place and receive calls like the primary line. Virtual lines cannot exceed the named user Professional Calling or knowledge worker count. Virtual line is specific to Multi-tenant deployments.	X	X	X	

© 2026 Cisco and/or its affiliates. All rights reserved.

Included feature	Benefits	Buying model		Available deployment models	
		EA	NU	Webex Calling	CUCM on-premises
Cisco Emergency Responder	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
Enhanced Emergency Calling	The enhanced emergency (E911) service for Webex Calling provides an emergency service designed for organizations with a hybrid or nomadic workforce. It provides dynamic location support and a network that routes emergency calls to Public Safety Answering Points (PSAP)	X	X	X	
Cisco Unified Survivable Remote Site Telephony (SRST)	Cisco Unified Survivable Remote Site Telephony (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 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

† Not applicable for Webex Calling

© 2026 Cisco and/or its affiliates. All rights reserved.

Table 5 describes the add-on features that can be purchased on top of your subscription and the availability of each add-on feature based on the designated buying model as well as the availability of each feature to users with a cloud or on-premises deployment model.

Table 5. Add-on features, buying model, and deployment model availability for purchase

Add-on feature	Benefit	Buying model		Available deployment models	
		EA	NU	Webex Calling	CUCM on-prem
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.	Included	X		X
Cisco Unified Attendant Console (CUAC) Standard	Cisco Unified Attendant Console (CUAC) Standard and Advanced are available as part of the Collaboration Flex Plan. CUAC Advanced comes with optional high availability to protect your system from down time. CUAC Advanced offers a powerful queuing engine that helps users manage several calls from many sources. The robust directory can handle up to 100,000 contacts and synchronize directly with Active Directory.	X	X		X
Cisco Unified Border Element **(CUBE)**	Cisco Unified Border Element (CUBE) is an enterprise-class session border controller (SBC) solution that makes it possible to connect and interwork large, midsize, and small business unified communications networks with public and private IP communication services. * CUBE is supported in Webex Calling in Webex for Government as a Local Gateway for PSTN connectivity.	X	X	X*	X
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.	X	X		X
Common area and Workspace add-on	Get add-on licenses for common-area and Workspace phones not associated with knowledge workers. A common-area/Workspace (Places) phone option is also available for Webex Calling, offering analog phone type functionality with a minimal set of additional feature capabilities.	X	X	X	X

© 2026 Cisco and/or its affiliates. All rights reserved.

Add-on feature	Benefit	Buying model		Available deployment models	
		EA	NU	Webex Calling	CUCM on-prem
Access add-on	Add-on licenses for Access phone not associated with a knowledge workers.	X		X	X
SpeechView	SpeechView is a third-party OEM integration that allows for voicemails to be machine-translated into text. It works in conjunction with Unity Connection-based voicemail products. SpeechView cannot be turned on if customer has FIPS (Federal Information Processing Standard) compliance requirements.	X	X		X

Table 6 highlights the Named User license tiers.

Table 6. Named User value tiers

	Professional (Cloud and on-premises)	Enhanced (On-Premises)	Standard (Cloud)	Access/ Common Area	Deployments		
					Premises	Webex Calling	UCM
SRST	Included	Included	N/A	Included	Available	N/A	Available
CER	300%	Included	N/A	Included	Available	N/A	Available
Pro-Pack	Included	Included	Included	N/A	Available	Available	Available
Mobile Remote Access+	Included	Included	N/A	N/A	Available	N/A	Available
Webex Messaging (Managed)+	Included	Included	Included	N/A	Available for purchase	Available for purchase	Available for purchase
Unity Connection (Enhanced)SA	Included	Optional Purchase	N/A	Optional Purchase	Available for purchase	N/A	Available for purchase
SpeechConnect SA	Included	Included with Unity Connection	N/A	Included with Unity Connection	Available	N/A	Available
Session Manager	Optional Purchase	Optional Purchase	N/A	Optional Purchase	Available for purchase	N/A	Available
Expressway Base	Included	Included	N/A	N/A	Available	N/A	Available

© 2026 Cisco and/or its affiliates. All rights reserved.

	Professional (Cloud and on-premises)	Enhanced (On-Premises)	Standard (Cloud)	Access/ Common Area	Deployments		
					Premises	Webex Calling	UCM
Expressway RMS	Optional Purchase	Optional Purchase	N/A	Optional Purchase	Available for purchase	N/A	Available for purchase
Premises Device Registration	Optional Purchase	Optional Purchase	N/A	Optional Purchase	Available for purchase	N/A	Available for purchase
Cloud Device Registration	Optional Purchase	Optional Purchase	Optional Purchase	Optional Purchase	Available for purchase	Available for purchase	Available for purchase

[%] = Entitlement as a percentage of KW

[SA] = Standalone add-on

[†] = Feature only, no separate entitlement

Table 7. Platform and messaging add-ons

Add-on feature	Benefits
Webex App messaging add-on	Secure, all-in-one team collaboration from Webex. Webex App is used 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.
Guest-to-Guest Meetings	With a dedicated service app at the forefront. Guest-to-Guest (G2G) meetings are effortlessly managed and scheduled, ensuring a seamless and efficient experience for both registered and anonymous participants. This functionality is integrated into the Webex Meetings app, allowing hosts and guests to engage in flexible, on-demand meetings without the need for permanent licenses or registered identities, catering perfectly to ad-hoc or one-time gatherings.
Jabber	Cisco Jabber instant messaging can be requested in addition to Webex Messaging at no cost and at equal license count as Webex messaging. This is intended to aid customer migrations from Jabber to Webex App. Jabber can only be used with CUCM on premises.
Webex App additional 1 TB of messaging storage	Get an additional 1 TB of file storage in addition to the pooled 24 GB of file storage per knowledge worker or 20 GB of file storage per person in the named user offer. Purchased in unitary increments.
Extended Security Pack*	The Extended Security Pack bundle includes full-functionality Cisco CloudLock® for data loss prevention and anti-malware scanning for all Webex files. This add-on Flex pack provides collaboration administrators agility and the ability to securely deploy Webex in their enterprises by addressing all InfoSec concerns in a tightly integrated solution without the procurement and deployment hurdles of buying multiple products.
Extended Security Pack with Duo Essentials	Duo offers Essentials to protect your applications by using a second source of validation (like a phone or token) to verify user identity before granting access. Duo is engineered to provide a simple, streamlined login experience for every user and application.

* Extended Security Pack requires a purchase with Callings and/or Meetings.

© 2026 Cisco and/or its affiliates. All rights reserved.

Technical support and customer success services

Cisco offers support services covering the areas of problem resolution, customer success and adoption, and designated support management. Basic support is included at no additional cost for the duration of your subscription. For more information about the available technical support services, contact your partner or Cisco sales agent.

Cloud Provisioning

When placing the order in Cisco Commerce, partners will be required to designate a provisioning contact email address. The provisioning contact should be the contact email address of the person responsible for setting up the service. On the requested start date, the provisioning contact will receive a welcome email with instructions on how to complete the first-time setup wizard in Cisco Collaboration Control Hub. The wizard will prompt a series of steps to complete the service setup. For more detailed step-by-step instructions, reference the Provisioning Wizard - User Guide.

On-premises licensing and software delivery

On-premises licenses are delivered to you via your Smart Account. The partner is responsible for entering your Smart Account information at the time your order is placed.

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.

Ordering information

To place an order, contact your certified Cisco partner or Cisco sales agent. If you need help finding a partner in your area, use the Partner Locator tool. Your partner or Cisco sales agent can also assist with any modifications to your subscription after your initial order is placed.

Basic Webex Meeting service

If you elect not to renew your subscription, your Webex account will be converted to a Basic cloud meeting service. The free cloud Meeting 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. See the Webex help article for a detailed comparison.

© 2026 Cisco and/or its affiliates. All rights reserved.

Cisco environmental sustainability

Information about Cisco's environmental sustainability policies and initiatives for our products, solutions, operations, and extended operations or supply chain is provided in the "Environment Sustainability" section of Cisco's Corporate Social Responsibility (CSR) Report.

Reference links to information about key environmental sustainability topics (mentioned in the "Environment Sustainability" section of the CSR Report) are provided in the following table:

Table 8. Cisco environmental sustainability

Sustainability topic	Reference
Information on product material content laws and regulations	Materials
Information on electronic waste laws and regulations, including products, batteries, and packaging	WEEE compliance

Cisco makes the packaging data available for informational purposes only. It may not reflect the most current legal developments, and Cisco does not represent, warrant, or guarantee that it is complete, accurate, or up to date. This information is subject to change without notice.

Cisco Capital

Flexible payment solutions to help you achieve your objectives

Cisco Capital® financing 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 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.

Appendix

- Webex for Government Collaboration Flex 3.0 Ordering Guide
- Collaboration SKU List
- Webex for Government Collaboration Flex Plan 3.0 FAQ

© 2026 Cisco and/or its affiliates. All rights reserved.

Document history

New or revised topic	Described In	Date
Updates throughout the document including the removal of UCM Cloud for Government with the End of Sale announcement.	The entire document	October 2026
Guest-to-Guest	Table 7	May 2025
Webex Calling Customer Assist	Table 2	March 2025
Extended Security Pack with Duo Essentials	Table 7 Extended Security Pack with Duo Essentials	February 2025

Americas Headquarters
Cisco Systems, Inc.
San Jose, CA

Asia Pacific Headquarters
Cisco Systems (USA) Pte. Ltd.
Singapore

Europe Headquarters
Cisco Systems International BV Amsterdam,
The Netherlands

Cisco has more than 200 offices worldwide. Addresses, phone numbers, and fax numbers are listed on the Cisco Website at **https://www.cisco.com/go/offices**.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: https://www.cisco.com/go/trademarks. Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Printed in USA C78-744604-14 10/26

© 2026 Cisco and/or its affiliates. All rights reserved.