



**Cisco Systems, Inc.**

**Cisco Webex Contact Center Service Level Addendum**

This Service Level Addendum (“**SLA**”) for the Cisco Webex Contact Center (“**Cloud Service**”) provides the terms and conditions that govern an availability service level commitment in connection with your purchase of the Cloud Service from an Approved Source. This SLA does not apply to purchases made from anyone other than an Approved Source. Except as otherwise set forth herein, the [Cisco Universal Cloud Agreement](#) and the [Cisco Webex Contact Center Offer Description](#) will govern the terms of this SLA. Any capitalized terms used and not defined herein shall have the meaning given them in the Universal Cloud Agreement or the Offer Description.

**1. Definitions.**

- “**Downtime**” is defined as the period of time, measured in minutes, in which the Cloud Service is not Operational, as verified by Cisco using server monitoring software.
- “**Measurement Period**” is defined as the total number of minutes in the relevant calendar month.
- “**Operational**” means that Users will have access to the Cloud Service for the purposes set forth in the table below.

- 2. Availability Levels.** During the Term, Cisco shall use commercially reasonable efforts to achieve the Availability Levels set forth in the table below in any calendar month (each an “**Availability Level**”).

<b>Service Name</b>	<b>Service Availability Level</b>
Core Services (Voice services only)	99.99%
Non-voice Channels (Chat and email)	99.5% Chat 99.0% Email
WFO	99.9%
Speech IVR	99.9%
Management Portals	99.9%
Advanced Reporting & Analytics	99.9%
Call Recording	99.5%

The Availability Level for a given Measurement Period is determined by the following calculation:

$$\frac{\text{Total Minutes of Measurement Period} - \text{Total Minutes of Downtime}}{\text{Total Minutes of Measurement Period}} \times 100\%$$

The SLA will not apply in respect of the month during which the Service is first activated.



**3. Exclusions to Availability Level Commitment.** Time associated with the following factors and events shall be excluded from any Downtime calculation:

- Time associated with scheduled maintenance intervals.
- Factors outside of Cisco's control or outside the scope of the Service, such as inadequate bandwidth or network failures external to Cisco data centers, either at a Customer site, or between the Customer site and Cisco data centers;
- Issues with external integrations (including those created using Cisco APIs), or related to third-party software or services specific to a customer;
- Issues caused by your use of a Service after Cisco has advised you to modify your use of the Service, if you did not modify your use as advised;
- Issues in relation to pre-release, beta or trial versions of a Service, feature or software (as notified by Cisco);
- Issues which result from your failure to adhere to any required configurations, use supported platforms, follow any policies for acceptable use, or your use of the Service in a manner inconsistent with the features and functionality of the Service or inconsistent with Cisco's published guidance;
- Issues which result from your attempts to perform operations that exceed any prescribed quota in relation to the Service;
- Service components not hosted or managed by Cisco.