



Service Level Agreement and Service Level Objective

Webex Customer Experience (CX)

This Service Level Agreement (“SLA”) and Service Level Objective (“SLO”) apply to orders placed on or after 31 July 2025, for the following Webex Customer Experience (CX) products: Webex Contact Center (ordered via A-FLEX-3-CC), Webex Connect and Webex Campaign (“CX Products”) as set out in the applicable Offer Description.

1. Service Availability SLA

The SLA is available in two categories: Standard and Gold. The Standard SLA is included by default with every order at no additional charge. The Gold SLA is available for an additional fee.

1.1 Target Availability Levels

Cisco will use commercially reasonable efforts to deliver the CX Products so that the Core Services meet or exceed the availability levels during each Measurement Period described in Table 1 (Target Availability of the Core Services & Measurement Period) below (“Target Availability”). For clarity, the Target Availability is intended only to describe Cisco's target availability of the Core Services and does not constitute a warranty or obligation beyond using commercially reasonable efforts as stated above.

Table 1. Target Availability & Measurement Period

	STANDARD	GOLD
Target Availability	99.999%	100%
Measurement Period	One calendar month	One calendar month

1.2 Credit Eligibility

(A) Credit. If Cisco fails to meet the Availability levels identified in Table 2 (Credit Eligibility – Standard and Gold) for a given Measurement Period, You will be eligible for a credit in accordance with this Section 1.2(A) (“Credit”). To be eligible, You must be using the Core Services of the CX Product at the time of the Platform Incident and must have been directly impacted. For purposes of Table 2, the Measurement Period is one calendar month.

Table 2. Credit Eligibility – Standard and Gold

STANDARD		GOLD	
Availability (%)	Credit (%)	Availability (%)	Credit (%)
99.99% to 99%	5%	99.99% to 99%	5%
99% to 95%	15%	99% to 97%	15%
<95%	100%	<97%	100%

If Cisco determines You are eligible for a Credit, Cisco will issue a Credit Memo in the amount listed in Table 2 and calculated as a percentage of the monthly committed subscription amount for the affected Core Service paid to Cisco during the Measurement Period in which the Qualifying Downtime occurred (such amount excludes spend commitments for Digital Channels and Messages as defined in the Offer Description).

The Credit Memo may be applied toward the purchase of Cisco CX Products during the twelve (12) months following issuance of the Credit Memo. Credit Memos not used within the twelve (12) month period will be void and have no value. Credits may not be converted to refunds, used as a set off from any amount owing to Cisco, nor transferred or assigned.

If You purchased the CX Product through a Cisco Partner, Cisco will provide the Credit Memo to Your Cisco Partner to be used towards the purchase of CX Products. You are responsible for entering into appropriate arrangements with the Cisco Partner to use the Credit.

(B) Credit Limitations

(1) Aggregate Maximum Credit. The aggregate maximum Credit for any Measurement Period will be the monthly committed subscription amount charged by Cisco. Fees for Digital Channels and Messages, are excluded from the Credit.

- (2) **Exclusive Remedy.** A Credit is Your sole and exclusive remedy if the Core Services do not meet the Availability level described in Table 2 for a given Measurement Period. Any Credit provided under this SLA will count toward any limitation of Cisco's liability under Your applicable license agreement.

1.3 Claims Procedure

- (A) **Customer Obligations.** To receive a Credit Memo, You must:
- (1) be up to date on payment of all applicable fees;
 - (2) be directly impacted;
 - (3) report the Qualifying Downtime to Cisco within twenty-four (24) hours. This paragraph 1.3(A)(3) will not apply if Cisco has informed You of an incident;
 - (4) request the Credit no more than 30 days after the end of the applicable Measurement Period by opening a case with Cisco on the [Customer Service Hub](#).
- (B) **Claim Submission.** The Credit can only be claimed by the purchaser of the Cisco Offer. If You purchased the Cisco Offer from a Cisco Partner, the Cisco Partner must submit the claim for the Credit on Your behalf. When submitting Your claim, You must provide the following supporting information: (i) date and time of the incident, (ii) details of how You were impacted, and (iii) evidence that You notified Cisco in accordance with paragraph 1.3(A)(3).
- (C) **Review.** Cisco will use commercially reasonable efforts to review Your claim and issue the applicable Credit after confirming Your eligibility. Cisco reserves the right to (i) request additional information in support of Your claim, and (ii) deny the Credit if Cisco determines You are not eligible.

1.4 Exclusions

Qualifying Downtime for the purposes of this SLA excludes issues resulting from or involving:

- (A) Scheduled, planned, or emergency maintenance ('emergency maintenance' is unscheduled maintenance where Cisco performs work to prevent or mitigate an outage or degradation of the Cloud Service or to prevent or mitigate a security incident);
- (B) Integrations or any software, hardware, or services not provided by Cisco or other integrations that have not been certified by Cisco;
- (C) Use of beta, evaluation, or trial versions of the CX Product;
- (D) Failure to (1) use the CX Product or perform responsibilities in accordance with Your applicable license agreement (including but not necessarily limited to General Terms, Offer Description or Enterprise Agreement), or the Documentation, or (2) apply updates or upgrades when made available; or
- (E) Factors outside of Cisco's reasonable control, such as events described as Force Majeure in Your applicable license agreement, internet outages, customer specific product misconfigurations, cyber-attacks, industry-wide shortages, pandemics, acts of government, failures (including failures involving software, hardware, equipment or technology) for which Cisco is not responsible under Your applicable license agreement, or delays of common carriers.

2. Incident Management SLO

Cisco will use commercially reasonable efforts to meet the Recovery Time Objective for Core Service restoration. For clarity, this SLO is intended only to describe Cisco's target for managing incidents and does not constitute a warranty or obligation beyond using commercially reasonable efforts as stated above.

2.1 **Platform Incidents.** Cisco prioritizes Platform Incidents based on the severity levels described in Table 3 below.

Table 3. Platform Incident Severity Levels

Severity Level	Platform Incident
Level 1 (Critical)	A complete outage where the Core Service cannot be accessed, affecting more than 75% of users or requests
Level 2 (Major)	A partial outage of the Core Service, including intermittent failures, affecting more than 50% of users or requests

2.2 **Objectives.** The Recovery Time Objective for Core Service restoration resulting from a Platform Incident is set out below in Table 4.

Table 4. Platform Recovery Time Objective

	STANDARD	GOLD
Recovery Time Objective	- S1: 8 hrs. - S2: 24 hrs.	- S1: 6 hrs. - S2: 12 hrs.

After a Platform Incident is resolved, Cisco will conduct a root cause analysis, setting out the details of the Platform Incident and steps Cisco will take to prevent the Platform Incident from occurring again.

Table 5. Root Cause Analysis Time Objective

	STANDARD	GOLD
Root Cause Analysis Objective	- S1: 10 Cisco business days - S2: 10 Cisco business days	- S1: 3 Cisco business days - S2: 5 Cisco business days

2.3 **Response.** If Cisco does not meet the SLOs, Cisco will:

- (A) Conduct an internal technical analysis of why the SLO was not met; and
- (B) When practicable, implement reasonable measures based on the technical analysis to help prevent any recurrence.

3. Definitions

Term	Meaning
Availability	Calculated as follows and converted into a percentage, per region: $\frac{\text{Total Service Time} - \text{Total Qualifying Downtime}}{\text{Total Service Time}}$
Complete Outage Time	Is the time when the Core Services are unavailable across all requests.
Core Services	Means user access (for agent to login and change status), routing and queueing (to receive and send a message and voice call), call recording (to record voice calls in Webex Contact Center), and AI Agent (to conduct a session)
Partial Outage	Is the time when an element of the Core Services is partially unavailable for an extended period of time (greater than 15 mins).
Partial Outage Impact	Is the failure rate of a Core Service (i.e., the percentage of total requests that were failing).
Platform Incident	Is described in Table 3 (Platform Incident Severity Levels) of the SLO.
Qualifying Downtime	The period during which the Core Service is unavailable, subject to the exclusions stated in Section 1.4 (Exclusions) of this SLA, and which: (A) begins (i) when Cisco logs an incident ticket based on Cisco's identification of Core Services downtime, or (ii) upon Cisco's confirmation of Core Services downtime You report to Cisco; and (B) ends when the Core Services are restored Calculated as: $\text{Complete Outage Time} + (\text{Partial Outage Time} \times \text{Partial Outage Impact (\%)})$
Recovery Time Objective	The maximum target downtime before an incident is resolved and Core Services are restored.
Total Qualifying Downtime	The aggregate total time for all Qualifying Downtime during a Measurement Period.
Total Service Time	The total number of minutes in a Measurement Period (calculated by multiplying 60 (minutes) by 24 (hours) by the number of calendar days in the Measurement Period).