



## Service Description

# Webex Events (formerly Socio) Attendee Event Support Package

This Service Description is part of the Services Agreement (as defined in the [Services Guide](#)) and describes various Services that Cisco will provide to You. Capitalized terms, unless defined in this document, have the meaning in the Services Guide.

### 1. Summary

After You purchase the Webex Events (formerly Socio) Attendee Event Support Package, Cisco will assign You a Cisco Advanced Services team (Cisco AS Team) to enable You to manage Your event. The Cisco AS Team will consist of a Project Manager (PM) for pre-event tasks and a Solutions Analyst (SA) to support Your event day attendees; the SA will be available remotely for up to three (3) consecutive event days. Webex Events will be available to You for the term defined in Your Master Agreement and is separate from this Service Description. The Services defined within this Service Description are available within the 12-month Service Term. Products and features Cisco needs to meet the Service requirements are outlined below.

Existing Webex by Cisco Customers have access to Webex Events Software and standard support. Additionally, You may access best practices tutorials and videos.

### 2. Cisco Responsibilities

Provide You with a Cisco AS Team consisting of one (1) PM and one (1) SA.

- PM: Responsible for creating and managing Your project timelines, deliverables, and communications for up to three (3) hours.
  - Approximately one (1) week prior to Your event, You may have a one (1) hour review meeting with the Cisco PM to review Cisco's tasks to be performed on Your event day.
- SA: Provide up to three (3) days of remote attendee support needs entailing up to nine (9) hours of dedicated remote support, per day, with support starting thirty (30) minutes prior to the event start time and finishing thirty (30) minutes after the event end time. If the event day is longer than nine (9) hours, support may start thirty (30) minutes prior to the event start and end after nine (9) continuous hours.
  - The SA will be available in the Virtual Tech Support Room (Webex) to provide support for attendees with items such as attendee login troubleshooting, attendee navigation to event sessions, etc.

As a Webex Events Customer, Cisco will:

- Provide access to Webex Events Software.
- Provide instructions for accessing the Web & Mobile Application (Web App).
- Provide access to best practice, video, and knowledge base tools.
- Provide access to Webex Events standard support (email and live chat).

### 3. Customer Responsibilities

- In the one (1) hour review session with the Cisco AS Team PM, You will need proper attendance to discuss Cisco event day-related tasks such as registration escalation (e.g., unregistered attendees), standardized attendee responses, and any other topics that surround the relevant attendee user experience.
- Branded app responsibilities (if applicable):
- Creating and/or providing Cisco with access to Apple Developer account and Google Play Store account (if applicable). This may include obtaining or creating a D-U-N-S number, creating an Apple Developer account for Your organization, paying for fees for Apple Developer account, submitting the app for approval, and clearing the approval process on time.
- Integration with any third-party providers (if applicable):
  - Live streaming software usage and licensing.
  - Billing and upgrading of accounts.
  - Third-party API usage costs and timelines.
  - Providing Webex Events access to any integration software.

Responsibilities during and after the event (if applicable):

- Attendee email communication(s).
- Management of broadcasting and live streaming software.
- Ensuring responsibility for:
  - Advanced audio/video needs.
  - The starting and ending of sessions via broadcasting software.
  - Playing pre-recorded content.
  - Sharing video content or screens.
- Attendee engagement management
  - Answering attendee questions during sessions not covered by the Cisco AS Team SA.
  - Managing session chats, Q&A, polling, surveys, walls, and engagement tools.
- Speaker, moderator, and staff communications not covered by the Cisco SA.
- Any major changes to Webex Events (such as last-minute speaker changes, sponsor descriptions, etc.) as well as changes to the Webex Meetings/Webinars, and Webex Events Streaming (if applicable).
- Accessing session attendance reports from live streaming platforms.
- Recording Management
  - Video editing, product services, and hosting videos.
  - External Cloud Storage (if applicable)
- Managing the cloud storage space in the live streaming tool (e.g., Webex meetings/webinars)
- Communicating and coordinating with external parties (e.g., attendees, speakers, sponsors), including event access instructions.