



Service Description

Webex Events (formerly Socio) Enablement 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) Enablement Package, Cisco will assign You a Cisco Advanced Services team (Cisco AS Team) to enable You to manage Your event, utilizing best practices training for event sponsors, exhibitors, speakers, and staff/volunteers. Additionally, You will have the opportunity to hold brainstorm sessions with the Cisco AS Team around best practices and use cases for all event participants. The Cisco AS Team will consist of a Project Manager (PM). 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.

- PM: Responsible for creating and managing Your project timelines, deliverables, and communications.
 - The PM will schedule the trainings conducted by the Cisco AS Team.
 - Create meeting links for all trainings.
 - Share training presentations with You at least five (5) business days before the training is conducted.
 - Share a recording of the trainings and presentation with You.
 - Responsible for best practice training of Your event speakers and staff.
- The PM will conduct, for up to three (3) hours, an optional brainstorming session with You.
 - The PM will conduct up to three (3) training sessions, each one (1) hour in duration, on:
 - Staff / Moderator Training
 - Focused on technology, moderator training such as Webex Events training or Webex Events supported live streaming training (Webex Events Streaming, Real-Time Messaging Protocol (RTMP) Player, Webex Meetings/Webinars).
 - Approximately one (1) month before the event.
 - Speaker/ Panelist Training

- Focused on Webex Events training and Webex Events-supported live streaming training (Webex Events Streaming, RTMP Player, Webex Meetings/Webinars).
- Approximately one (1) month before the event.
- Sponsor / Exhibitor Training
 - Focused on sponsors and/or exhibitors profiles and best practices such as what should be included in their profile, which features they should use, and presentation best practices.
 - Approximately one (1) to two (2) months prior to the event.

3. Customer Responsibilities

- Communicate and coordinate with external parties (e.g., attendees, speakers, sponsors):
 - You are responsible for communicating event access and mobile app download instructions to attendees, sponsors, speakers, and guests.
- Branded app responsibilities (if applicable):
 - Create and/or provide 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.
- Confirmation of trainings:
 - Review of the training presentations prior to training.
 - Assign one (1) representative as a co-host to the training.
 - Invite external parties to training using the registration links provided by Cisco AS Team.
 - Share recording(s) and presentation(s).