



# CISCO CLOUD SERVICE LEVEL AGREEMENT

This Cisco Cloud Service Level Agreement (“SLA”) is incorporated into the Quote executed by C Spire Business and Customer for Cisco Cloud Service and sets forth the specific terms and conditions under which C Spire Business shall supply the Cisco Cloud Service described herein to Customer. The general terms applicable to such Services are contained in the Master Terms and Conditions (“MTC”) and the Master Service Level Agreement (“MSLA”) incorporated into the Quote by reference. Capitalized terms used but not defined herein shall have the meanings set forth in the MTC and MSLA.

By subscribing to this Service, Customer agrees to be bound by the terms of the Cisco Universal Cloud Agreement and the [Cisco Spark Offer Description](#).

## SERVICE OFFERINGS

### CISCO UMBRELLA

Cisco Umbrella uses the internet’s infrastructure to block malicious destinations before a connection is ever established. Security delivered from the cloud is not only more effective, but saves you money.

### OPTIONS

For a complete list of offerings and levels, please visit <https://umbrella.cisco.com>.

### SUPPORT

Technical support is provided by Cisco Systems directly. C Spire Business cannot assist with Technical support of this Service. Please refer to <https://umbrella.cisco.com> for more details.

### SERVICE LEVEL GOALS

The SLA Classifications and SLA Goals defined in the C Spire Business Master Service Level Agreement do not apply to this Service. Please refer to Cisco documentation for information regarding service level goals.

## CISCO WEBEX

Cisco Conferencing solutions give you more secure collaboration from mobile devices, desktops, or meeting rooms. Bring employees, customers, and partners together to collaborate from anywhere with highly scalable voice, video, and content sharing.

## OPTIONS

For a complete list of offerings and levels, please visit [Cisco Conferencing Products](#).

## SUPPORT

Technical support is provided by Cisco Systems directly. C Spire Business cannot assist with Technical support of this Service. See [Cisco Software Support](#) for more details.

## SERVICE LEVEL GOALS

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## CISCO SPARK

Cisco Spark is an app-centric, cloud-based service that provides a complete collaboration suite for teams to create, meet, message, call, whiteboard, and share, regardless of whether they're together or apart—in one continuous workstream before, during, and after meetings. It is built to help teams work seamlessly. It is simple, secure, complete, and open, and provides a space for people to work better together. The core capabilities of Cisco Spark are meetings, messaging, and calling. The Cisco Spark Platform, app-centric design, hybrid services, and architecture of Cisco Spark create a unique and differentiated service.

1. It's simple: Cisco Spark is delivered entirely from the Cisco Collaboration Cloud, and each activity has been designed to help ensure that the user's and administrator's experience is simple and intuitive. This makes the service easy to use and easy to manage. The service is provided on a simple subscription basis, allowing services to be added on demand.
2. It's secure: Security is integral to Cisco Spark. Cisco has used the extensive experience gained from securing the world's largest networks to build the service, combining this knowledge with the hardware and software elements of our market-leading enterprise communications and cloud services. This helps ensure the security and reliability of the service. (See <http://www.ciscospark.com> for more details.)
3. It's complete: With Cisco Spark, you get all the market-leading Cisco collaboration services wrapped up in a complete offering, providing users a great experience regardless of location or device and enabling them to create, meet, message, call, whiteboard, and share, whether they're together or apart. Also, because Cisco hosts the service in the Cisco Collaboration Cloud, the services are always up-to-date with the latest market – leading Cisco applications and services.
4. It's open: Cisco Spark APIs and integrations are key to helping you digitize your business. The self-enabled integrations and bots and easy-to-use APIs can be customized to your existing processes and workstreams.

Cisco Spark provides a complete collaboration suite. The three core capabilities of Cisco Spark are meetings, messaging, and calling.

- Meetings: Bring people together to create, communicate, and collaborate in one continuous workstream before, during, and after the meeting so teams can be even more effective across any mobile or video device. Invite others to join meetings from their desk, a branch office, their homes, or the road.
- Messaging: Exchange messages and share files with another person or a group of people. Choose someone from your company directory or simply enter an email address and start messaging customers, partners, or anyone you need to work with.
- Calling: Cisco Spark includes a cloud-based phone system. With Cisco Spark, you can make calls to any other Cisco Spark user in any company via SIP dialing, as well as regular landline and mobile phones via the PSTN. You can make and receive calls from a phone connected to the Cisco Spark service in the office or from the Cisco Spark app on your mobile phone or desktop.

The Cisco Spark app is the center of Cisco Spark. The app gives the user the ability to access, use, and control the meetings, messaging, call, whiteboard, and calling capabilities of Cisco Spark, depending on the user's license entitlement. Users can also share content when in a meeting, messaging, or on a call. The Cisco Spark app is how users access the service on their smartphones, via a browser, or via a dedicated client on their Mac or Windows PC.

Messaging within Cisco Spark allows users to create spaces with one or many people. These virtual spaces act as channels or conduits where teams interact. Users can:

- Meet: Create or attend a meeting
- Message: Message people in a space, or an individual
- Call: Place a call with anyone or everyone in a space
- Whiteboard: Get creative with white boarding or annotate an existing document
- People: Find people to meet with, message, or call
- Find files: Find all your work, shared files, and whiteboard content

## OPTIONS

For a complete list of offerings and levels, please visit <https://www.ciscospark.com>.

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