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Cisco Webex Hardware as a Service

Introduction

Purpose of this guide

This ordering guide is designed to help Cisco® account teams and qualified Cisco partners quote and order Cisco Webex® Hardware as a Service (HaaS).

Using this guide and the supporting materials, you will understand:

- Devices included in the HaaS subscription
- Device features and support services
- Ordering HaaS
- The resources available to you

Prices presented here are for guidance only. Pricing presented in the Cisco Commerce Workspace (CCW) configuration is final.

A comprehensive list of all included features, services, and entitlements are included in the data sheets for the applicable service and buying model. Reference our Video Device Registration Ordering Guide and our Cisco IP Phones Ordering Guide for further details on the hardware we offer.

Audience

The intended audience for this ordering guide is Cisco sales teams and partners who have been approved to sell Hardware as a Service. End customers should be aware of the HaaS Supplemental EULA terms posted at Supplement to the End User License Agreement (SEULA).

You should be familiar with the Cisco Commerce Workspace (CCW) Annuity platform.

Buying model

The minimum initial contract duration is 3 years, with an option for 4- or 5-year terms, for both phones and video devices; customers can have a longer contract duration as long as it complies with Cisco policies. The monthly price is the same for all term length, and varies by the hardware device selected.

Any subsequent increase in the number of HaaS devices or change in device model is treated as a separate subscription. HaaS subscriptions cannot be modified or canceled during the term. At the end of your HaaS subscription term, your subscription will auto-renew with the current devices, or you can refresh your device subscription. The renewal price will be the same as the initial term.

Because customers own the hardware, they do not need to return it to Cisco at the end of the contract, but Cisco has the right to disable most of the functionality if the contract is not renewed. At customers' discretion, they can utilize Cisco's Takeback and Reuse program to properly dispose of the device with no cost to the customers. Transfer of ownership of the hardware occurs at the beginning of the subscription period and is a conditional sale of tangible personal property.

Select power supplies are included. Accessories such as key extensions, wire/wireless microphones, standard and premium headset bases, and Bluetooth are sold separately and must be purchased upfront. Refer to page 11 for additional accessories.

The following payment terms will be available:

- Monthly
- Annually

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Offer overview

Cisco Webex HaaS is a subscription-based program offering customers the opportunity to get premium Cisco products for an affordable price with payments made monthly or annually. Each device subscription is set at an initial 3- to 5-year term followed by a 12-month auto renewal. Customers may add new devices at any time with a 3-year minimum agreement. This subscription offers employees and teams with the latest collaboration capabilities, and the ability to keep up with technology innovations.

HaaS offer provides customers with:

- Ownership of one or more pre-defined hardware model(s) with restricted rights over its functionality
- Access to broader hardware functionality while the subscription is active
- Cisco Base Level Service for the hardware while the subscription is active
- Upgrade rights for the embedded software/firmware
- Additional entitlements (if any) defined in the offer description
- Device support

Devices available:

- Cisco IP Phones
- Video Devices

Refer to our Video Device Registration Ordering Guide, and our Cisco IP Phones Ordering Guide for hardware details.

Industry-leading collaboration endpoints:

- More affordable payment plan
- Better user experience with complete Webex unified platform
- Keep up with technology innovations
- Enable people and teams with latest collaboration capabilities

*** Cisco Webex HaaS is currently available in the U.S.**

*** Cisco considers the sale of this HaaS bundle to be a sale of tangible personal property. However, to the extent that the partner has a valid exemption certificate on file with Cisco and/or provides Cisco with a valid exemption certificate, Cisco will enable periodic invoicing for a hardware subscription.**

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Cisco Webex HaaS subscription

Devices with limited built-in capabilities:

- Each device has a useful life of at least 3 years
- Enables devices to be added over time without affecting a Webex Contract

***To access all features of the device, the customer must have an active HaaS subscription**

Device features for duration of HaaS subscription

- 3-year initial term, option for 4 or 5 years
- Pay monthly or annually
- Automatic 1-year extension

Support with Cisco Base Level Service

- TAC access
- L1-L3 troubleshooting
- Software Center access
- Software maintenance releases
- 10-Day Advanced Replacement

***Standard Cisco Smart Net Total Care options are also available for an extra cost**

Cisco devices included in the HaaS program

The Guided Configuration will show what is included in the HaaS program. See the SKU list for details.

Accessories can be purchased separately. You can typically find the accessory by adding the equal sign (=) to the end of the SKU Name.

When ordering accessories for your hardware purchases, accessories must be ordered separately. Prices varies as well as payment schedule. Service availability on accessories may vary.

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Some of the popular accessories include:

- Mounting options
- Microphones
- Cables

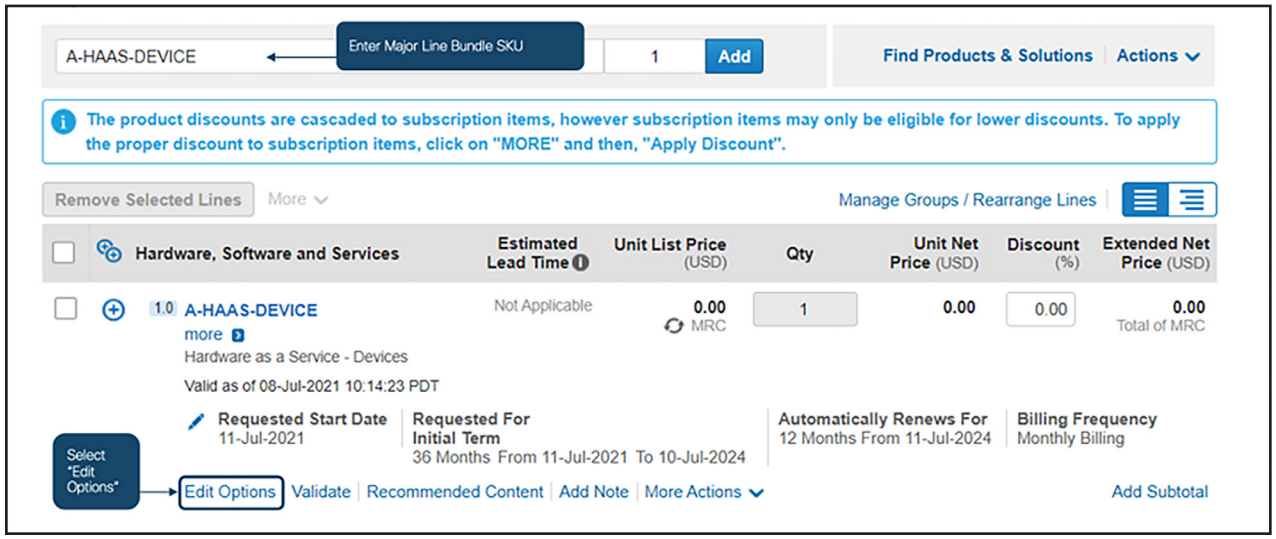
Please refer to our Hardware as a Service SKU List for accessory details.

Ordering Hardware as a Service

Guided Selling provides a streamlined buying experience for Hardware as a Service. Both video devices and phones can be ordered as a Major Line Bundle (MLB) through the MLB SKU: A-HAAS-DEVICE. With Guided Selling, you receive a card view of device options with the ability to configure multiple devices in a single order. This is currently only available in the United States. Make sure that "**Global Price List US Availability (USD)**" is selected when entering the configuration (Unit Price List).

Guided Selling for Video Devices and Cisco IP Phones:

Step 1. Enter MLB SKU (A-HAAS-DEVICE)



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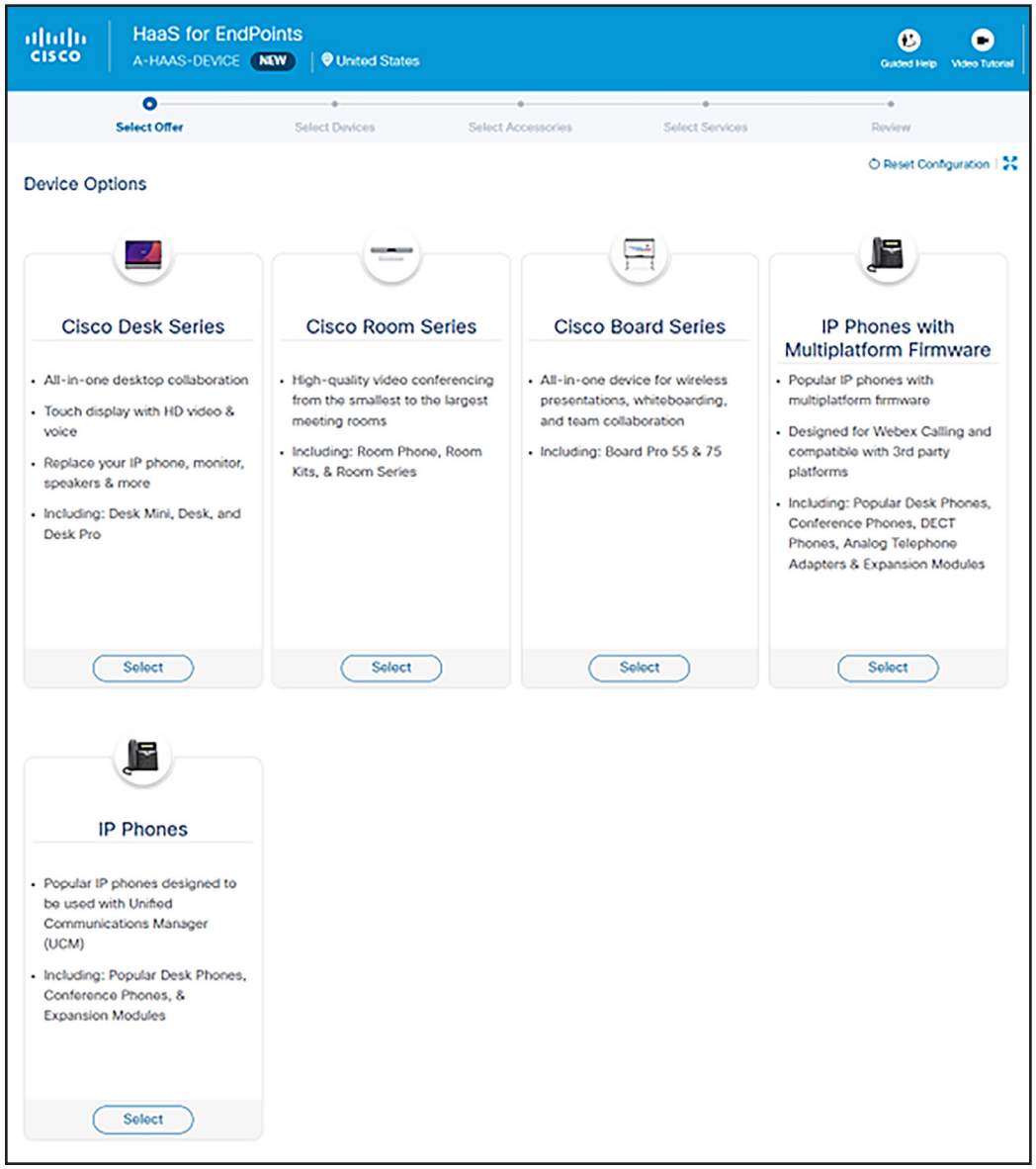
Step 2. Select one or more device series and click Continue



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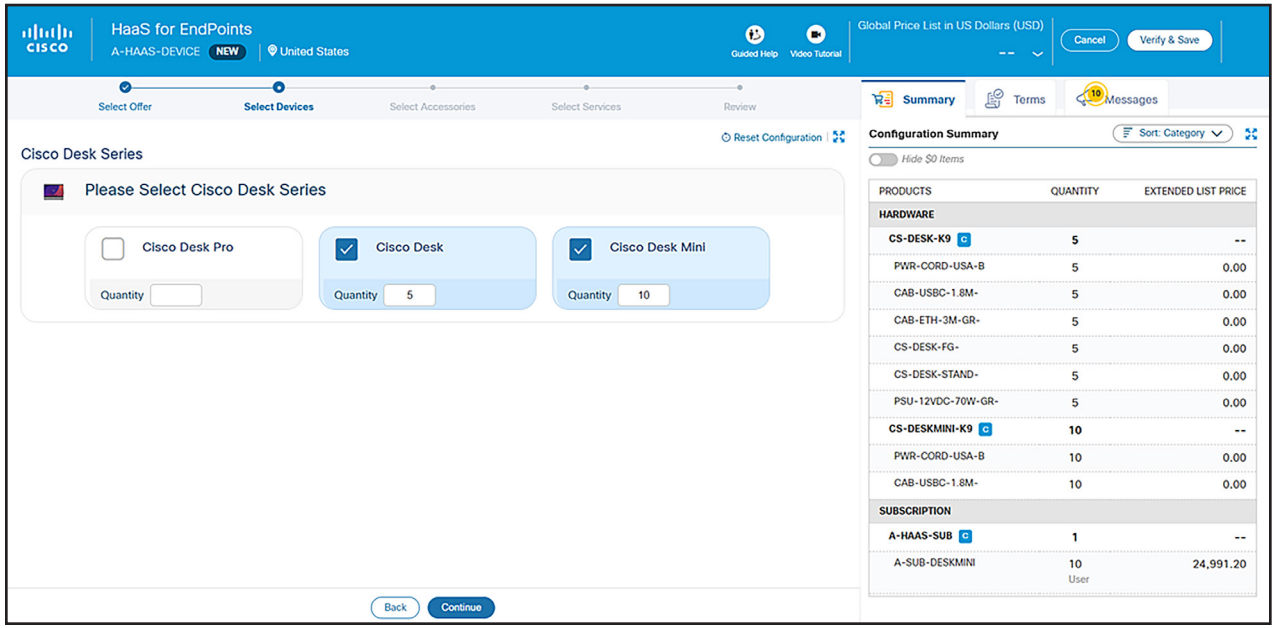
Step 3. Select Series, Enter Desired Quantity and click Continue



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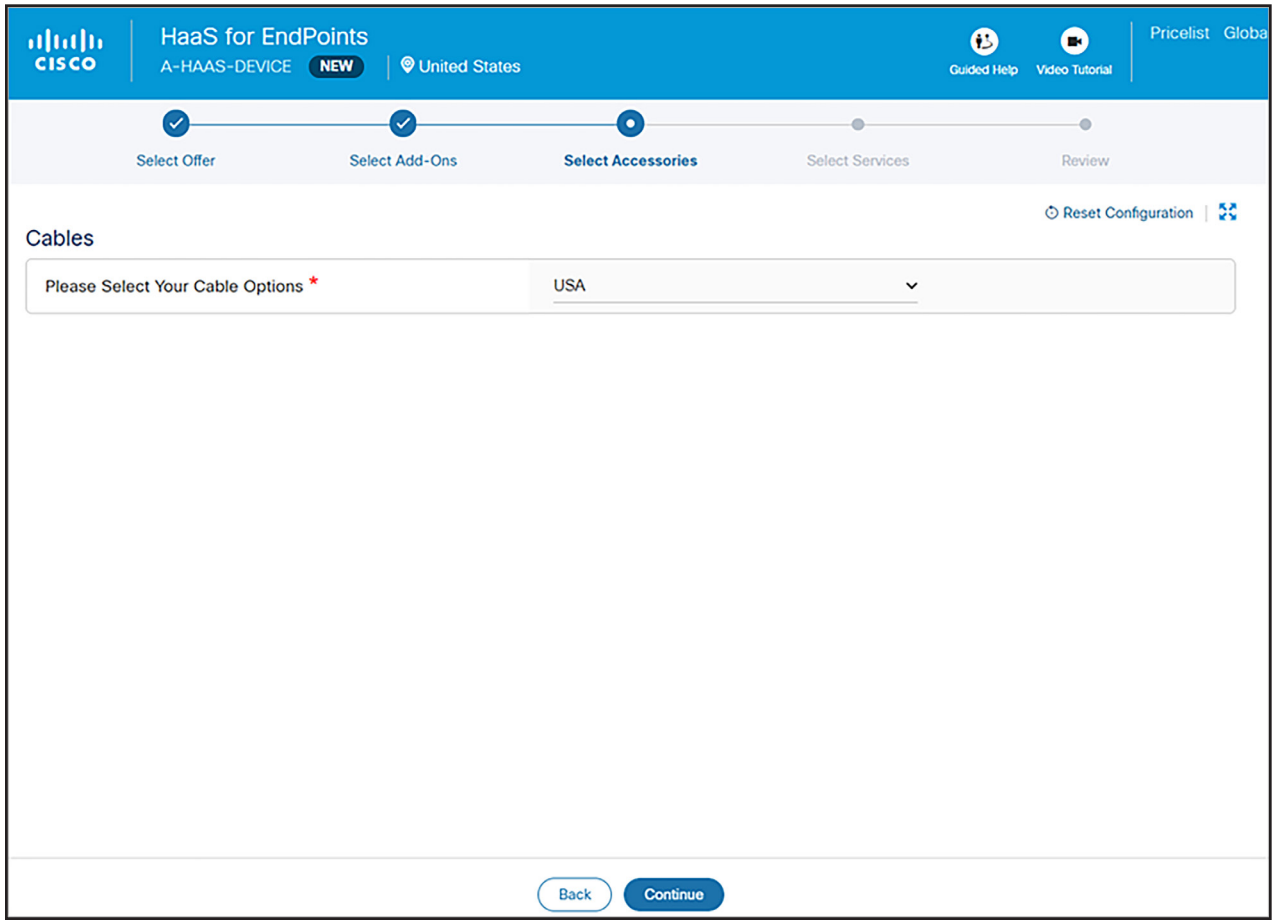
Step 4. Select Available Options/Add-ons (if available) and click Continue



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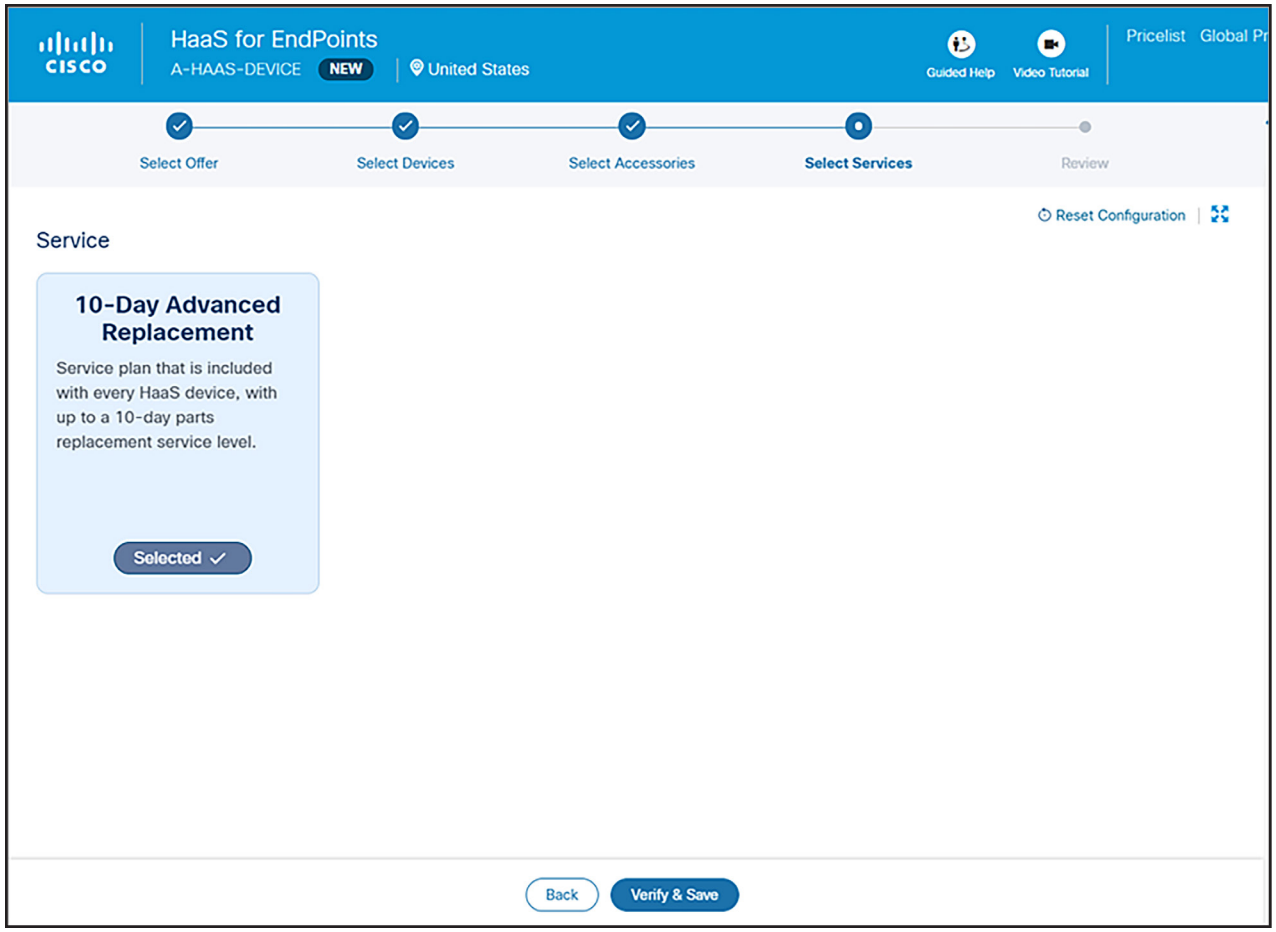
Step 5. Service is auto selected. Click Verify and Save.

The 10-Day Advance Replacement (CON-10DA) service is automatically selected and added to each device. The 10-Day Advance Replacement is included with every HaaS device at no cost.



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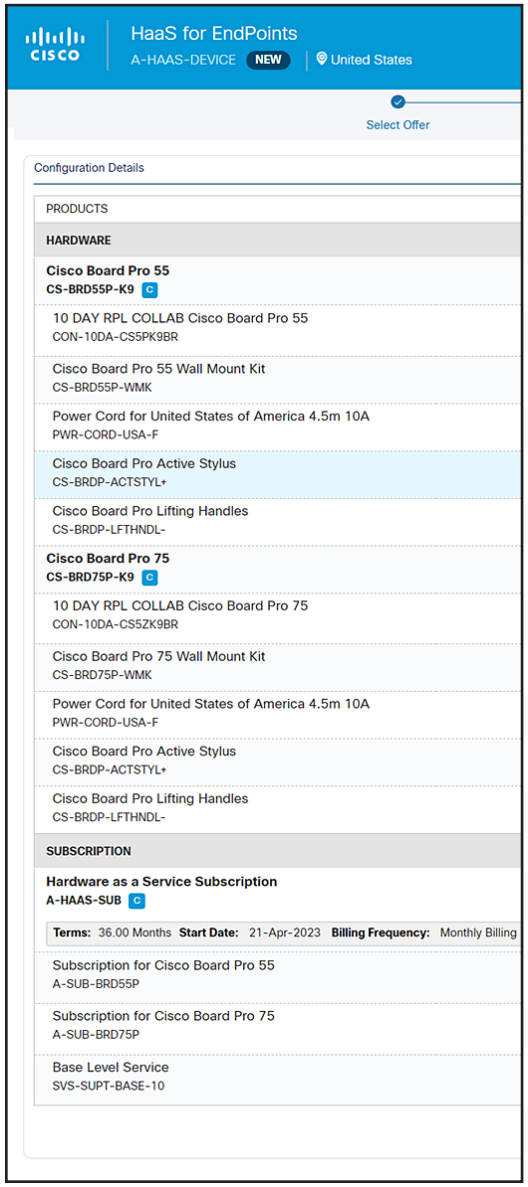
Step 6. Review



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Note: To ensure fulfillment and billing accuracy, Cisco may review HaaS deals, and may reach out if updates are needed. The review process is triggered automatically and does not require any action from the partner. If assistance is needed, please work with your Account Manager, or reach out to haas-reviewteam@cisco.com.

Support

Customers with an active Cisco Webex HaaS subscription are covered through the new Cisco Base Level Service. This provides customers with Cisco TAC access, L1-L3 troubleshooting, software center access, software maintenance releases, cisco.com access, and Return Material Authorization (RMA) service levels. The RMA service level includes a 10-day parts replacement, in which Cisco or our service center will use commercially reasonable efforts to ship a replacement part within ten (10) working days after receipt of the RMA request. Actual delivery times may vary depending on the customer's location. Higher levels of service are available for purchase separately, please see "Service Upgrades" section above. Note that any service level must be ordered with the HaaS order as shown before, it cannot be added later. The defective unit must be returned to Cisco.

Other requirements

HaaS subscriptions only cover the devices and do not include (or are included in) other Cisco subscriptions. Customers can choose to use HaaS with Flex, perpetual licenses or third-party call control services. Flex and HaaS subscriptions are independent: Flex is used for Cisco Collaboration services (calling and/or meetings), and HaaS used for hardware (phones or Cisco Devices). Customers must maintain both subscriptions in order to take advantage of the two offers.

Intended use refers to resale only. All addresses (Bill to, End customer, Ship to/service to, Install site, Reseller) are in the US.

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Additional resources

For further assistance, use the following resources.

Table 1. Additional Resources

Description	Location
Cisco Hardware as a Service	https://www.cisco.com/go/webexhaas
Video Device Registration Ordering Guide	https://www.cisco.com/c/dam/en/us/products/collateral/collaboration/guide-c07-740865.pdf
Cisco IP Phones Ordering Guide	https://www.cisco.com/c/en/us/products/collateral/collaboration-endpoints/ip-phone-6800-series-multiplatform-firmware/guide-c07-740267.html
Cisco Technical Support	1. Raise a support case online 2. Contact Technical Support by phone. Phone numbers are available online
Supplement to the End User License Agreement	https://www.cisco.com/c/dam/en_us/about/doing_business/legal/seula/hardware-as-a-subscription.pdf
Cisco Base Level Service	https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/cisco-base-level-service.pdf

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Description	Location
Service and support descriptions	https://www.cisco.com/c/en/us/about/legal/service-descriptions.html
Takeback and Reuse Program	https://www.cisco.com/c/en/us/about/takeback-and-reuse.html

Appendix

Hardware as a Service (Cisco Devices and Cisco IP Phones) SKUs

For a full list of our Hardware as a Service SKUs and prices, see our SKU List.

Pricing and quantities are provided for reference only. CCW and the Cisco Pricing tool (https://prpub.cloudapps.cisco.com/lpc/currentPL.faces) are the final authority on list pricing.

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