

|  | Common Area Calling                       | Standard Calling                     | Webex Calling  | Webex Suite   | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials)  | Webex Meetings  | Attendant Console |
|--|---|--------------------------------------|--|---|--|---|-------------------|
| Pricing<br>Per User Per Month<br>Includes PSTN<br>Support and Management                     | \$12                                      | \$16                                 | \$18   | \$25  | \$50   | \$18  | \$50              |
| Onboarding<br>One Time Fee<br>Standard / Premium   | \$50/100                                  | \$100/200                            | \$100/200  | \$100/200   | \$200/300  | \$100/200   | \$200             |
| <b>Inclusions</b>  | Calling<br>Deskphone Only<br>No Webex App | Calling<br>Deskphone<br>or Webex App | Calling,<br>Meetings & Messaging   | Calling,<br>Meetings & Messaging  | Calling, Meetings,<br>Messaging & Customer<br>Experience   | Meetings  | Attendant Console |
| <b>Meeting Capabilities</b><br><small>See Data Retention Table for Retention Periods</small> |   |                                      | Meeting Capacity (PMR): 100<br>Space Meeting Participants: 100<br>Meeting Duration: 24 Hours<br>Cloud Meeting Recording: 0 | Meeting Capacity (PMR): 1000<br>Space Meeting Participants: 300<br>Meeting Duration: 24 Hours<br>Cloud Meeting Recording: 10GB* | Meeting Capacity (PMR): 100<br>Space Meeting Participants: 100<br>Meeting Duration: 24 Hours<br>Cloud Meeting Recording: 0 | Meeting Capacity (PMR): 1000<br>Space Meeting Participants: 300<br>Meeting Duration: 24 Hours<br>Cloud Meeting Recording: 10GB* |                   |
| <b>Presence</b>  |   | On App                               | ●  | ●   | ●  | ●   |                   |
| <u>Presence</u><br>(On Call, in a Meeting, Presenting, DND)                                  |   | On App                               | ●  | ●   | ●  | ●   |                   |
| <u>Manually Set Presence Availability</u>  |   | On App                               | ●  | ●   | ●  | ●   |                   |
| <u>Set a custom status</u>   |   | On App                               | ●  | ●   | ●  | ●   |                   |
| <u>Set Quiet Hours</u>   |   | On App                               | ●  | ●   | ●  | ●   |                   |
| <u>Hide Availability Status</u>  |   | On App                               | ●  | ●   | ●  | ●   |                   |

| AI Features                                       | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|---|---------------------|------------------|---------------|-------------|---|----------------|-------------------|
| <b>Calling AI</b>                                 |                     |                  |               |             |   |                |                   |
| <a href="#">HD Voice for External Caller</a>      |                     | ●                | ●             | ●           | ●   |                |                   |
| Live Call Summaries                               |                     |                  | 2H '25        | 2H '25      | 2H '25  |                |                   |
| Transfer Summary with Call Transfer               |                     |                  | 2H '25        | 2H '25      | 2H '25  |                |                   |
| Post-Call Summaries                               |                     |                  | 2H '25        | 2H '25      | 2H '25  |                |                   |
| Summaries for recorded Calls                      |                     |                  | 2H '25        | ●           | ●   |                |                   |
| <b>Messaging AI</b>                               |                     |                  |               |             |   |                |                   |
| <a href="#">Space Summaries</a>                   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Rewrite Messages</a>                  |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Translate messages</a>                |                     |                  | ●             | ●           | ●   | ●              |                   |
| <b>Meetings AI</b>                                |                     |                  |               |             |   |                |                   |
| <a href="#">Auto Step Away</a>                    |                     |                  |               | ●           |   | ●              |                   |
| <a href="#">Identify each speaker in the room</a> |                     |                  |               | Roadmap     |   | Roadmap        |                   |
| <a href="#">Catch me up (in meeting summary)</a>  |                     |                  |               | ●           |   | ●              |                   |
| <a href="#">Was my name mentioned</a>             |                     |                  |               | ●           |   | ●              |                   |



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| <b>Meetings AI (cont.)</b>   |                     |                  |               |             |   |                |                   |
| <a href="#">What are the action items</a>  |                     |                  |               | ●           |   | ●              |                   |
| <a href="#">Ask me anything about this meeting</a>                                 |                     |                  |               | ●           |   | ●              |                   |
| <a href="#">Language support for English, Spanish, Italian, French, and German</a> |                     |                  |               | ●           |   | ●              |                   |
| <a href="#">Post meeting Summaries &amp; Transcripts</a>                           |                     |                  |               | ●           |   | ●              |                   |
| <a href="#">Automatic Highlights and Chapters in Recordings</a>                    |                     |                  |               | ●           |   | ●              |                   |
| <b>Other AI</b>  |                     |                  |               |             |   |                |                   |
| <a href="#">Remove your background noise &amp; speech from calls and meetings</a>  |                     | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Webex AI Codec for Calling &amp; Meetings</a>                          |                     | ●                | ●             | ●           | ●   |                |                   |
| Vidcast Automatic Highlights   |                     |                  | ●             | ●           | ●   | ●              |                   |
| Vidcast Automatic Chapters   |                     |                  | ●             | ●           | ●   | ●              |                   |
| Slido AI Generated Polls   |                     |                  | ●             | ●           | ●   | ●              |                   |

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| <b>Calling Features</b>                               | Setup in App or user.webex.com |                  |               |             |   |                |                   |
| App Dialpad   |                                | ●                | ●             | ●           | ●   |                |                   |
| Extension Dialing, Variable Length                    | ●                              | ●                | ●             | ●           | ●   |                |                   |
| Seamless call handover between networks               |                                | ●                | ●             | ●           | ●   |                |                   |
| Inbound Caller ID (Name and Number)                   | ●                              | ●                | ●             | ●           | ●   |                |                   |
| Call Waiting ID                                       | ●                              | ●                | ●             | ●           | ●   |                |                   |
| N-Way Calling (6)                                     |                                | ●                | ●             | ●           | ●   |                |                   |
| Select Outbound External Caller ID                    |                                | ●                | ●             | ●           | ●   |                |                   |
| <u>Place Calls (PSTN)</u>                             | ●                              | ●                | ●             | ●           | ●   |                |                   |
| <u>Place Calls (VoIP/Video)</u>                       | ●                              | ●                | ●             | ●           | ●   |                |                   |
| <u>Receive Calls (PSTN/VoIP/Video)</u>                | ●                              | ●                | ●             | ●           | ●   |                |                   |
| <u>User Block Calls from specific number</u>          |                                | ●                | ●             | ●           | ●   |                |                   |
| <u>Mute/Unmute</u>                                    |                                | ●                | ●             | ●           | ●   |                |                   |
| <u>Hold/Resume</u>                                    | ●                              | ●                | ●             | ●           | ●   |                |                   |
| <u>Call Transfer (Attended, Semi Attended, Blind)</u> | ●                              | ●                | ●             | ●           | ●   |                |                   |

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| HD Audio/Bandwidth Extension  |                     | ●                | ●             | ●            | ●  |                |                   |
| <u>Remove background noise from other party</u>                                       |                     | ●                | ●             | ●            | ●  |                |                   |
| <u>Merge (N-Way Audio Call)</u>   |                     | ●                | ●             | ●            | ●  |                |                   |
| <u>Conference (N-Way Audio Call)</u>  |                     | ●                | ●             | ●            | ●  |                |                   |
| <u>Call Pull</u>  |                     | ●                | ●             | ●            | ●  |                |                   |
| <u>Group Call Park / Retrieve</u>   |                     |                  | ●             | ●            | ●  |                |                   |
| Directed Call Park/Retrieve   |                     |                  | Roadmap       | Roadmap      | Roadmap  |                |                   |
| <u>Call Pickup</u>  |                     | Desktop Only     | Desktop Only  | Desktop Only | Desktop Only   |                |                   |
| Group Call Pickup   |                     |                  | Desktop Only  | Desktop Only | Desktop Only   |                |                   |
| <u>Team Telephony / BLF Monitoring plus Call Pickup</u>                               |                     |                  | Desktop Only  | Desktop Only | Desktop Only   |                |                   |
| <u>Executive Assistant (aka Boss Admin)</u>   |                     |                  | Desktop Only  | Desktop Only | Desktop Only   |                |                   |
| <u>Feature Access Codes (FAC)</u>   |                     | ●                | ●             | ●            | ●  |                |                   |
| Call Redial via FAC *66   | ●                   | ●                | ●             | ●            | ●  |                |                   |
| <u>"Desk Phone Control (DPC): Incoming/outgoing calling, Mid-Call Control, Share"</u> |                     | ●                | ●             | ●            | ●  |                |                   |
| Desk Phone Control (DPC) with Hot Desk Device   |                     | Roadmap          | Roadmap       | Roadmap      | Roadmap  |                |                   |

| Calling Features (cont.)   | Common Area Calling | Standard Calling                       | Webex Calling                          | Webex Suite                            | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
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| <a href="#">Sharing during a Call Screen &amp; application</a>                 |                     | Desktop Only                           | Desktop Only                           | Desktop Only                           | Desktop Only   |                |                   |
| Sharing - whiteboard   |                     |  | Roadmap                                | Roadmap                                | Roadmap  |                |                   |
| <a href="#">Remote Desktop Control</a>   |                     | Desktop Only                           | Desktop Only                           | Desktop Only                           | Desktop Only   |                |                   |
| <a href="#">Call Recording (Dubber Go)</a>                                     |                     |  | ●                                      | ●                                      | ●  |                |                   |
| <a href="#">Webex Call Recording</a>   |                     |  | ●                                      | ●                                      | ●  |                |                   |
| <a href="#">Shared Lines for Webex App</a>                                     |                     |  | ●                                      | ●                                      | ●  |                |                   |
| <a href="#">Multi-Line (Virtual Lines)</a>                                     |                     |  | ●                                      | ●                                      | ●  |                |                   |
| "Click to Dial/ Protocol Handler/ Register for tel: and SIP: links"            |                     | ●                                      | ●                                      | ●                                      | ●  |                |                   |
| <a href="#">Move call to a Meeting</a>   |                     |  | ●                                      | ●                                      | ●  |                |                   |
| Spam call indication with incoming Calls                                       |                     | ●                                      | ●                                      | ●                                      | ●  |                |                   |
| Spam call indication in Call History   |                     | ●                                      | ●                                      | ●                                      | ●  |                |                   |
| <a href="#">E911 Calling &amp; Emergency Services Location Update (Redsky)</a> |                     | ●                                      | ●                                      | ●                                      | ●  |                |                   |
| Mobile Calling Widgets   |                     | ●                                      | ●                                      | ●                                      | ●  |                |                   |
| Call Through (Mobile)  |                     | Roadmap                                | Roadmap                                | Roadmap                                | Roadmap  |                |                   |
| <a href="#">Call Back</a>  |                     | Available on Mobile Desktop on Roadmap                             |                |                   |

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| <b>Calling Settings</b>  | Setup in App or user.webex.com |                  |               |             |   |                |                   |
| <a href="#">Anonymous Call Rejection</a>                                 |                                | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Automatic Answer</a>   |                                | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Away Announcement<br/>(Personal Assistant)</a>               |                                | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Block Your Caller ID</a>                                     | ●                              | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Call Forwarding Always</a>                                   | ●                              | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Call Forwarding:<br/>Busy, No Answer,<br/>Not Reachable</a>  | ●                              | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Call Waiting (for up to 4<br/>calls)</a>                     | ●                              | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Single Number Reach<br/>(Office Anywhere)</a>                |                                | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Do Not Disturb - native,<br/>across all devices</a>          |                                | ●                | ●             | ●           | ●   |                |                   |
| <a href="#">Selective Call Capabilities:<br/>Accept, Reject, Forward</a> |                                | ●                | ●             | ●           | ●   |                |                   |
| Remote Office  |                                |                  | ●             | ●           | ●   |                |                   |
| <a href="#">Sequential Ring</a>  |                                |                  | ●             | ●           | ●   |                |                   |
| <a href="#">Shared Call Appearance</a>                                   |                                |                  | 35            | 35          | 35  |                |                   |
| <a href="#">Simultaneous Ring</a>  |                                |                  | ●             | ●           | ●   |                |                   |

| Calling Settings (cont.)                | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
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| SIP URI Dialing                         |                     | Roadmap          | Roadmap       | Roadmap     | Roadmap  |                |                   |
| <u>Video Call Virtual Background</u>    |                     | ●                | ●             | ●           | ●  |                |                   |
| <u>Privacy</u>                          |                     | ●                | ●             | ●           | ●  |                |                   |
| <u>Call Notify</u>                      |                     | ●                | ●             | ●           | ●  |                |                   |
| <u>T.38 Fax Support</u>                 | ●                   | ATA only         | ATA only      | ATA only    | ATA only   |                |                   |
| <b>Deskphone Only Settings (MPP)</b>    |                     |                  |               |             |  |                |                   |
| Alternate Numbers with Distinctive Ring |                     |                  | ●             | ●           | ●  |                |                   |
| Barge-In Exempt                         |                     | ●                | ●             | ●           | ●  |                |                   |
| Busy Lamp Field (Monitoring)            | ●                   | ●                | ●             | ●           | ●  |                |                   |
| Directed Call Pickup with Barge In      |                     |                  | ●             | ●           | ●  |                |                   |
| Hoteling Host                           |                     | ●                | ●             | ●           | ●  |                |                   |
| Hoteling Guest                          |                     | ●                | ●             | ●           | ●  |                |                   |
| Multiple Line Appearance                |                     |                  | ●             | ●           | ●  |                |                   |
| Priority Alert                          |                     | ●                | ●             | ●           | ●  |                |                   |

| Desphone Only Settings (MPP)<br>(cont.)  | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
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| Push to Talk   |                     | ●                | ●             | ●           | ●   |                |                   |
| <u>Speed Dial 100</u>  |                     | ●                | ●             | ●           | ●   |                |                   |
| <b>Personal Contact</b>  |                     |                  |               |             |   |                |                   |
| <u>View/Add Contacts:<br/>New, from Common Identity,<br/>from Enterprise Directory</u>               |                     | ●                | ●             | ●           | ●   |                |                   |
| <u>Manage Groups &amp; Favorites</u>   |                     | ●                | ●             | ●           | ●   |                |                   |
| <u>View Contact Profile</u>  |                     | ●                | ●             | ●           | ●   |                |                   |
| <b>Call History / Voicemail</b>  |                     |                  |               |             |   |                |                   |
| <u>Call Logs<br/>Unified Call History<br/>(Local &amp; Server based)</u>                             |                     | ●                | ●             | ●           | ●   |                |                   |
| Delete Call Logs - Individual Calls and all Calls  |                     | ●                | ●             | ●           | ●   |                |                   |
| Call Logs:<br>Missed Calls Counter, Show Duration of Calls,<br>Click to call & Show Hunt Group Calls |                     | ●                | ●             | ●           | ●   |                |                   |
| Call Voicemail   |                     | ●                | ●             | ●           | ●   |                |                   |
| <u>Visual Voicemail<br/>View, Play, Delete, Call Back,<br/>Mark as read</u>                          |                     | ●                | ●             | ●           | ●   |                |                   |
| Visual Voicemail - Confidential or Urgent Indicator  |                     | ●                | ●             | ●           | ●   |                |                   |
| <u>Voicemail transcriptions</u>  |                     | ●                | ●             | ●           | ●   |                |                   |
| Forward/Reply Voicemails   |                     | Roadmap          | Roadmap       | Roadmap     | Roadmap   |                |                   |

| Search                                    | Common Area Calling | Standard Calling | Webex Calling | Webex Suite  | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|---|---------------------|------------------|---------------|--------------|---|----------------|-------------------|
| CI Search                                 |                     | ●                | ●             | ●            | ●   |                |                   |
| Universal Search                          |                     | ●                | ●             | ●            | ●   |                |                   |
| Outlook Contact Search                    |                     | Desktop Only     | Desktop Only  | Desktop Only | Desktop Only  |                |                   |
| Local Mobile Contact Search               |                     | ●                | ●             | ●            | ●   |                |                   |
| Google Contact Search                     |                     | Mobile Only      | Mobile Only   | Mobile Only  | Mobile Only   |                |                   |
| Enterprise Directory Search               |                     | ●                | ●             | ●            | ●   |                |                   |
| Calling Integrations                      |                     |                  |               |              |   |                |                   |
| Microsoft Teams Integration for Calling   |                     | ●                | ●             | ●            | ●   |                |                   |
| Microsoft Outlook Integration for Calling |                     | ●                | ●             | ●            | ●   |                |                   |
| Slack Integration for Calling             |                     | ●                | ●             | ●            | ●   |                |                   |



| Customer Experience                | Common Area Calling | Standard Calling | Webex Calling          | Webex Suite            | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|------------------------------------|---------------------|------------------|------------------------|------------------------|--|----------------|-------------------|
|                                    |                     |                  | <b>Basic</b>           | <b>Basic</b>           | <b>Customer Assist</b><br>Dedicated Webex App Experience           |                |                   |
| <b>Webex App Experience</b>        |                     |                  |                        |                        |  |                |                   |
| Agent                              |                     |                  |                        |                        | Dedicated Experience   |                |                   |
| Supervisor                         |                     |                  |                        |                        | Dedicated Experience   |                |                   |
| <b>Capacity</b>                    |                     |                  |                        |                        |  |                |                   |
| Agents availability                |                     |                  | <b>50</b>              | <b>50</b>              | <b>500</b>   |                |                   |
| Max Queued Calls                   |                     |                  | <b>125</b>             | <b>125</b>             | <b>250</b>   |                |                   |
| <b>Call Types Supported</b>        |                     |                  |                        |                        |  |                |                   |
| Inbound Call                       |                     |                  | ●                      | ●                      | ●  |                |                   |
| Outbound Call                      |                     |                  | ●                      | ●                      | ●  |                |                   |
| <u>Browser Based Click-to-Call</u> |                     |                  | Audio Video on Roadmap | Audio Video on Roadmap | Audio Video on Roadmap   |                |                   |
| <b>AI</b>                          |                     |                  |                        |                        |  |                |                   |
| AI Assistant for Agents            |                     |                  |                        |                        | 2H '25   |                |                   |
| Call Sentiment for Supervisors     |                     |                  |                        |                        | Q4 CY '25  |                |                   |



| Agent  | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
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| <b>Agent App Experience (Desktop &amp; Mobile)</b> |                     |                  |               |             |   |                |                   |
| <a href="#">Set availability status</a>            |                     |                  | ●             | ●           | ●   |                |                   |
| <a href="#">Join/Un-Join queues</a>                |                     |                  | ●             | ●           | ●   |                |                   |
| Agent Wrap Up codes                                |                     |                  |               |             | ●   |                |                   |
| Automatic timed wrap-up at completion of ACD call  |                     |                  |               |             | ●   |                |                   |
| <b>Call Handling</b>                               |                     |                  |               |             |   |                |                   |
| Answer calls                                       |                     |                  | ●             | ●           | ●   |                |                   |
| Make Outbound call                                 |                     |                  | ●             | ●           | ●   |                |                   |
| <a href="#">Agent Set Outbound Calling Line ID</a> |                     |                  | ●             | ●           | ●   |                |                   |
| Conference call                                    |                     |                  | ●             | ●           | ●   |                |                   |
| Transfer call                                      |                     |                  | ●             | ●           | ●   |                |                   |
| Forward Call                                       |                     |                  | ●             | ●           | ●   |                |                   |
| Call back to callers                               |                     |                  | ●             | ●           | ●   |                |                   |
| Access multi call window                           |                     |                  | ●             | ●           | ●   |                |                   |



| Call Handling<br>(cont.)   | Common Area Calling | Standard Calling | Webex Calling                  | Webex Suite   | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings  | Attendant Console |
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| Microsoft Teams integration  |                     |                  | ●                              | ●             | ●   |   |                   |
| Live Contacts in Queue Trend   |                     |                  |                                |               | ●   |   |                   |
| Live Queue Stats<br>(calls in queue, Longest wait time, agents total, agents idle, agents available, agents unavailable) |                     |                  |                                |               | ●   |   |                   |
| View Screen Pop  |                     |                  |                                |               | ●   |   |                   |
| Supervisor App Experience  | Common Area Calling | Standard Calling | Enhanced Calling (Webex Voice) | Webex Calling | Webex Suite   | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings    |
| <b>Agent Management</b>  |                     |                  |                                |               |   |   |                   |
| View Agents  |                     |                  |                                |               | ●   |   |                   |
| Join/Unjoin agent to queue   |                     |                  |                                |               | ●   |   |                   |
| Set Agent Status   |                     |                  |                                |               | ●   |   |                   |
| Sign out an agent  |                     |                  |                                |               | ●   |   |                   |
| <b>Agent Monitoring &amp; Coaching</b>   |                     |                  |                                |               |   |   |                   |
| Silent Monitor active call   |                     |                  | FAC Codes                      | FAC Codes     | FAC Codes   | ●   |                   |
| Silent Monitor next call   |                     |                  |                                |               |   | Roadmap   |                   |
| Message agent  |                     |                  |                                |               |   | ●   |                   |



| Agent Monitoring & Coaching (cont.) | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|-------------------------------------|---------------------|------------------|---------------|-------------|--|----------------|-------------------|
| Barge-into agent call               |                     |                  | FAC Codes     | FAC Codes   | ●  |                |                   |
| Coach                               |                     |                  | FAC Codes     | FAC Codes   | ●  |                |                   |
| Takeover                            |                     |                  | FAC Codes     | FAC Codes   | FAC Codes  |                |                   |
| <b>In App Analytics/Reporting</b>   |                     |                  |               |             |  |                |                   |
| View real-time agent status         |                     |                  |               |             | ●  |                |                   |
| View real-time queue status         |                     |                  |               |             | ●  |                |                   |
| View historical agent statistics    |                     |                  |               |             | ●  |                |                   |
| View historical queue statistics    |                     |                  |               |             | ●  |                |                   |
| Administration via Control Hub      | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist                                      | Webex Meetings | Attendant Console |
| <b>Agents &amp; Supervisors</b>     |                     |                  |               |             |  |                |                   |
| Agents and supervisors management   |                     |                  | ●             | ●           | ●  |                |                   |
| Set agent status                    |                     |                  | ●             | ●           | ●  |                |                   |
| Join/Unjoin agent to queue          |                     |                  | ●             | ●           | ●  |                |                   |



| Queue Settings           | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|--------------------------|---------------------|------------------|---------------|-------------|--|----------------|-------------------|
| Number of Calls in queue |                     |                  | ●             | ●           | ●  |                |                   |
| Caller ID                |                     |                  | ●             | ●           | ●  |                |                   |
| Distinctive Ring         |                     |                  | ●             | ●           | ●  |                |                   |
| Language and time zone   |                     |                  | ●             | ●           | ●  |                |                   |
| Call back                |                     |                  | ●             | ●           | ●  |                |                   |
| Call Overflow            |                     |                  | ●             | ●           | ●  |                |                   |
| Screen Pop               |                     |                  |               |             | ●  |                |                   |
| Queue Recording          |                     |                  |               |             | 2H '25   |                |                   |

### Greetings & Announcements

|                             |  |  |   |   |   |  |  |
|-----------------------------|--|--|---|---|---|--|--|
| Welcome Message             |  |  | ● | ● | ● |  |  |
| Estimated wait time Message |  |  | ● | ● | ● |  |  |
| Comfort Messaging           |  |  | ● | ● | ● |  |  |
| Comfort Message Bypass      |  |  | ● | ● | ● |  |  |
| Music on hold               |  |  | ● | ● | ● |  |  |
| Call Whisper Message        |  |  | ● | ● | ● |  |  |



| Call Routing Policies   | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|-------------------------|---------------------|------------------|---------------|-------------|--|----------------|-------------------|
| Priority Based          |                     |                  | ●             | ●           | ●  |                |                   |
| Skills Based            |                     |                  | ●             | ●           | ●  |                |                   |
| Bounced call routing    |                     |                  | ●             | ●           | ●  |                |                   |
| Stranded call routing   |                     |                  | ●             | ●           | ●  |                |                   |
| Call Forwarding         |                     |                  | ●             | ●           | ●  |                |                   |
| Holiday Service         |                     |                  | ●             | ●           | ●  |                |                   |
| Non- business hours     |                     |                  | ●             | ●           | ●  |                |                   |
| Forced Forwarding       |                     |                  | ●             | ●           | ●  |                |                   |
| Analytics               |                     |                  |               |             |  |                |                   |
| Call queue status       |                     |                  | ●             | ●           | ●  |                |                   |
| Call queue agent status |                     |                  | ●             | ●           | ●  |                |                   |
| Live queue status       |                     |                  | ●             | ●           | ●  |                |                   |

# Hammer Cloud

## Webex Included Services | Customer Experience



Weidenhammer

| Reporting                     | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|-------------------------------|---------------------|------------------|---------------|-------------|--|----------------|-------------------|
| Call Queue Stats Report       |                     |                  | ●             | ●           | ●  |                |                   |
| Call Queue agent stats report |                     |                  | ●             | ●           | ●  |                |                   |
| Wrap Up Reason                |                     |                  |               |             | ●  |                |                   |
| Call queue call details       |                     |                  |               |             | Roadmap  |                |                   |
| Agents availability           |                     |                  |               |             | Roadmap  |                |                   |

# Hammer Cloud

## Webex Included Services | Messaging

| Messaging   | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist | Webex Meetings | Attendant Console |
|---|---------------------|------------------|---------------|-------------|-------------------------------|----------------|-------------------|
| <b>Spaces</b>   |                     |                  |               |             |                               |                |                   |
| <a href="#">Create Spaces</a>   |                     |                  | ●             | ●           | ●                             | ●              |                   |
| <a href="#">Custom Space Notification: Off/On/@mentions only/Sounds</a> |                     |                  | ●             | ●           | ●                             | ●              |                   |
| <a href="#">Space Filters</a>   |                     |                  | ●             | ●           | ●                             | ●              |                   |
| <a href="#">Space Sections for Organization</a>                         |                     |                  | ●             | ●           | ●                             | ●              |                   |
| <a href="#">Peek Into a Space</a>                                       |                     |                  | ●             | ●           | ●                             | ●              |                   |



| Spaces (cont.)  | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|---|---------------------|------------------|---------------|-------------|--|----------------|-------------------|
| <u>Space Shortcuts:</u><br><u>Add to Favorites, Add People, Start Meeting, Mark as Read, Copy Space Link, Hide, Leave</u> |                     |                  | ●             | ●           | ●  | ●              |                   |
| <u>Inter-team/org messaging with Indicator</u>  |                     |                  | ●             | ●           | ●  | ●              |                   |
| <u>Space member management:</u><br><u>Add people, remove people, Space Settings</u>                                       |                     |                  | ●             | ●           | ●  | ●              |                   |
| <u>Delete Space</u>   |                     |                  | ●             | ●           | ●  | ●              |                   |
| <u>Public Spaces</u>  |                     |                  | ●             | ●           | ●  | ●              |                   |
| <u>Teams</u>  |                     |                  | ●             | ●           | ●  | ●              |                   |
| Messaging Features  |                     |                  |               |             |  |                |                   |
| Persistent Chat History   |                     |                  | ●             | ●           | ●  | ●              |                   |
| Is Typing Indicator   |                     |                  | ●             | ●           | ●  | ●              |                   |
| Spell Check   |                     |                  | ●             | ●           | ●  | ●              |                   |
| <u>Share Files</u>  |                     |                  | ●             | ●           | ●  | ●              |                   |
| Screen capture  |                     |                  | ●             | ●           | ●  | ●              |                   |
| <u>Rich Text</u>  |                     |                  | ●             | ●           | ●  | ●              |                   |
| <u>Emojis</u>   |                     |                  | ●             | ●           | ●  | ●              |                   |



| Messaging Features (cont.)                          | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|---|---------------------|------------------|---------------|-------------|---|----------------|-------------------|
| <a href="#">Gifs</a>                                |                     |                  | ●             | ●           | ●   | ●              |                   |
| @ Mentions  |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Vidcast Video Messaging</a>             |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Read Receipt</a>                        |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Forward Messages (with Attachments)</a> |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Quoting</a>                             |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Threading</a>                           |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Reply Directly</a>                      |                     |                  | ●             | ●           | ●   | ●              |                   |
| Schedule Message Send                               |                     |                  | ●             | ●           | ●   | ●              |                   |
| Copy Message Link                                   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Edit Messages</a>                       |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Reactions</a>                           |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Search within a Space</a>               |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Pin Messages in a Space</a>             |                     |                  | ●             | ●           | ●   | ●              |                   |



| Messaging Features (cont.)                                      | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|---|---------------------|------------------|---------------|-------------|--|----------------|-------------------|
| <a href="#">Send a Space Link</a>                               |                     |                  | ●             | ●           | ●  | ●              |                   |
| <a href="#">Flag Messages</a>                                   |                     |                  | ●             | ●           | ●  | ●              |                   |
| <a href="#">Mark as Unread</a>                                  |                     |                  | ●             | ●           | ●  | ●              |                   |
| <a href="#">Message Reminders</a>                               |                     |                  | ●             | ●           | ●  | ●              |                   |
| <a href="#">Delete your Message</a>                             |                     |                  | ●             | ●           | ●  | ●              |                   |
| <a href="#">Shared Files: View, Download, Embedded Previews</a> |                     |                  | ●             | ●           | ●  | ●              |                   |
| Embedded Video Playback   |                     |                  | ●             | ●           | ●  | ●              |                   |
| Push Notifications  |                     |                  | ●             | ●           | ●  | ●              |                   |
| <a href="#">Schedule Space Meeting with everyone in Space</a>   |                     |                  | ●             | ●           | ●  | ●              |                   |
| <a href="#">Share Content while Messaging</a>                   |                     |                  | ●             | ●           | ●  | ●              |                   |
| <a href="#">Whiteboard in a Space</a>                           |                     |                  | ●             | ●           | ●  | ●              |                   |
| <a href="#">Add Apps/Website to a space</a>                     |                     |                  | ●             | ●           | ●  | ●              |                   |

# Hammer Cloud

## Webex Included Services | Messaging



Weidenhammer

| Advanced Messaging Features                                  | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|--|---------------------|------------------|---------------|-------------|---|----------------|-------------------|
| <a href="#">Moderate Spaces</a>                              |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Moderator<br/>Add / Remove people</a>            |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Moderator<br/>Edit space name &amp; settings</a> |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Moderator<br/>Add / Remove Moderator</a>         |                     |                  | ●             | ●           | ●   | ●              |                   |
| Moderator<br>Delete others Messages                          |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Turn On<br/>Announcement Mode</a>                |                     |                  | ●             | ●           | ●   | ●              |                   |

# Hammer Cloud

## Webex Included Services | Meetings

| Meetings   | Common Area Calling             | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|--|---------------------------------|------------------|---------------|-------------|---|----------------|-------------------|
| <a href="#">Settings</a>   | Via Webex App or user.webex.com |                  |               |             |   |                |                   |
| Join via VoIP  |                                 |                  | ●             | ●           | ●   | ●              |                   |
| Call In Audio<br>(Toll Named User)   |                                 |                  | ●             | ●           | ●   | ●              |                   |
| Call me Local / Call Me Intl   |                                 |                  |               |             |   |                |                   |
| <a href="#">Virtual backgrounds</a>  |                                 |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Video Layout options:<br/>grid, stack, side by side,<br/>full screen</a> |                                 |                  | ●             | ●           | ●   | ●              |                   |

| Hosting Meetings  | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|---|---------------------|------------------|---------------|-------------|---|----------------|-------------------|
| Meeting Participant Capacity                                  |                     |                  | 100           | 1000        | 100   | 1000           |                   |
| Number of Participants in Space Meetings                      |                     |                  | 100           | 300         | 100   | 300            |                   |
| <u>Personal Meeting Room (PMR)</u>                            |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Webex (PMR &amp; One Time) meeting scheduling in Webex</u> |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Mute all/participant</u>                                   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Manage Participants</u>                                    |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Meeting Lobby</u>  |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Presenter Controls for all Attendees</u>                   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Delegate your meetings (Assign Cohost)</u>                 |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Locking</u>  |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Password Protection</u>                                    |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Let other users to schedule meetings on their behalf</u>   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Allow PMR URL change</u>                                   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <u>Connect to Google or O365 Calendar Service</u>             |                     |                  | ●             | ●           | ●   | ●              |                   |

| Attending Meetings   | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|--|---------------------|------------------|---------------|-------------|---|----------------|-------------------|
| <a href="#">One Button to Join</a>   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Web Guest Experience</a>   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Remove Background Noise and Speech</a>   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Music Mode</a>   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Support pairing with Cisco Webex Devices</a>                                     |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Join from a video system (CMR)</a>   |                     |                  | ●             | ●           | ●   | ●              |                   |
| Media Quality Statistics   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <b>Common Meeting Features</b>   |                     |                  |               |             |   |                |                   |
| HD video   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Multi-party Chat</a>   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Animated meeting reactions &amp; hand gestures</a>                               |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Raise Hand</a>   |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Breakout Sessions</a>  |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Content Sharing: Screen, Window, Application, File, Webex, Portion of Screen</a> |                     |                  | ●             | ●           | ●   | ●              |                   |

| Common Meeting Features  | Common Area Calling | Standard Calling | Webex Calling | Webex Suite   | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|--|---------------------|------------------|---------------|---------------|---|----------------|-------------------|
| <u>Content Sharing on Mobile: Entire Screen, Image, PDF, Rear Camera</u>   |                     |                  | ●             | ●             | ●   | ●              |                   |
| <u>Immersive Share (Show me in front of presentation)</u>                  |                     |                  | ●             | ●             | ●   | ●              |                   |
| <u>Whiteboard</u>  |                     |                  | ●             | ●             | ●   | ●              |                   |
| <u>Annotation</u>  |                     |                  | ●             | ●             | ●   | ●              |                   |
| <u>Remote Desktop Control</u>  |                     |                  | ●             | ●             | ●   | ●              |                   |
| <u>Meetings Recording</u>  |                     |                  | Local         | Cloud + Local | Local   | Cloud + Local  |                   |
| <u>Recording Transcriptions</u>  |                     |                  |               | ●             |   | ●              |                   |
| <u>In-meeting participant search</u>                                       |                     |                  | ●             | ●             | ●   | ●              |                   |
| Advanced Meeting Features  |                     |                  |               |               |   |                |                   |
| <u>Closed Captions</u>   |                     |                  |               | ●             |   | ●              |                   |
| <u>Real Time Transcription (English, French, German, Spanish, Italian)</u> |                     |                  |               | ●             |   | ●              |                   |
| <u>Live Polling by Slido</u>   |                     |                  |               | ●             |   | ●              |                   |
| <u>Q&amp;A by Slido</u>  |                     |                  |               | ●             |   | ●              |                   |



| Additional   | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|--|---------------------|------------------|---------------|-------------|---|----------------|-------------------|
| <b>General</b>                                     |                     |                  |               |             |   |                |                   |
| Search   |                     |                  | ●             | ●           | ●   | ●              |                   |
| Location   |                     |                  | Roadmap       | Roadmap     | Roadmap   | Roadmap        |                   |
| <a href="#">Keyboard shortcuts</a>                 |                     |                  | ●             | ●           | ●   | ●              |                   |
| <a href="#">Personal Insights</a>                  |                     |                  | ●             | ●           | ●   | ●              |                   |
| <b>Add-Ons</b>                                     |                     |                  |               |             |   |                |                   |
| Setup Assist                                       | ●                   | ●                | ●             | ●           | ●   | ●              |                   |
| Webex GO   |                     |                  | ●             | ●           | ●   |                |                   |
| Webex Attendant Console                            |                     |                  | ●             | ●           | ●   |                |                   |
| <b>App Protocols, Security and Troubleshooting</b> |                     |                  |               |             |   |                |                   |
| TLS v1.2   | ●                   | ●                | ●             | ●           | ●   | ●              |                   |
| SRTP/SRTCP   |                     |                  | ●             | ●           | ●   |                |                   |
| Dynamic Proxy Discovery                            |                     |                  | ●             | ●           | ●   |                |                   |



| App Protocols, Security and Troubleshooting (cont.) | Common Area Calling | Standard Calling | Webex Calling | Webex Suite | Webex Calling Customer Assist (AKA Customer Experience Essentials) | Webex Meetings | Attendant Console |
|---|---------------------|------------------|---------------|-------------|--|----------------|-------------------|
| Failover Support (SIP, XMPP, Xsi)                   |                     |                  | ●             | ●           | ●  | ●              |                   |
| Version Control                                     |                     |                  | ●             | ●           | ●  | ●              |                   |
| Forgot/Update Password (CI Auth)                    |                     |                  | ●             | ●           | ●  | ●              |                   |
| SAML SSO  |                     |                  | ●             | ●           | ●  | ●              |                   |
| Client Software Auto Update                         |                     |                  | ●             | ●           | ●  | ●              |                   |
| Regular check for config updates                    |                     |                  | ●             | ●           | ●  | ●              |                   |
| Troubleshooting Logs                                |                     |                  | ●             | ●           | ●  | ●              |                   |
| RTCP-XR   |                     |                  | ●             | ●           | ●  | ●              |                   |

### App Accessibility

|                                |  |  |              |              |              |              |  |
|--------------------------------|--|--|--------------|--------------|--------------|--------------|--|
| Color Contrast                 |  |  | ●            | ●            | ●            | ●            |  |
| Dictation (Chat Message Entry) |  |  | ●            | ●            | ●            | ●            |  |
| Screen Reader                  |  |  | ●            | ●            | ●            | ●            |  |
| Highlight to call/hot key      |  |  | ●            | ●            | ●            | ●            |  |
| Keyboard Navigation            |  |  | Desktop Only | Desktop Only | Desktop Only | Desktop Only |  |
| Text Size                      |  |  | Mobile Only  | Mobile Only  | Mobile Only  | Mobile Only  |  |



| Devices & Peripherals   | Common Area Calling | Standard Calling | Webex Calling                  | Webex Suite                    | Webex Calling Customer Assist<br>(AKA Customer Experience Essentials) | Webex Meetings                 | Attendant Console |
|---|---------------------|------------------|--------------------------------|--------------------------------|---|--------------------------------|-------------------|
| Partner Managed Devices   | ●                   |                  | ●                              | ●                              | ●   |                                |                   |
| Hot Desking   |                     |                  | RoomOS<br>MPP 88xx, 8875, 9800 | RoomOS<br>MPP 88xx, 8875, 9800 | RoomOS<br>MPP 88xx, 8875, 9800  | RoomOS<br>MPP 88xx, 8875, 9800 |                   |
| Webex Cloud connectivity on Cisco MPP   |                     |                  | ●                              | ●                              | ●   | ●                              |                   |
| "Cisco Webex Devices connectivity (Webex + SIP)<br>(SIP connectivity only applicable for RoomOS Devices)" |                     |                  | ●                              | ●                              | ●   | ●                              |                   |
| USB Headsets  |                     |                  | ●                              | ●                              | ●   | ●                              |                   |
| Bluetooth Headsets  |                     |                  | ●                              | ●                              | ●   | ●                              |                   |
| USB Cameras   |                     |                  | Desktop Only                   | Desktop Only                   | Desktop Only  | Desktop Only                   |                   |
| <b>App Calling configurability by End User</b>  |                     |                  |                                |                                |   |                                |                   |
| Audio Input Device (Mic)  |                     |                  | ●                              | ●                              | ●   | ●                              |                   |
| Audio Output Device (Speaker)   |                     |                  | ●                              | ●                              | ●   | ●                              |                   |
| Video Input Device (Camera)   |                     |                  | Desktop Only                   | Desktop Only                   | Desktop Only  | Desktop Only                   |                   |
| Incoming Call Notification Audio  |                     |                  | ●                              | ●                              | ●   | ●                              |                   |
| Incoming Chat Notification Audio  |                     |                  | ●                              | ●                              | ●   | ●                              |                   |



| App CODECs<br>Audio | Common<br>Area Calling | Standard<br>Calling | Webex<br>Calling | Webex<br>Suite | Webex Calling<br>Customer Assist<br>(AKA Customer Experience Essentials) | Webex<br>Meetings | Attendant<br>Console |
|---------------------|------------------------|---------------------|------------------|----------------|--|-------------------|----------------------|
| PCMU (G.711)        | ●                      |                     | ●                | ●              | ●  | ●                 |                      |
| PCMA (G.711)        | ●                      |                     | ●                | ●              | ●  | ●                 |                      |
| G.722               | ●                      |                     | ●                | ●              | ●  | ●                 |                      |
| G.729               | ●                      |                     | ●                | ●              | ●  | ●                 |                      |
| OPUS                | MPP Phones Only        |                     | ●                | ●              | ●  | ●                 |                      |

\*Meeting Cloud Storage limit is per site

Receptionist Console is End of Life January 31, 2026

| Group Features              | Group features are available to all customer organizations that have at least one Enhanced Calling, Webex Calling, or Webex Suite package. Some of the group features do require users to have a specific package to be able to use them, i.e call park/pickup, while others have no association with a user package, i.e. auto attendant. |                                   |
|-----------------------------|--|-----------------------------------|
| Auto Attendant              | Authentication   | Internal Calling Line ID Delivery |
| Call Pickup                 | Receptionist Client**  | External Calling Line ID Delivery |
| Call Park Group             | Voice Portal   | Intercept Group                   |
| Group Paging                | Call Queue   | Call Intercept                    |
| Hunt Group                  | Music on Hold  | Voice Mail Group                  |
| Browser Based Click-to-Call | Pro Pack   |                                   |

| Data Retention<br>Period Options<br>Data Type | Pro Pack | Default  | Min    | Max       |
|---|----------|----------|--------|-----------|
|   | No       | 360 days | 1 day  | 360 days  |
| Messages, Files, Whiteboards                  | Yes      | 360 days | 1 day  | 3600 days |
|   | No       | 360 days | 7 days | 360 days  |
| Recordings, Transcripts                       | Yes      | 360 days | 7 days | 3600 days |