



AT&T Business

# Cisco Hosted Collaboration Solution from AT&T

## Feature Matrix and Supported Endpoints & Infrastructure

June, 2021

### Disclaimer

Please consult the [Service Guide](#) for details of the service and features available with the product. This document is provided only as a reference document and does not modify the agreement between the parties. The information contained herein is not an offer, commitment, representation or warranty by AT&T and is subject to change.



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## Unified Communications (UC) and Telephony Together in the Cloud

Cisco Hosted Collaboration Solution from AT&T (or "CHCS Service") is a suite of cloud-based collaboration services supported and managed by AT&T. The Service offers voice, video, messaging, and mobility solutions with the features and benefits of Cisco IP phones, mobile devices, and desktop application clients.

The CHCS Service is a feature-rich, cloud-based Voice Over Internet Protocol (VOIP) telephony solution that provides easy-to-use, high-quality voice and collaboration features as a service. CHCS supports the full range of collaboration services, including enterprise-class voice, video, instant messaging and presence, messaging, and mobility on Cisco as well as third-party Endpoints. It employs the Cisco Hosted Collaboration Solution (HCS) platform as the core of this service and offers many features including:

- Support for Cisco Jabber®, which is a collaboration client application for use with mobile devices, smart devices, and PCs. Jabber offers an easy-to-use dashboard for a consolidated view into multiple UC and IP telephony tools.
- Support for Webex Teams™, which is an application client for continuous collaboration. With Webex Teams, users create secure virtual workspaces with virtually anyone, where they can work on projects from start to finish, solve problems, and create and grow stronger relationships.
- Support for video Endpoints, which allows a customer's video-enabled Endpoints to make point-to-point video and audio calls between two Endpoints as well as facilitate participation in multipoint video conferences with a separate video conference service.

The CHCS Service can be purchased with legacy CHCS subscriptions or the Webex Calling with AT&T – Enterprise (Webex Service) via the Collaboration Flex Plan subscriptions. Customer can purchase the Webex Service with either the Enterprise Agreement or Named User Subscription models. All of these services utilize CHCS and related global infrastructure to enable voice, video, IM, voicemail services and additional features.

AT&T provides a range of feature subscriptions to meet all your voice and collaboration business needs.



## Section 1. CHCS Service Subscriptions

**CHCS subscriptions are as follows (refer to Figure 1 for the associated supported Endpoints):**

- Essential (A)** Includes voice and basic call processing for certain basic IP Endpoints as well as support for analog gateways or analog gateway ports that facilitate traditional analog phone communications. Generally used for common areas such as conference rooms and lobby areas. Voicemail is not available with this subscription.
- Essential Plus (B)** Includes voice, basic call processing and Single Number Reach (SNR) for additional IP Endpoints. Voicemail is not available with this subscription.
- Foundation (C)** Includes voice, basic call processing and SNR for one of the following Endpoint types:
- A single supported IP hard phone
  - A single managed video Endpoint
  - A single supported softphone such as:
    - Cisco Jabber Client (desktop or mobile)
    - Webex (desktop or mobile)
    - IP Communicator
  - Analog gateway ports supporting analog devices/fax
  - Supported compatible third-party Session Initiation Protocol (SIP) phones
- Voicemail is not available with this subscription.
- Classic (D)** Includes voice, basic call processing, SNR, and voicemail (unified messaging or basic voicemail) for up to ten Endpoints associated to a single user (any combination of hard phones, softphones and analog ports).
- Enhanced (E)** Includes voice, basic call processing, SNR, and voicemail (unified messaging or basic voicemail) for up to ten Endpoints associated to a single user (any combination of hard phones, softphones, third-party SIP Endpoints, analog ports and managed video Endpoints).

**NOTES:**

An Endpoint can consist of an IP phone, video enabled Endpoint, desktop client, mobile client, or analog gateway port for an analog device. No Endpoints are included in any of the

subscriptions. High-end video Endpoints also require a separate managed service contract and on-site vendor maintenance support.

Figure 1. CHCS subscription Endpoints


Cisco Hosted Collaboration Solution Subscriptions and Device Support

**Enhanced (up to 10 devices, includes UM/VM)**


**Foundation (1 device only)**

**Classic (up to 10 devices, includes UM/VM)**


**Essential Plus**



6911




Jabber Mobile




Jabber Desktop


**Essential**




Fax




Analog




6921




88xx




79xx




99xx




3905




6901




7821



78xx




69xx




89xx


**Webex Desk Pro**




**EX60 / EX90**




**DX70/80**



**DX6xx**




**Third Party SIP**




**TelePresence Room Endpoints**


**Webex  
Panorama**




**Immersive  
IX5xxx**




**Webex Room Series**




**MX Series  
MX-200/300/700/800**



**Solution Platforms  
Webex Room Kit Series,  
SX**



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## Section 2. Webex Service Subscriptions

The Cisco Collaboration Flex subscriptions are as follows (refer to Figure 2 for the associated supported Endpoints):

### Enterprise Agreement Subscription Model

#### Professional/Knowledge Worker (E)

Includes voice, basic call processing, SNR, and voicemail (unified messaging or basic voicemail) for up to ten Endpoints associated to a single user (any combination of hard phones, softphones, third-party SIP Endpoints, analog ports and managed video Endpoints).

Use of Webex Teams is included.

#### Common Area (C)

Includes voice, basic call processing and SNR for one of the following Endpoint types:

- A single supported IP hard phone
- A single managed video Endpoint
- A single supported softphone such as:
  - Cisco Jabber Client (desktop or mobile)
  - Webex (desktop or mobile)
  - IP Communicator
- Analog gateway ports supporting analog devices/fax
- Supported compatible third-party SIP phones

Voicemail and use of Webex Teams is available as an optional add-on.

#### Common Area Access (B)

Includes voice and basic call processing for certain basic IP Endpoints as well as support for analog gateways or analog gateway ports that facilitate traditional analog phone communications for common areas such as conference rooms and lobby areas.

Additional Common Area Access subscriptions cannot be purchased; Common Area subscriptions will be used for Common Area Access Endpoints that exceed your allotted quantity of Common Area Access subscriptions.

Voicemail and use of Webex Teams is available as an optional add-on.



## Named User Subscription Model

### Access (B)

Includes voice, basic call processing and SNR for certain basic IP Endpoints, as well as support for analog gateways or analog gateway ports that facilitate traditional analog phone communications. Generally used for common areas such as conference rooms and lobby areas.

Voicemail and use of Webex Teams is available as an optional add-on.

### Enhanced (C)

Includes voice, basic call processing and SNR for one of the following Endpoint types:

- A single supported IP hard phone
- A single managed video Endpoint
- A single supported softphone such as:
  - Cisco Jabber Client (desktop or mobile)
  - Webex (desktop or mobile)
  - IP Communicator
- Analog gateway ports supporting analog devices/fax
- Supported compatible third-party SIP phones

Voicemail and the use of Webex Teams is available as an optional add-on.

### Professional (E)

Includes voice, basic call processing, SNR, voicemail (unified messaging or basic voicemail) for up to ten Endpoints associated to a single user (any combination of hard phones, softphones, third-party SIP Endpoints, analog ports and managed video Endpoints).

Use of Webex Teams is included.





Figure 2. Cisco Collaboration Flex Enterprise Agreement and Named User Subscription Endpoints

**Webex Calling with AT&T – Enterprise using Collaboration Flex Plan model**

**Professional(Named User)/Knowledge Worker (Enterprise Agreement)**  
*(up to 10 devices, includes UM/VM)*

**Enhanced/Common Area (1 device only)**

**Access (1 device only)**

**TelePresence Room Endpoints**

- Webex Panorama
- Immersive IX5xxx
- Webex Room Series
- MX Series MX-200/300/700/800
- Solution Platforms Webex Room Kit Series, SX

**Webex Desk Pro**

**EX60 / EX90**

**DX70/80**

**DX6xx**

**Third Party SIP**

**6911**

**Jabber Mobile**

**Jabber Desktop**

**Fax**

**Analog**

**6921**

**3905**

**6901**

**7821**

**88xx**

**79xx**


**99xx**

**78xx**

**69xx**

**89xx**

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## Section 3. Service and Additional Feature Components

### Subscription Name Keys Defined (used in table in next section)

Portfolio	Subscription Name	Subscription Name Key
<b>CHCS Subscriptions:</b>		
	Essential	A
	Essential Plus	B
	Foundation	C
	Classic	D
	Enhanced	E
<b>Collaboration Flex Plan Subscriptions:</b>		
<b>Enterprise Agreement</b>	Professional/Knowledge Worker	E
<b>Enterprise Agreement</b>	Common Area	C
<b>Enterprise Agreement</b>	Common Area Access	A
<b>Named User</b>	Professional	E
<b>Named User</b>	Enhanced	C
<b>Named User</b>	Access	B



## Service and Additional Feature Components

Features	Subscription Name Key				
	A	B	C	D	E
<b>Attendant Console (7915, 7916 side car):</b>					
<p>Attendant console side car, models 7915 (End of Support) and 7916 (End of Sale), provide up to 24 additional line appearances when connected to either a Cisco 7961, 7965, or 7975 IP phone. Up to two sidecars can be combined per IP phone to provide up to 48 line appearances.</p> <p>The 8800 Key Expansion module provides up to 36 line appearances (via 18 physical buttons) when connected to a Cisco 8851, 8861, or 8865 IP phone. The 8851 supports up to two 8800 Key Expansion modules for a total of 72 additional line appearances; while the 8861 and 8865 supports up to three for a total of 108 additional line appearances.</p> <p>The line keys can be programmed to provide Busy Lamp Fields (BLF) for use with executive assistance or receptionists' desks.</p>			✓ Optional add-on	✓ Optional add-on	✓ Optional add-on
<p>Call Management: Call handlers, directory handlers, interview handlers, call routing, schedules, and holidays.</p> <p>Auto Attendant may be purchased to support 1-4 primary options, or 5+ primary options.</p>	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on
<p>Speech Connect Speech Connect is a speech-enabled automated attendant that enables Users to use voice commands</p>	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on
<b>Auto Attendant: Optional add-on</b>					
<p>Call Management: Call handlers, directory handlers, interview handlers, call routing, schedules, and holidays.</p> <p>Auto Attendant may be purchased to support 1-4 primary options, or 5+ primary options.</p>	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on



Features	Subscription Name Key				
	A	B	C	D	E
<b>Call Features:</b>					
Barge: single button		✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
Busy Lamp Field speed dials	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
Call Detail Recording (CDR) data sent to customer server via Secure File Transfer Protocol (SFTP) or File Transfer Protocol (FTP)	✓	✓	✓	✓	✓
Call Forward: All, Busy, No Answer, to Voicemail (w/reason codes), and Unregistered. NOTE: Call Forwarding to voicemail is only available when voicemail is purchased; otherwise calls can be forwarded to another number but not to voicemail.	✓	✓	✓	✓	✓
Call Hold/Resume: Includes Music on Hold or total silence	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Call Park	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Call Pickup and Group Call Pickup	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Call Transfer: Direct, Consultative, Blind, and Complete transfer on hang up	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Call Waiting	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Class of Service restrictions: Customers can restrict the type of calls (International, National, Local, Toll Free, On Net, etc.) the Endpoint line can dial.	✓	✓	✓	✓	✓



Features	Subscription Name Key				
	A	B	C	D	E
Client Matter Codes (CMC) and Forced Authentication Code (FAC)		✓	✓	✓	✓
Do Not Disturb: Do not ring, call reject, redirect to voicemail (only available when voicemail is purchased).				✓	✓
Dial-via-Office Reverse (DVO-R): Allows users to make outbound calls from their mobile phones using their voice plan as if they were dialing from their work phone number (available on Jabber and Webex Teams clients mobile Endpoints).			✓	✓	✓
Hierarchical dial plan based on site codes and station numbers or a customer-wide flat dial plan based on station extension numbers	✓	✓	✓	✓	✓
International dialing	✓	✓	✓	✓	✓
Join across lines: Allows user to join callers from different lines		✓	✓	✓	✓
Multi-CODEC (CODer-DECoder) support: Use high and bandwidth CODECs including: G.711, G.722, G.723.1, G.728, G.729, G.729a, G.729ab, G.729b, OPUS, AAC-LD, H.261, H.263, H.263+, H.264, AMR-WB, GSM, ILBC, ISAC, L16, and MP4-LATM. Based on customer requirements. Customer PSTN services, certain Endpoints, and some ancillary applications may not support all CODECs	✓	✓	✓	✓	✓
On-Hook and Off-Hook dialing (dependent upon endpoint type)		✓	✓	✓	✓
Variable Public Switched Telephone Network (PSTN) Breakout code. Provides support for variable PSTN breakout, so a different break-out digit than Dual-Tone Multi-Frequency (DTMF) digit 9 can be used to reach the customer's PSTN line	✓	✓	✓	✓	✓
"+" (E.164) dialing when supported by the phone (dependent upon the Endpoint type)		✓	✓	✓	✓



Features	Subscription Name Key				
	A	B	C	D	E
<b>Analog Endpoint Support:</b>					
Fax/Modem over IP: Fax Pass-Through, Cisco Fax-Relay, T.38 Fax-Relay, Modem Pass-Through, Cisco Modem Relay, SIP T.38 Features not specific to Voice over Internet Protocol (VoIP) port option. Analog port on Cisco voice gateways may be required.	✓	✓	✓	✓	✓
Fax/Modem Device, over-head paging system using an analog phone interface, etc. Requires separate analog voice gateway and selection of voice port	✓	✓	✓	✓	✓
<b>Call Recording: Optional add-on</b>					
Call Recording		✓ Optional add-on	✓ Optional add-on	✓ Optional add-on	✓ Optional add-on
<b>Conferencing:</b>					
Ad-hoc Conferencing (up to four participants). Conferences larger than four participants may be supported under certain designs (depending upon the conference resources procured and the number of simultaneous conferences being held).	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Conference Chaining (audio)	✓ (dependent upon analog gateway deployed)	✓	✓	✓	✓
Multi-Party Meet-Me Conference Participant: Allows users to establish audio conferences (depending on their phone model) generally allowing up to eight participants. Conferences larger than eight participants may be supported under certain designs (depending on the Digital Signal Processor (DSP) resources procured and the number of simultaneous conferences being held).	✓	✓	✓	✓	✓



Features	Subscription Name Key				
	A	B	C	D	E
<p>Multi-Party Meet-Me Conferencing Initiator:</p> <p>Dependent on phone, allows user to establish a conference that attendees can direct dial into.</p> <p>Limited to eight participants per Cisco Unified Communications Manager (CUCM) instance; phone dependent; larger conference calls possible depending on available DSP resources</p>	<p>✓</p> <p>(dependent upon analog gateway deployed)</p>	✓	✓	✓	✓
<b>Directories:</b>					
<p>Directories on IP phone:</p> <p>Corporate directory, missed calls, placed calls, received calls, and personal directory</p> <p>Dependent upon Endpoint type</p>		✓	✓	✓	✓
<p>Personal Address Book:</p> <p>IP phone app which stores personal address book</p>		✓	✓	✓	✓
<b>Extension Mobility:</b>					
<p>Extension Mobility:</p> <p>User can log onto IP phone within their organization and apply their user profile and number (dependent upon Endpoint type)</p>		✓	✓	✓	✓
<b>Incoming Call Routing:</b>					
Auto Answer		✓	✓	✓	✓
<p>Calling Line Identification (ID), when supported by the customer's Public Switched Telephone Network (PSTN) service</p>	<p>✓</p> <p>(dependent upon analog gateway deployed)</p>	✓	✓	✓	✓
<p>Calling Name ID, when supported by the customer's PSTN service</p>	<p>✓</p> <p>(dependent upon analog gateway deployed)</p>	✓	✓	✓	✓
<p>Dialed Number ID Service (DNIS): receipt/passing of dialed number</p>	✓	✓	✓	✓	✓
Direct Inward Dial (DID)	✓	✓	✓	✓	✓
<p>Hunt Groups:</p> <p>Longest Idle Hunting, Broadcast Hunting</p>	✓	✓	✓	✓	✓
<p>Multiple Calls Per Line:</p> <p>Depending on phone, can support up to 99 calls on a single line.</p>	<p>✓</p> <p>(limited to two concurrent calls)</p>	✓	✓	✓	✓



Features	Subscription Name Key				
	A	B	C	D	E
Shared/Bridged line appearances: Same number on multiple phones	✓	✓	✓	✓	✓
<b>Outgoing Call Routing:</b>					
Click-to-Call and Click-to-Dial; available with the CHCS (Cisco HCS) Jabber client			✓	✓	✓
Multiple line appearances (dependent upon Endpoint type)		✓	✓	✓	✓
<b>Group Announcements (Paging) Services:</b>					
<b>Optional add-on:</b>					
<i>BASIC</i>					
Live audio paging to up to 50 supported IP phones		✓	✓	✓	✓
<i>ADVANCED</i>					
Communicate with mobile and remote users		✓	✓	✓	✓
Integration to existing overhead paging systems		✓	✓	✓	✓
Pre-recorded/scheduled broadcasts and alerts (for school bells, shift changes, etc.)		✓	✓	✓	✓
Triggered notification to/from other systems (alerts buttons, door locks, lights, etc.)		✓	✓	✓	✓
<b>Phone Features:</b>					
Abbreviated dialing: Program from 1-99 numbers that when dialed will automatically dial a pre-programmed number (Cisco IP phones only)		✓	✓	✓	✓
Answer/Release: Soft key to answer/end call on IP phone for most phones (dependent upon Endpoint type)	✓	✓	✓	✓	✓
Audible and visual indication of ringing line: Indicator light on IP phone/handset, distinctive ring per line, distinctive ring (external vs. internal), user configurable ring settings (see Note 1 under table) Dependent upon Endpoint type	✓	✓	✓	✓	✓
Call status per line: On IP phone showing connected state, number, and timer of call duration	✓ (dependent upon Endpoint type)	✓	✓	✓	✓





Features	Subscription Name Key				
	A	B	C	D	E
Direct Outward Dial (DOD)	✓	✓	✓	✓	✓
Per region, Geographic redundant support for most voice and collaboration services (restrictions apply; requires customer connection to each data center)	✓	✓	✓	✓	✓
Hands-free speakerphone support (dependent upon Endpoint type)	✓	✓	✓	✓	✓
Live recording of phone conversations via the user's voicemail system, recording stored in mailbox	Optional add-on	Optional add-on	Optional add-on	✓	✓
Multiple line appearances: Quantity based on IP phone Dependent upon Endpoint type		✓	✓	✓	✓
Soft key support (dependent upon Endpoint type)		✓	✓	✓	✓
<b>Presence and Instant Messaging (IM) Service:</b>					
Jabber (IM and Presence not available when using Voice Phone Only mode)			✓	✓	✓
Jabber with High Availability (HA) IM and Presence (available as a customer selectable option)			✓	✓	✓
Desk phone control from Jabber and/or Webex Teams client			✓	✓	✓
<b>Security Features:</b>					
HyperText Transfer Protocol Secure (HTTPS) for highly secure web access to Self-Care and Administration Portals	✓	✓	✓	✓	✓
Password and Personal Identification Number (PIN) policy options: to help enforce expiration, complexity, reuse, and lockouts supported	✓	✓	✓	✓	✓
Private voice messages: Helps prevent private messages from being forwarded to mailboxes outside of the service	When Vmail is added as an option	When Vmail is added as an option	When Vmail is added as an option	✓	✓
Security event logging in Self-Care and Administration Portals	✓	✓	✓	✓	✓
Voice message aging policies: Deletes messages beyond specified number of days for all users	When Vmail is added as an option	When Vmail is added as an option	When Vmail is added as an option	✓	✓
Voice message aging policies: Set on a user basis	When Vmail is added as an option	When Vmail is added as an option	When Vmail is added as an option	✓	✓



Features	Subscription Name Key				
	A	B	C	D	E
<b>Single Number Reach (SNR):</b>					
Single Number Reach: Inbound calls can ring on multiple devices, including devices that have different telephone numbers (use of external telephone numbers may consume customer PSTN resources)		✓	✓	✓	✓
Single Number Reach: With day of week and time of day programming		✓	✓	✓	✓
<b>Unified Messaging:</b>					
Single inbox in Customer's Exchange account for both emails and voicemail	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
View email and voicemail together from an Internet Message Access Protocol (IMAP) client: (Email Application is not supported by CHCS Services)	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
ViewMail for Outlook® plug-ins allow user to compose, reply to, forward, play, rewind, or pause messages from web accessible email client	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
<b>Usability Enhancement:</b>					
Privacy: Will disable the Barging feature on phone line, preventing other shared lines from barging in on an existing call		✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)	✓ (dependent upon Endpoint type)
<b>Voicemail:</b>					
Address message by extension or by name	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Address message to multiple recipients	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Call Restriction tables to minimize the potential for toll fraud	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Call Routing, Time of day and Holiday schedulers	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓



Features	Subscription Name Key				
	A	B	C	D	E
Can send notifications for messages from a user or phone number	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Can specify after greeting action: Callers can leave message, sign in, hang up, or be sent to call handlers, directory handlers, interview handlers, or other users	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Live reply (internal and external callers): Immediately reply to messages from other users	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Mark message as regular, urgent, or private	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Play messages: Reverse, pause, or fast forward message, control volume, speed	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Private distribution list creation and ability to send messages to the list	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Process messages: Repeat, reply, record, forward, delete, save, mark as new, hear day or time stamp, skip to next message	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Record message for future delivery	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Record up to five personal greetings: Alternative, busy, internal, off hours, or standard	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Remove introductions to forwarded messages	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Return receipt request for recorded message	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓
Search for messages by name, caller ID, phone number, extension	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓ When Vmail is added as an option	✓	✓



Features	Subscription Name Key				
	A	B	C	D	E
<p>Visual voicemail (dependent on Endpoint type):</p> <p>Visual Voicemail is an alternative to audio voicemail. Use the screen on user's phone to work with messages, rather than respond to audio prompts. User can view and play messages.</p> <p>Network traffic must be allowed on certain ports between the phone VLAN and the voicemail server. Uses TCP Port: 80 and Protocol 443.</p>			<p>✓</p> <p>When Vmail is added as an option</p>	<p>✓</p>	<p>✓</p>
<b>Web Attendant Console:</b>					
<p>Attendant Console Standard:</p> <p>This Windows® based application, resides only on Customer's desktop, automatically synchronizes contact information with the CHCS Voice directory, up to 5,000 contacts on a single instance and requires no server to deploy and maintain.</p> <p>NOTE: Requires purchase of Enhanced Subscription</p>					<p>✓</p> <p>Optional Add-on</p>
<p>Attendant Console Advanced:</p> <p>One console supports up to 40 attendants (see Note 2) automatically synchronizes contact information with the CHCS Voice directory, up to 100,000 contacts on a single instance; Requires one or more servers to be built, maintained, and periodically upgraded within the CHCS Services data center(s)</p> <p>NOTE: Requires purchase of Enhanced Subscription</p>					<p>✓</p> <p>Optional Add-on</p>

\* Not all features supported on third party SIP phones and video Endpoints.

Note 1: Feature requires specific Internet Protocol (IP) phone model.

Note 2: Some features require additional software, configuration, and specific hardware.



### Jabber, Skype for Business, CUCILync Applications Support

Jabber, Skype for Business, CUCILync Applications Support	Description
Cisco Jabber	<p>Cisco Jabber for PC (Windows and Mac), iPhone, iPad, and Android provides Presence, IM, voice/video calling, and click-to-call. Requires selection of CHCS Foundation, Classic, or Enhanced Subscription.</p> <p>Cisco Jabber for Windows supports extend and connect capabilities allowing users to place and receive calls from their office phone.</p> <p>Emergency calls (e.g., 911 in the U.S.) made by Cisco Jabber for iPhone and Android will be placed via the device’s native dialer using the cellular service rather than through the Jabber-based telephone service. Emergency calls made by a user outside their registered location using Cisco Jabber for PC may not reach the proper emergency services.</p> <p>Additional feature functionality includes:</p> <ul style="list-style-type: none"> <li>• Support for user contact photos</li> <li>• Promoting IM or voice call to WebEx® conference</li> <li>• High availability option</li> <li>• Configuring Jabber to use same line as the user’s desk phone (shared line) allowing user to make outbound call from their mobile phones using their voice plan as if they were dialing from their work phone number</li> <li>• Calendar integration (allows Jabber to drive Presence status into the Microsoft Office contact card)</li> <li>• Participation in video point-to-point calls or video conferences (video conferences require separate video conference bridges and/or services)</li> </ul>
Cisco IP Communicator	<p>IP Communicator has virtually the same features as those available on a Cisco 7975 hard phone. Requires coordination with end users and customer security team to verify media and signaling ports are open to support call processing. Specific Virtual Private Network (VPN) clients may be required to support operation for remote users.</p>
Cisco UC Integration for Microsoft Skype for Business (CUCILync)	<p>CUCILync is a UC client integration that works with Microsoft Skype for Business on PCs. CUCILync allows users to seamlessly integrate their CHCS Voice with their Microsoft Skype for Business, providing IM, Presence, click to call, and conference calls.</p>



## Auto Attendant Support

Auto Attendant Support	Description
Auto Attendant/Call Handler	Allows voicemail port to be configured to support inbound selectable call options with prompt defining each option. Upon selecting an option the inbound call is directed to a specific end user or hunt group number. There are no queuing options or statistics for inbound calls provided with call handlers. Each voicemail port can be defined with up to four primary options with four sub options. Additional primary and sub options can be configured for additional cost based on the time required to configure.

## Other Supported Applications and Services

Other Supported Applications and Services	Description
Advanced E-911 <ul style="list-style-type: none"> <li>• AE-911 EGW</li> <li>• AE-911 CER</li> <li>• AE-911 Standalone</li> </ul>	Any of these features may be implemented to enable the customer to deliver enhanced location information, central notification, and other advanced services with 9-1-1 calls placed from covered Endpoint. Support for iPhone and Android mobile Endpoints is limited (emergency calls are routed through the Endpoint's native cellular service). Advanced E-911 is required in the United States and optional in Canada.
Third Party SIP Integration	Supported features include <ul style="list-style-type: none"> <li>• Single Number Reach</li> <li>• Integrated presence</li> <li>• Softphone calling</li> <li>• Calling to video Endpoints and multi-point conferencing units</li> <li>• Calling to telephony numbers or conference bridges</li> <li>• Mute control, volume control, video start/stop from within a call</li> <li>• PBX integration: CHCS Services is integrated to the customer's PBX, enabling Enterprise users to place and receive calls to and from a CHCS Voice user. The IP PBX can route calls to the customer's PSTN service, which may minimize the need for the provisioning of separate SIP Trunks and/or additional gateways.</li> </ul>
Collaboration Edge — VPN-less connection support	Enables supported Jabber clients not on the customer's corporate WAN to connect to the customer's CHCS Services using an encrypted Internet connection. Supports the following Jabber features for Jabber clients on Mac, Windows, iOS and Android: <ul style="list-style-type: none"> <li>• Instant Messaging and Presence</li> <li>• Voice and video calls</li> <li>• Jabber-based audio and video conferencing</li> <li>• Visual voicemail</li> <li>• Custom HTML tabs</li> <li>• Directory search (limited)</li> <li>• Directory photo</li> </ul> Cisco 78xx and 88xx hard phones are supported (This is an optional add-on)



Other Supported Applications and Services	Description
Esna Integration	<p>Esna iLink for Jabber:</p> <ul style="list-style-type: none"> <li>• Chrome Extension that uses CHCS Services with Jabber to bring Native Jabber features on web-based client</li> </ul> <p>Esna iLink for WebEx:</p> <ul style="list-style-type: none"> <li>• Chrome Extension that uses AT&amp;T WebEx to setup and start an instant WebEx meeting from Google Calendar</li> </ul> <p>Esna Cloudlink™ 5.0 for Unified Messaging and iLink for WebEx:</p> <ul style="list-style-type: none"> <li>• Application Server hosted in CHCS Services data center that enables Unified Messaging with AT&amp;T Voicemail system, Click to Call, presence, Federation with Google Talk</li> </ul> <p>SalesForce Integration:</p> <ul style="list-style-type: none"> <li>• CHCS Services with Jabber integrates with customer Sales force via Computer Telephone Integration (CTI) and supports Presence, IM, Native Jabber features, Call Management</li> </ul> <p>(This is an optional add-on)</p>
Group Announcements (Paging)	<p>The basic paging service supports live audio paging to a maximum of 50 supported Endpoints. It can be configured to send an audio announcement to a single phone or a group of up to 50 supported Endpoints.</p> <p>The advanced features include Singlewire® InformaCast™, a full-featured notification solution that enables organizations to reach supported IP phones with text, live audio messages, and/or pre-recorded audio messages. Notifications can be sent to supported IP speakers, existing analog overhead paging systems, computer desktops via a pop-up client or Jabber IM, IP-based Digital Signage, email, and social media (twitter, Facebook, etc.). Informacast Advanced Notification can be used to automatically send alerts, monitor numbers dialed within an organization, initiate conference calls with managers, and trigger notifications to and from other networked systems.</p> <p>(This is an optional add-on)</p>
Integration with Active Directory	<p>Single Sign-on (SSO) functionality using the Security Assertion Markup Language (SAML) 2.0 which provides open-standard data format for exchanging authentication and authorization data to access a defined set of CHCS Voice services transparently after verifying credentials</p> <p>Single Sign-On is supported for customer administrator level.</p>
Integration with Unified Contact Center Express (UCCX)	<p>UCCX phone type supported for Finesse Desktop (only SIP phones are supported)</p>
Session Manager Edition (SME) support	<p>Session Management Edition (SME) software is an enhanced version of the IP PBX software, modified to support CHCS's current IP PBX versions. SME clusters generally provide call routing between AT&amp;T and possibly customer IP PBX systems. SME deployments are individually priced, are reviewed by AT&amp;T and the manufacturer prior to deployment.</p>
Tail End Hop Off (TEHO)	<p>TEHO is a toll bypass mechanism that routes the calls via the customer's IP network and exiting through a PSTN gateway that is in the same country as the called party. With this service the customer pays for a national call rather than an international call. If the call via the customer's IP network fails, the call can generally be routed in the traditional manner as a standard international call. Only international calls to countries with connected PSTN service is supported. Limited availability based on regulations.</p>



Other Supported Applications and Services	Description
Intra-company UC Federation	<p>Intra-company UC Federation enables IP and presence federation between supported unified communication platforms over the customer's network.</p> <p>Intra-company UC Federation supports exchange of the following media types among connected UC solutions:</p> <ul style="list-style-type: none"><li>• Instant Messaging and Presence (IM/P)</li><li>• Calendar Free/Busy (supported for Microsoft Exchange only)</li><li>• Directory - LDAP/Active Directory (Supported for Microsoft Exchange only; supports auto upload/manual download)</li></ul>





## Section 4. Webex Service Subscription Entitlements

When purchasing Webex Calling with AT&T – Enterprise, Cisco’s Collaboration Flex Plan subscriptions provide the following features to the extent available with CHCS Subscriptions.

### Webex Hosted Calling Usage Type

Webex Hosted Calling Usage Type	CHCS Subscription
Hosted Calling User	Enhanced
Common Area (public space devices) including Analog gateway ports for analog phones and fax machines	Foundation
NOTE: Additional features may be available for purchase depending on the Webex Subscription Usage Type.	

### Named User Subscription Entitlements

Named User	Access	Enhanced	Professional
Number of Devices Supported	1	1	Up to ten Endpoints
SRST	Included	Included	Included
Collaboration Edge (MRA)	Included	Included	Included
Webex Teams	Optional Add-on	Included	Included
Voicemail	Optional Add-on	Optional Add-on	Included



## Enterprise Agreement Subscription Entitlements

Enterprise Agreement	
Professional License	1 per Knowledge Worker
Common Area Phones	1 for every 2 Knowledge Workers
Access License	1 for every 5 Knowledge Workers
Expressway Rich Media Session License	5% of Knowledge Workers
Video Device Registration	Up to 20% of Knowledge Workers
Session Manager	Optional Add-on



## Section 5. Supported Gateways, Switches, and Firewall

The Gateway, Switches, and Firewall matrix, below, defines the supported Endpoints and management options.

### Gateway, Switches, and Firewall

Supported Gateways, Switches, and Firewall	Managed Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
<b>Endpoint Group 1:</b>					
Cisco ASA 5525X	✓		✓		
Cisco ASA 5540			✓	September 16, 2013	September 16, 2018
Cisco ASA 5550			✓	September 16, 2013	September 16, 2018
<b>Endpoint Group 2:</b>					
Cisco 2901		✓	✓	December 9, 2017	December 31, 2022
Cisco 2911		✓	✓	December 9, 2017	December 31, 2022
Cisco 2921		✓	✓	December 9, 2017	December 31, 2022
Cisco 2951		✓	✓	December 9, 2017	December 31, 2022
Cisco 3925		✓	✓	December 9, 2017	December 31, 2022
Cisco 3925E		✓	✓	December 9, 2017	December 31, 2022
Cisco 3945		✓	✓	December 9, 2017	December 31, 2022
Cisco 3945E		✓	✓	December 9, 2017	December 31, 2022
Cisco 4321	✓	✓	✓		
Cisco 4331	✓	✓	✓		
Cisco 4351	✓	✓	✓		
Cisco 4431	✓	✓	✓		
Cisco 4451-X	✓	✓	✓		
Cisco VG202XM	✓	✓	✓		



Supported Gateways, Switches, and Firewall	Managed Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
Cisco VG204XM	✓	✓	✓		
Cisco VG224	✓	✓	✓	April 24, 2015	April 30, 2020
Cisco VG310	✓	✓	✓		
Cisco VG320	✓	✓	✓		
Cisco VG350	✓	✓	✓	February 8, 2019	February 29, 2024
<b>Endpoint Group 3:</b>					
Cisco 3650-24PD	✓		✓	October 31, 2021	October 31, 2026
Cisco 3650-24TD	✓		✓	October 31, 2021	October 31, 2026
Cisco 3650-48PD	✓		✓	October 31, 2021	October 31, 2026
Cisco 3560CG-8TC-S			✓	October 30, 2016	October 31, 2021
Cisco 3560CX-8PC-S	✓		✓		
Cisco 3560CX-12PC-S	✓		✓		
Cisco 3560CX-12TC-S	✓		✓		
Cisco 3560X-24T-S			✓	October 30, 2016	October 31, 2021
Cisco 3750X-24T-S	✓		✓	May 23, 2016	May 31, 2021
Cisco 3850-24P	✓		✓	October 30, 2020	October 31, 2025
Cisco 3850-48P	✓		✓	October 30, 2020	October 31, 2025
Cisco 3850-48T	✓		✓	October 30, 2020	October 31, 2025
Cisco 4948E			✓	October 31, 2017	October 31, 2022



## Section 6. Supported Voice and Video Endpoints

The Voice and Video Endpoint matrix, below, defines the supported Endpoints and management options.

NOTE: Voice Endpoints are not managed Endpoints.

NOTE: CHCS Services updates the phone's firmware.

### Voice Endpoints

Voice Endpoints	End of Sale (EOS) Date	End of Life (EOL) Date	Deprecated in Major Release <sup>1</sup>
<b>Expansion Modules:</b>			
Cisco 7915 Expansion Module	February 1, 2016	January 31, 2021	
Cisco 7916 Expansion Module	June 18, 2018	June 30, 2023	
Cisco 8800 Expansion Module			
<b>Analog Gateways:</b>			
ATA 186 Analog Voice Gateway	April 28, 2011	September 30, 2015	
ATA 187 Analog Voice Gateway	December 29, 2014	December 31, 2019	
ATA 190 Analog Voice Gateway	March 15, 2019	March 31, 2024	
ATA 191 Analog Voice Gateway			
<b>IP Telephones:</b>			
Cisco 3905G IP Phone			
Cisco 6901 IP Phone			
Cisco 6911 IP Phone	July 30, 2014	July 31, 2019	
Cisco 6921 IP Phone	July 30, 2014	July 31, 2019	
Cisco 6941 IP Phone	July 30, 2014	July 31, 2019	
Cisco 6945 IP Phone	July 30, 2014	July 31, 2019	
Cisco 6961 IP Phone	July 30, 2014	July 31, 2019	
Cisco 7811 IP Phone			
Cisco 7821 IP Phone			
Cisco 7832 IP Conference Phone			



Voice Endpoints	End of Sale (EOS) Date	End of Life (EOL) Date	Deprecated in Major Release <sup>1</sup>
Cisco 7841 IP Phone			
Cisco 7861 IP Phone			
Cisco 7905G	May 22, 2006	June 30, 2011	Release 11.5.x
Cisco 7911G	February 6, 2012	February 28, 2017	
Cisco 7912	May 27, 2007	May 31, 2012	Release 11.5.x
Cisco 7921G	March 2, 2015	February 29, 2020	Release 12.x
Cisco 7925G IP Phone	October 15, 2016	October 31, 2019	
Cisco 7925G-EX IP Phone	October 15, 2016	October 31, 2019	
Cisco 7926G IP Phone	October 15, 2016	October 31, 2019	
Cisco 7931G IP Phone	July 30, 2014	July 31, 2019	
Cisco 7935	November 14, 2004	November 14, 2007	Release 11.5.x
Cisco 7936 IP Conference Station	July 23, 2010	July 31, 2015	
Cisco 7937G IP Phone	March 31, 2014	March 31, 2019	
Cisco 7940G IP Phone	July 22, 2010	July 15, 2015	
Cisco 7941G IP Phone	August 1, 2008	July 31, 2013	
Cisco 7942G IP Phone	February 1, 2016	January 31, 2021	
Cisco 7945G IP Phone	June 18, 2018	June 30, 2023	
Cisco 7960G IP Phone	July 22, 2010	July 15, 2015	
Cisco 7961G IP Phone	August 1, 2008	July 31, 2013	
Cisco 7962G IP Phone	February 1, 2016	January 31, 2021	
Cisco 7965G IP Phone	June 18, 2018	June 30, 2023	
Cisco 7970G IP Phone	August 1, 2008	July 31, 2013	Release 12.x
Cisco 7971G-GE IP Phone	August 1, 2008	July 31, 2013	Release 12.x
Cisco 7975G IP Phone	June 18, 2018	June 30, 2023	
Cisco 8811 IP Phone			
Cisco 8821 Wi-Fi IP Phone			
Cisco 8821-EX Wi-Fi IP Phone			
Cisco 8831 IP Phone	October 7, 2019	October 31, 2024	
Cisco 8832 IP Phone			
Cisco 8841 IP Phone			



Voice Endpoints	End of Sale (EOS) Date	End of Life (EOL) Date	Deprecated in Major Release <sup>1</sup>
Cisco 8851 IP Phone			
Cisco 8861 IP Phone			
Cisco 8865 IP Phone			
Cisco 8941 IP Phone	May 31, 2014	May 31, 2019	
Cisco 8945 IP Phone	March 31, 2016	March 31, 2021	
Cisco 8961 IP Phone	July 9, 2015	July 31, 2020	
Cisco 9951 IP Phone	July 5, 2016	July 31, 2021	
Cisco 9971 IP Phone	July 5, 2016	July 31, 2021	
Cisco DX651 IP Phone	March 1, 2017	February 28, 2022	
Webex Room Phone			
<b>Softphones and Clients:</b>			
Cisco IP Communicator Softphone	September 7, 2018	September 30, 2022	
Cisco Jabber for Windows			
Cisco Jabber for Mac			
<b>Smartphone Clients:</b>			
Cisco Jabber for iPhone and iPad (latest version; automatically upgraded)			
Cisco Jabber for Android (latest version; automatically upgraded)			

<sup>1</sup> These phone models will not register nor will be supported by the Service under the specified Cisco major release version.

## Video Endpoints (Cisco)

Video Endpoints	Managed Endpoint Bundle	Managed Customer Owned Equipment (COE) Endpoint - Silver Service	Managed Customer Owned Equipment (COE) Endpoint - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
<b>Video Endpoint Group 1:</b>					
IX5000 (Immersive; Screen count 3-70")			✓	October 25, 2019	October 31, 2024
IX5200 (Immersive; Screen count 3-70")			✓	October 25, 2019	October 31, 2024
<b>Video Endpoint Group 3:</b>					
MX200 G2 (Screen count 1-42")		✓	✓	May 2, 2018	May 31, 2023



Video Endpoints	Managed Endpoint Bundle	Managed Customer Owned Equipment (COE) Endpoint -Silver Service	Managed Customer Owned Equipment (COE) Endpoint - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
MX300 G2 (Screen count 1-55")		✓	✓	May 2, 2018	May 31, 2023
MX700 Single Camera* (Screen count 2-55")		✓	✓	April 1, 2019	March 31, 2024
MX700 Dual Camera* (Screen count 2-55")		✓	✓	April 1, 2019	March 31, 2024
MX800 Dual Camera* (Screen count 1-70")		✓	✓	April 1, 2019	March 31, 2024
MX800 Single Camera* (Screen count 1-70")		✓	✓	April 1, 2019	March 31, 2024
SX10 *		✓	✓	January 28, 2020	January 31, 2025
SX20		✓	✓	October 29, 2019	October 31, 2024
SX80		✓	✓	October 29, 2019	October 31, 2024
SX80 Precision 4x Camera		✓	✓	February 3, 2018	February 28, 2023
SX80 P60 Camera	✓	✓	✓		
SX80 SpeakerTrac 60	✓	✓	✓		
<b>Video Endpoint Group 4:</b>					
DX70		✓	✓	August 16, 2018	August 31, 2023
DX80		✓	✓	October 30, 2020	January 31, 2026
EX60 (Screen count 1-24")		✓	✓	June 18, 2015	June 30, 2020
EX90 (Screen count 1-24")		✓	✓	February 1, 2017	August 31, 2022
<b>Webex Endpoints (Managed COE Group 3):</b>					
Webex Board 55*	✓ (includes Silver Service)	✓			
Webex Board 70*	✓ (includes Silver Service)	✓			
Webex Board 85*	✓ (includes Silver Service)	✓			
Webex Room Kit	✓	✓	✓		





Video Endpoints	Managed Endpoint Bundle	Managed Customer Owned Equipment (COE) Endpoint - Silver Service	Managed Customer Owned Equipment (COE) Endpoint - Gold Service	End of Sale (EOS) Date	End of Life (EOL) Date
Webex Room Kit Plus	✓	✓	✓		
Webex Room Kit Plus Precision 60 Integrator Package	✓	✓	✓		
Webex Room Kit Pro	✓	✓	✓		
Webex Room Kit Mini	✓	✓	✓		
Webex Room 55	✓	✓	✓		
Webex Room 55 Dual	✓	✓	✓		
Webex Room 70 Single G2	✓	✓	✓		
Webex Room 70 Dual G2	✓	✓	✓		
Webex Room Panorama	✓	✓	✓		
Webex Room 70 Panorama	✓	✓	✓		
Webex Desk Pro	✓	✓	✓		

\* These Endpoints can be purchased to register to the Cisco Collaboration Cloud for use with the Webex Service. AT&T Management is limited to Silver Service when Endpoint registers to the Cisco Collaboration Cloud. Calling is limited to devices reachable using URI dialing.

NOTE:

- Vendor maintenance (on-site if available) must be procured (contracted separately) for all video Endpoints
- The End of Sale (EOS) and End of Life (EOL) dates provided in the tables above are based upon information provided by the manufacturer at the time of publication. Such dates may be added/changed/updated at the sole discretion of the manufacturer as the equipment proceeds through its life cycle. AT&T reserves the right to change the EOS/EOL dates in the table above to reflect the updates or changes from the manufacturer. Such changes shall not be considered material, and adverse changes to the Service or Service Guide and shall not constitute a materially adverse impact on Customer.