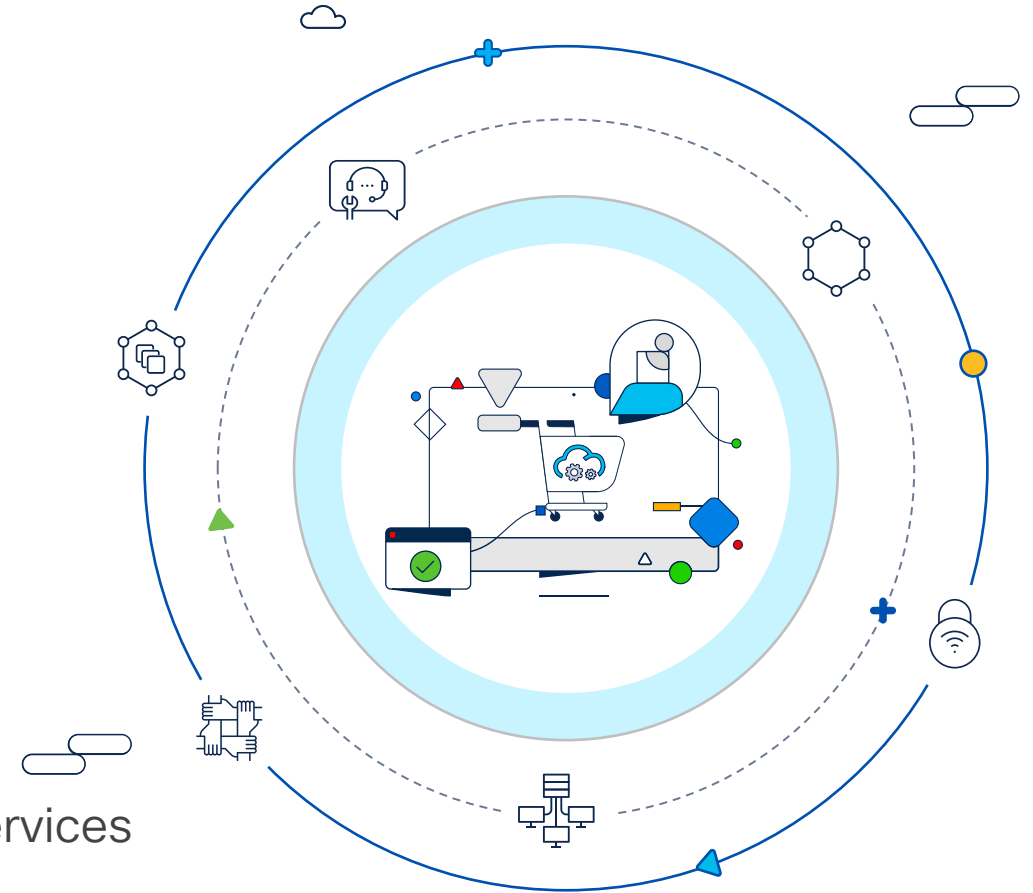




# Service Quoting Backdating

SaaS Subscriptions - Technical Services and Combined Services

Last Updated On: December 2025





# Overview, Change and Change Impact



## Overview

- We are introducing changes to how service contract renewals are handled, specifically focusing on “Service Quoting Backdating.” This update aligns with our Global Renewals Policy and is designed to significantly reduce delays between service contract end dates and the completion of renewal transactions.
- These changes will be rolled out in four phases, covering: 1) Software as a Subscription (SaaS), 2) Technical and Combined services, 3) Term and Content (TnC), and 4) Term and Content Plus (TnC+).



## What's Changing

- Effective **February 8, 2026**, backdating of service contract start dates will only be permitted within the grace period (OVERDUE status). Once the service is expired (EXPIRED status), backdating on the new quote will no longer be allowed.
- To ensure timely renewals, it is crucial to complete (book) all renewals during the contract's active or grace period (OVERDUE status).
- This update is designed to encourage timely renewals and alignment to the original service end dates. The Cisco 360 On-Time Renewal Rate (OTRR) Partner Value Index Service metric requires service coverage lines to renew by the actual service coverage end-date (no overdue period is considered) to receive the OTRR metrics credit.



## Change Impact

- To ensure continuous service for your customers, partners and distributors must complete all renewal transactions either during the contract's active period or within its grace period.
- **Important:** If a service contract is not renewed within this timeframe, a completely new service contract will be required, which will need to be quoted and ordered from scratch.



# Program Roadmap- Late Manual, Auto Renewals, Backdating

		Product Type	Contract Type/ Status	As-IS Backdate Logic	To-Be Backdate Logic
Launched	Phase 1: Launched Sep7, 2025	SaaS Subscriptions <a href="#">details</a>	NA	1. Manual late renewals for SaaS Only offers allowed during grace period. 2. Billing starts from renewal order/close date. 3. No service disruption during grace period 4. Late renewals not billed for full grace period. These capabilities do not apply in Partner-to-Partner Takeovers.	1. Manual late renewals allowed during the grace period 2. If service continues during grace period, the billing starts the day after previous term ends. 3. Standardized across SaaS Only offers, aligned with TnC+ renewals. 4. Late renewals (manual & auto): a. Activated within grace period: "No Change" and "Down sell" lines backdated to previous end date +1 b. Activated after grace period: billing starts from activation date. These capabilities do not apply to Partner-to-Partner Takeovers
	Upcoming Go-Live Feb 2026	Services (Technical Services and Combined Services) excluding CX services <a href="#">details</a>	<b>Type:</b> Covered <b>Status:</b> OVERDUE and within Grace Period(0-30 days)	1. Auto back dated to <b>prior coverage end date + 1</b> Note: If Internal or External Seller requires extension of Service Contract, they can leverage the <b>Service Agreement Grace Period Extension(SAGPE)</b> process.	<b>AS-IS</b> Adhere to the SAGPE process to mitigate any Backdating needs, where applicable
			<b>Type:</b> Uncovered <b>Status:</b> EXPIRED but previously covered	<b>1.New Quotes:</b> The quote line start date defaults to today's date. <b>2.Invalid Quotes:</b> If a quote line's start date is before today, the system automatically updates it to today's date during validation. <b>3.Order Submission:</b> The start date is auto-adjusted to today and reflected on the order line. User has the capability to backdate by 90 days. <b>4.Backdating:</b> Internal and partner sellers can backdate within the lapse period (up to 90 days from today or the previous coverage end date +1, whichever is later). <b>5.Outside Lapse Period:</b> Error CS299 will be triggered.	No changes to AS-IS Point #1 to 2. <b>Change:</b> • <b>Order Submission:</b> The start date auto-adjusts to current date and appears on the order line, except when: • Flexible invoicing is enabled • A Purchase Order Line Reference (POLR) or End Customer PO Number is entered • The product is a Last Day Of Service (LDOS) offering • The quote is an automated Non-standard deal • Backdating is not permitted after the grace period(OVERDUE Status) for both Internal and External Partner Sellers. • If additional time is needed during the grace period (overdue status), please reach out to your Renewal Manager to request approval for an extension through the Service Agreement Grace Period Extension (SAGPE) process.
Type: Never Covered Status: N/A			<b>1.New Quotes:</b> The quote line start date defaults to today's date. <b>2.Invalid Quotes:</b> If a quote line's start date is before today, the system automatically updates it to today's date during validation. <b>3.Order Submission:</b> The start date is auto-adjusted to today and reflected on the order line.	No changes to AS-IS Point #1 to 2. <b>Change:</b> • <b>Order Submission:</b> The start date auto-adjusts to current date and appears on the order line, except when: • Flexible invoicing is enabled • A Purchase Order Line Reference (POLR) or End Customer PO Number is entered • The product is a Last Day Of Service (LDOS) offering • The quote is an automated Non-standard deal • Backdating is not permitted after the grace period(OVERDUE Status) for both Internal and External Partner Sellers. • If additional time is needed during the grace period (overdue status), please reach out to your Renewal Manager to request approval for an extension through the Service Agreement Grace Period Extension (SAGPE) process.	
Upcoming Go-Live Feb 2026	Phase-3 Feb 8 <sup>th</sup> , 2026 Release	TnC	New / Initial purchase	1. Default to current date. 2. No backdating allowed	1. Default to current date. 2. No backdating allowed
			OVERDUE/GRACE PERIOD (0-30 Days)	There is no explicit grace period. If services were up and running, User could backdate up to “prior coverage end date + 1”, and only within 180 days. If services were down, no backdating allowed – the system uses the current date	TnC will now have Grace Period of 30 days Backdating allowed, Prior Coverage End Date +1 during the 0-30 days
			WITHIN 180 DAYS LAPSE WINDOW) (31-180 Days)	If services were up and running, User could backdate up to “prior coverage end date + 1”, and only within 180 days. If services were down, no backdating allowed – the system uses the current date	Default to Curren Date – No Backdating allowed beyond the Grace Period (Prior Coverage End Date + 30 Days)
			> 180 Days	Install Base to be Inactive after 180 days. No further renewal allowed, if the user must create a new TnC sale transaction.	Install Base to be Inactive after 180 days. No further renewal allowed, if the user must create a new TnC sale transaction.
Future	Phase 4: Mar 8, 2026	TnC+	Uncovered/ Never Covered, Lapse Window/	Backdating allowed to up to prior coverage end date + 1	TBD





## PHASE 2

# Technical Services and Combined Services Phase 2 – Planned Feb 08, 2026

a.k.a : Retrofit Backdating Grace Period Policy Change for CCWR



# Additional Commerce Process

## Order Submission Process

- 1
  - To ensure consistent service duration without repricing, order start and end dates will automatically adjust upon submission. Please note that if orders are delayed or dates shift, the Quote End Date for end customers may be impacted.
  - For **Co-Term scenario**, the Quote End Date will be honored, but the Price and Term will be impacted. If a quote errors out due to these adjustments, you will need to re-open the quote and update the start date to the current date or future date. This action may result in a change from a Standard to a Non-Standard deal, requiring the appropriate designation.

## Optimizing Renewal Order Accuracy and Efficiency

**Ordering Readiness Check:** An error is reported if the start date is in the past. To avoid invalid quotes and potential price changes, please ensure renewal orders are submitted before the start date.

- 2
  - Renewal Ordering Enhancement:** Renewal orders now auto-adjust start and end dates—keeping duration and price unchanged—improving B2B efficiency, though co-terming may not apply. No repricing occurs.

**Renewal Non- Standard Deal:** Partner quotes for non-standard renewal deals with past start dates will fail, partners must correct, and RM must manually resubmit the deal for approval.

## Sample Invoice and Magic Key Handling

- 3
  - For our Two-Tier (2T) Route to Market partners, if ordering dates auto-adjust, any previously generated sample invoice or magic key will be invalidated, and a new one will be generated. Distributors are required to always use the latest invoice and magic key provided.

## Flexible Invoicing / PO Line Referencing Handling

Please be aware that start and end dates will not automatically adjust during ordering under the following conditions:

- 4
  - If the quote has flexible invoicing enabled.
  - If a user-entered Purchase Order Line Reference (POLR) or End Customer Purchase Order(PO) Number is present.
  - If the product is a Last Day Of Service(LDOS) offering.
  - If the quote is an automated nonstandard deal.

- 5
  - B2B Integration:** For late renewals in B2B API and 3A4, an additional message “*The Start and End dates have been auto adjusted for line(s) renewed outside the grace period. Sample invoice/POLR has been re-generated accordingly*” will be added to existing response description.

- 6
  - SAGPE (Service Agreement Grace Period Extension) :** The Service Agreement Grace Period Extension (SAGPE) can be utilized to provide additional time for renewals.

- 7
  - Partner Takeovers:** We understand that some partners may choose to wait until incumbent contracts expire before quoting a takeover. Please be assured that there is no additional impact to takeover processes, whether they are Midterm, Ontime, or Late.

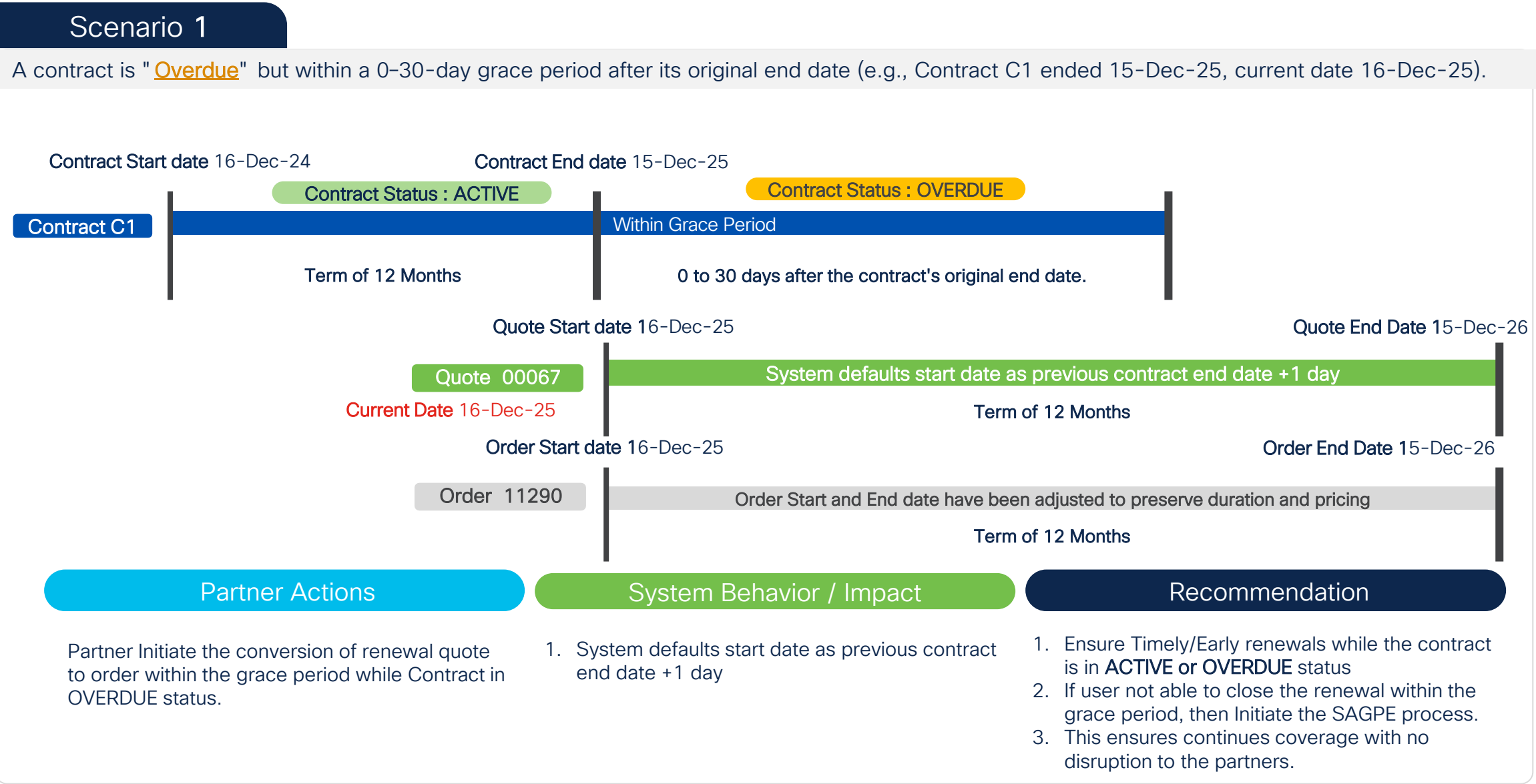




# Key Impact Scenarios



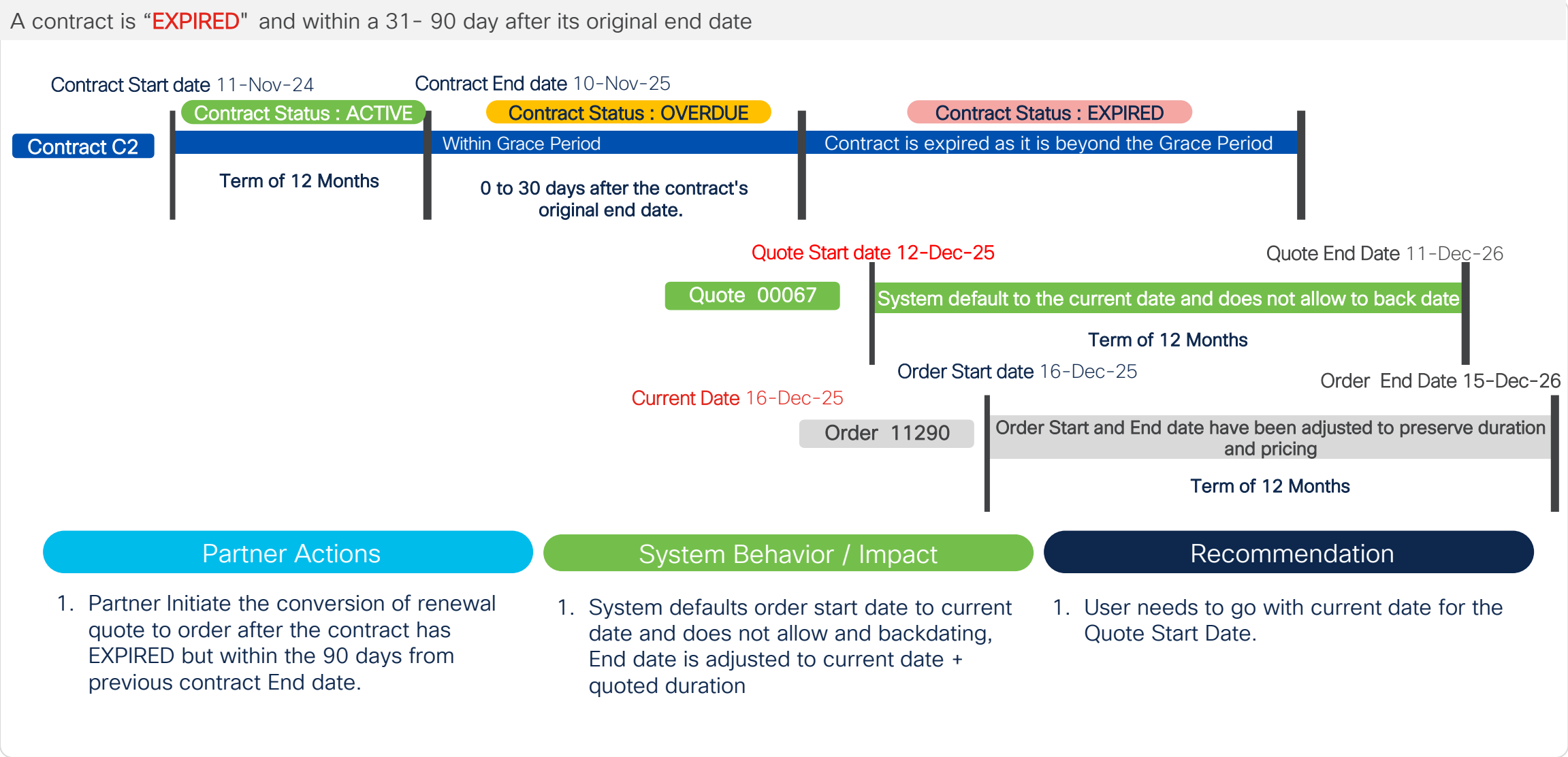
# Scenario1: Renewal within the Grace Period (0 to 30 days after contract End Date)





# Scenario 2. Renewal after the Contract has been Expired ( 31 to 90 days from the previous Contract End Date )

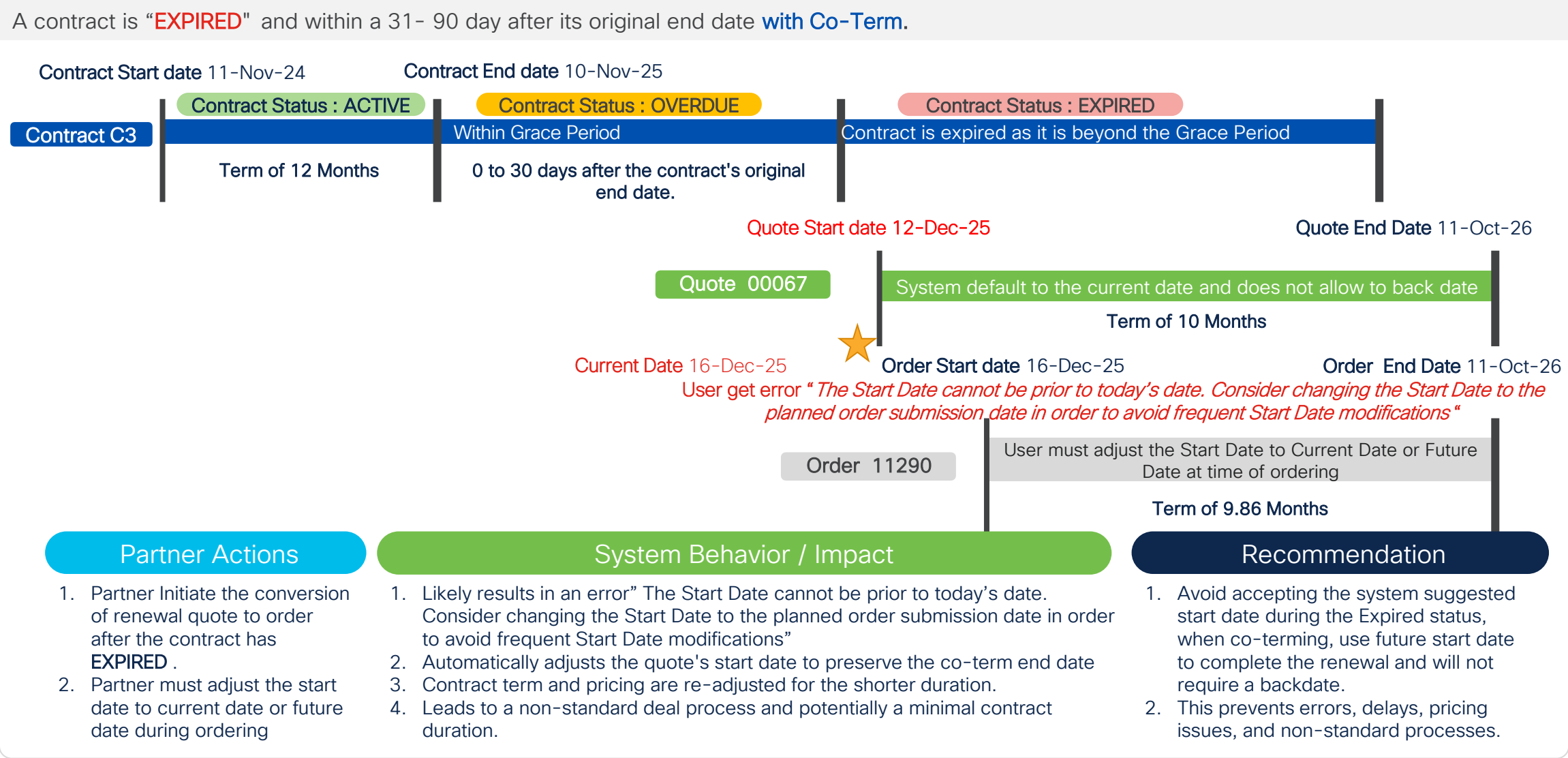
## Scenario 2





# Scenario 3. Renewal after the Contract has been Expired ( 31 to 90 days from the previous Contract End Date ) with Co-Term

## Scenario 3





# Enablement Strategy for Backdating Restriction

Effective **February 8, 2026**, backdating of service contract start dates will only be permitted within the grace period (OVERDUE status). Once the service is expired (EXPIRED status), backdating on the new quote will no longer be allowed.

1

Timely or Early Renewal: To ensure timely renewals, it is crucial to complete (book) all renewals during the contract's active or grace period (OVERDUE status). Submit your Inflight Quotes before Feb 08, 2026.

Applicable Pre and Post Release

2

If additional time is needed during the grace period (OVERDUE status), reach out to your Renewal Manager to request an extension through the Service Agreement Grace Period Extension (SAGPE) process.

Ensure your contract is in ACTIVE or OVERDUE status.

Applicable Pre and Post Release

## Reminder:

- If additional time is needed during the grace period (overdue status), reach out to your Renewal Manager to request approval for an extension through the Service Agreement Grace Period Extension (SAGPE) process.
- Ensure your contract is in ACTIVE or OVERDUE status when requesting an extension.
- Note that once the service status reaches EXPIRED, backdated service start dates will no longer be supported.



# Enablement Timeline for SaaS, TS / CS

	FY26 Q1		FY26 Q2			FY26Q3	
	Sep	Oct	Nov	Dec	Jan	Feb	Mar
1. SaaS Late Renewals Rollout	Sept-7						
2. Alignment/ Approval on the strategy & Exception process			Nov - 17				
3. Partner Email Communication				Dec- 15			
4. Operational Early Visibility Newsletter – Interna/External			Nov- 20	Dec- 18	Jan- 22		
5. Correction- Partner Email Communication				Dec- 22			
6. Partner Target Comm/ Internal policy/process Alert - Email				Dec- 10		Feb- 2	
7. CO Enablement Forum ( POMS , DOMs , Regional Leads , all Internal commerce Operations Teams)						Planned Feb-8 ▲ Go-Live	
8. Partner Early Visibility Webinar(Bundle with C360 & Contract Simplification )				Dec 16	Jan- 27		







## PHASE 1

# Late SaaS Auto and Manual Renewals Phase1 September 07, 2025



# Rules for SaaS Late Renewal Processing

## When These Rules Apply (All conditions must be met for backdating)

- ✓ **Transaction Type:** It's a renewal of an existing subscription (not a new purchase).
- ✓ **Subscription Status:** Original subscription was active (not cancelled) before its end date.
- ✓ **Offer Type:** Applies only to Software-as-a-Service (SaaS) offers.
- ✓ **Order Timing:** Renewal order is placed in our system after the original subscription's end date.
- ✓ **Grace Period:** The renewal start date falls within the defined grace period after the original end date.
  - **Billing Note:** If a renewal is activated within the grace period, "No Change" and "Downsell" lines are backdated to the day after the previous term ends. If activated after the grace period, billing starts from the activation date.
- ✓ **Subscription Changes:** The renewal involves no changes or a downsell (reduction in services/quantity). Upsells (upgrades/additions) are not Backdated.
- ✓ **Geographic Scope:** Applies to all countries except **Russia and Brazil**.

## When These Rules Do Not Apply (Offers/Transactions excluded from backdating)

- ✗ Technical Support (TS) & Terms & Content (TnC/TnC+) offers.
- ✗ Nutanix SaaS subscriptions.
- ✗ Mid-term Subscription transactions (e.g., "Change" or "Replace" actions).
- ✗ CCE (Cisco Commerce Express) subscriptions.
- ✗ Any Late Renewals beyond Grace period, backdating does not apply, and no charges are levied.



# SaaS Renewal – Initial Purchase and Late Renewal Initiated – Upgrade

Scenario	What Happens	Renewal Start Date	Renewal End Date	Backdating Allowed	Key Notes
1. Late Manual Renewal During Grace Period	SaaS renewal initiated late, within grace period	Day after previous subscription end date	End of new subscription term	<b>True</b>	Applies to both manual and auto-renewals
2a. Downsell (fewer licenses)	Quantity reduced at line level	Day after previous end date	End of new subscription term	<b>True</b>	Applies to reduced quantity only
2b. Upsell (more licenses)	Quantity increased at line level	<b>Original qty:</b> Day after previous end date; <b>Upsell qty:</b> Activation date	<b>Original qty:</b> Activation date; <b>Upsell qty:</b> End of new subscription term	Partial ( <b>Original : True</b> ; Upsell: False)	Split rules for existing vs. upsell qty
2c. Upgrade Tier	Move to higher tier	Activation date	End of new subscription term	False	Applies to upgraded lines only
2d. Downgrade Tier	Move to lower tier	Activation date	End of new subscription term	False	Applies to downgraded lines only
2e. Line Removed	Line is removed	N/A	N/A	N/A	Not included in renewed subscription
2f. New Line Added	New line added	Activation date	End of new subscription term	False	Applies to new lines only
2g. No Line Change	No changes at line level	Day after previous end date	End of new subscription term	<b>True</b>	Standard renewal behavior
3. Partner/Reseller Transfer/Takeover	Partner or reseller changes, renewed within grace period	Day after previous end date	End of new subscription term	<b>True</b>	Same Subscription Reference ID if possible; update billing if Disti changes
4. Cancelled Subscription Renewed in Grace Window	Customer cancelled but renews during grace window	Activation/current date	End of new subscription term	False	Applies to both manual & auto-renewals; no backdating
5. Fulfillment/Provisioning	Licenses provisioned for renewed term	Based on above rules	Based on above rules	As per scenario	Always supports next subscription term
6. Subscription Linkage & Metrics	Track late renewals for reporting	N/A	N/A	N/A	Linkage maintained for accurate metrics
7. General Late Renewal Rule	Any late renewal (manual/auto) within grace period, no service break	Day after previous end date	End of new subscription term	<b>True</b>	Applies if no disruption and within grace period
8. Very Late Renewal, After Grace Period (in Grace Window)	Renewal after grace period(15-30 days) but within grace window, Subscription status Expired (Ex: within 180 days)	Activation/current date	End of new subscription term	False	Never backdated; use current date



# Saas Renewal – Initial Purchase and Late Renewal Initiated – Upgrade

## Original Subscription

Sub1000001   Start Date: 01-Jan-2022   End Date: 31-Dec-2024   Prepaid Billing					
Line #	SKUs	QTY	Extended Net	Start Date	End Date
1.0	A-FLEX-3	1	0.00	Jan 1 22	Dec 31 24
1.1	A-FLEX-ERC	1	\$100	Jan 1 22	Dec 31 24
1.2	A-AUD-OC1-NU	10	\$1000	Jan 1 22	Dec 31 24
1.3	A-FLEX-P-CALL	20	\$2000	Jan 1 22	Dec 31 24
1.4	A-FLEX-NUCL-P	30	\$3000	Jan 1 22	Dec 31 24
			\$6100	Jan 1 22	Dec 31 24

Quote Created:15-Dec-2024, Order Created:25-Dec-2024, *Subscription Activated: 10-Jan-2025*

## Manual/ Auto Renewal

Sub1000001   Start Date: 1-Jan-2025   End Date: 31-Dec-2026   Prepaid Billing								
Line #	SKUs	Action Type	QTY	Extended Net	Backdated Rule applicable	Start Date	End Date	Notes
1	A-FLEX-3		1	\$0.00				
1.1	A-FLEX-ERC	No Change	1	\$100.00	Yes			No changes were made. The backdated rule was applied, and the line start date is January 1, 2025. Backdated renewal lines match the subscription start date, so line-level dates are hidden in the Sub-UI.
1.2	A-AUD-OC1-NU	Upsell	15	\$1,500.00	No	Jan 10 25	Dec 31 26	<b>Upsell scenario:</b> The line is not backdated. The subscription renewal start date at the line level is the subscription activation date. Billing will be prorated based on the subscription line activation date.
1.3	A-FLEX-P-CALL	Downsell	12	\$1,200.00	Yes			<b>Downsell scenario:</b> The backdated rule was applied, and the line start date is January 1, 2025. Backdated renewal lines align with the subscription start date, so line-level dates are hidden in the Sub-UI.
1.4	A-FLEX-NUCL-P	Remove	30		NA			The line has been removed from the subscription renewal.
1.5	A-FLEX-NUCL-P-A	Add	2	\$200.00	No	Jan 10 25	Dec 31 26	New line added during renewal. Backdated logic does not apply. The subscription renewal start date at the line level is the subscription activation date, and billing will be prorated based on this date.
Total				\$3,000.00				



# Scenario#1: Backdated within Grace Period – All lines are No Change

## Original Subscription

History

Subscription

Payment Info

Contacts

Addresses

Notifications

Created Date	Transaction	Created By	Web Order ID	Transaction ID	Total Discount (%)
10-Sep-2025	Subscription Manually Renewed			--	0.00
29-Aug-2024	New Subscription			--	0.00

New Purchase Of Cisco Duo subscription (DUO-SUB)

Effective For	Automatically Renews For	Billing Frequency	Monthly Cost	Billing Amount
12 Months from 29-Aug-2024 to 28-Aug-2025	No Auto Renewal	Annual Billing		
Purchase Order Number	One Time Discount Applied?	Deal ID	Provisioning Status	
	No		COMPLETE	

Product Details	PO Line Reference	Qty	Total Discount (%)	Unit Net Price (USD)	Credits	Billing Amount (USD)	Extended Net Price (USD)
SVS-DUO-SUP-B Cisco Support Standard for Duo		1 Each	20.00	0.00 Per Each / Month	--	--	0.00
DUO-ESSENTIALS Cisco Duo Essentials edition (formerly MFA)		400 User	22.00	Per User / 12.00 Months	--	Per Year	

## Late Manual Renewal during Grace Period

Created Date	Transaction	Created By	Web Order ID	Transaction ID	Total Discount (%)		
10-Sep-2025	Subscription Manually Renewed			--	0.00		
Manual Renewal of Cisco Duo subscription (DUO-SUB)							
Renewed For	Automatically Renews For	Billing Frequency	Monthly Cost	Billing Amount			
12 Months from 29-Aug-2025 to 28-Aug-2026	No Auto Renewal	Annual Billing					
Purchase Order Number	One Time Discount Applied?	Deal ID	Provisioning Status				
	No		COMPLETE				
This order was fulfilled 12 days after the requested renewal date (29-Aug-2025). The prices below may differ from your invoiced values.							
Product Details	PO Line Reference	Qty	Total Discount (%)	Unit Net Price (USD)	Credits	Billing Amount (USD)	Extended Net Price (USD)
SVS-DUO-SUP-B Cisco Support Standard for Duo		1 Each	20.00	0.00 Per Each / Month	--	--	0.00
DUO-ESSENTIALS Cisco Duo Essentials edition (formerly MFA)		400 User	22.00	Per User / 12.00 Months	--	Per Year	
Price Changed							
29-Aug-2024	New Subscription			--			0.00

An original Cisco Duo subscription, effective from 29-Aug-2024 to 28-Aug-2025, was manually renewed on 10-Sep-2025 during a grace period, resulting in backdating where the renewed 12-month subscription period starts from 29-Aug-2025 (the day after the previous one ended) with consistent product lines, despite a price change.



# Scenario#1: Backdated within Grace Period Invoice

All lines are No Change

## Invoice Generated

CISCO

COPY

1 of 3

REMIT TO:

BILL-TO:

SERVICE-TO:

INVOICE NUMBER	TRX DATE	AMOUNT
	10-SEP-2025	
PO NUMBER	DUE DATE	CURRENCY
	10-OCT-2025	USD
PREVIOUS TRANSACTION #	TERMS	WEB ORDER ID
	30 NET	
CUSTOMER NUMBER	BILL TO NUMBER	ORDER DATE

SUMMARY OF CHARGES

RECURRING CHARGES	
USAGE/OVERAGE CHARGES	0.00
OTHER CHARGES	0.00
SUBTOTAL (EXCL. TAX)	
TAXES	0.00
TOTAL AMOUNT (INCL. TAX)	

Billing Inquiries:

RECURRING CHARGES

PO LINE#	LINE NO	SERVICE DESCRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	TAX AMOUNT	EXTENDED AMOUNT (Excl. Tax)
		Subsidiary ID -						
		Reseller Number -						
		Reseller Site ID -						
	1	DUO-ESSENTIALS-Cisco Duo Essentials edition (formerly MFA)-Prepayment	12	400	Per User / 12 mths	0	0.00	
	2	SVS-DUO-SUP-B-Cisco Support Standard for Duo	12	1	0.00 Per Each / mth	0	0.00	0.00
SUB TOTAL							0.00	

USAGE/OVERAGE CHARGES

PO LINE#	LINE NO	SERVICE DESCRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	TAX AMOUNT	EXTENDED AMOUNT (Excl. Tax)
SUB TOTAL							0.00	0.00

OTHER CHARGES

PO LINE#	LINE NO	SERVICE DESCRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	TAX AMOUNT	EXTENDED AMOUNT (Excl. Tax)
SUB TOTAL							0.00	0.00
TOTAL							0.00	
Total Amount (Incl. Tax)							USD	





# Scenario#2: Backdated within Grace Period - No Change + Downsell

## Original Subscription

Summary										History										Invoices										Usage										Management Subscription										Management Contacts										Quotes In Progress										Management Payment 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## Late Manual Renewal during Grace Period

Summary		History	Invoices	Usage	Management Subscription	Management Contacts	Quotes In Progress	Manage Payment Details
History								
Subscription		Payment Info	Contacts	Addresses	Notifications			
Created Date		Transaction	Created By	Web Order ID	Transaction ID	Total Discount (%)		
10-Sep-2025		Subscription Manually Renewed	Subscription Manager	Subscription Manager	---	0.00		
Manual Renewal of Collaboration Flex Plan 3.0 (A-FLEX-3)								
36 Months from 01-Sep-2025 to 31-Aug-2028		Automatically Renews For No Auto Renewal	Billing Frequency Monthly Billing	Monthly Cost \$0.00	Billing Amount \$0.00			
Purchase Order Number		One Time Discount Applied? No	Deal ID	Provisioning Status COMPLETE				
This order was fulfilled 9 days after the requested renewal date (01-Sep-2025). The prices below may differ from your intended values.								
Product Details		PD Line Reference	Qty	Total Discount (%)	Unit Net Price (USD)	Credits	Billing Amount (USD)	Extended Net Price (USD)
A-FLEX-FILESTG-ENT File Storage Entitlement		00000000000000000000	860 User	20.00	0.00 Per User / Month	---	---	0.00
A-FLEX-CL-CA Webex Calling Common Area Entitlement		00000000000000000000	2 User	20.00	0.00 Per User / Month	---	---	0.00
Modified		00000000000000000000	2	20.00	0.00 Per User / Month	---	---	0.00
A-AUD-EDGEAUD-USER Webex Edge Audio (1)		00000000000000000000	2 User	20.00	0.00 Per User / Month	---	---	0.00
A-FLEX-WCE-E-ENT Webex Calling Customer Assist Entitlement		00000000000000000000	10 User	20.00	0.00 Per User / Month	---	---	0.00
A-FLEX-NUCL-E NU Webex Calling Workspace for Common Area		00000000000000000000	2 User	49.00	0.00 Per User / Month	---	0.00 Per Month	0.00 Per Month
Modified		00000000000000000000	2	49.00	0.00 Per User / Month	---	0.00 Per Month	0.00 Per Month
A-FLEX-P-CG On Prem to Webex Contact Center - Premises Ent		00000000000000000000	1 User	20.00	0.00 Per User / Month	---	---	0.00
A-FLEX-MSG-NU-ENT Messaging Named User Entitlement (1)		00000000000000000000	43 User	20.00	0.00 Per User / Month	---	---	0.00
A-FLEX-NBR-STG Webex Cloud Recording Storage Entitlement		00000000000000000000	2 User	20.00	0.00 Per User / Month	---	---	0.00
A-FLEX-NU-WCE-E NU Webex Calling Customer Assist		00000000000000000000	10 User	49.00	0.00 Per User / Month	---	0.00 Per Month	0.00 Per Month
Price Changed		00000000000000000000	10	49.00	0.00 Per User / Month	---	0.00 Per Month	0.00 Per Month
A-FLEX-NU-MCL NU Meeting Center with Webex Calling Professional (2)		00000000000000000000	2 User	49.00	0.00 Per User / Month	---	25.76 Per Month	0.00 Per Month
Price Changed		00000000000000000000	2	49.00	0.00 Per User / Month	---	25.76 Per Month	0.00 Per Month
A-FLEX-P-CALL Prem to Webex Calling / UCM Cloud		00000000000000000000	45 User	20.00	0.00 Per User / Month	---	---	0.00
Modified		00000000000000000000	45	20.00	0.00 Per User / Month	---	---	0.00
A-FLEX-NUCL-P NU Webex Calling Professional		00000000000000000000	31 User	49.00	0.00 Per User / Month	---	0.00 Per Month	0.00 Per Month
Price Changed		00000000000000000000	31	49.00	0.00 Per User / Month	---	0.00 Per Month	0.00 Per Month
SVS-FLEX-SUPT-BAS Cisco Support Standard		00000000000000000000	45 Each	15.00	0.00 Per Each / Month	---	---	0.00
Modified		00000000000000000000	45	15.00	0.00 Per Each / Month	---	---	0.00
A-FLEX-ERC Emergency Response Center Call fee per location search US Usage Charge		00000000000000000000	1 Instance	20.00	0.00 Per Instance	---	---	---
A-AUD-TOLLDIALIN Meetings Toll Dial-In Audio (1)		00000000000000000000	2 Each	20.00	0.00 Per Each / Month	---	---	0.00
A-FLEX-MTGC-ENT Meetings Entitlement		00000000000000000000	2 User	39.00	0.00 Per User / Month	---	---	0.00
A-AUD-VDP Included VDP (1)		00000000000000000000	1 Each	20.00	0.00 Per Each / Month	---	---	0.00
A-FLEX-PROPACK-ENT Pro Pack for Cisco Control Hub Entitlement		00000000000000000000	43 User	20.00	0.00 Per User / Month	---	---	0.00
A-FLEX-C-PRO Webex Calling Entitlement		00000000000000000000	33 User	20.00	0.00 Per User / Month	---	---	0.00
15-Oct-2024		Subscription Modified	Subscription Manager	Subscription Manager	---	0.00		
30-Jan-2024		Subscription Modified	Subscription Manager	Subscription Manager	---	0.00		
17-Jan-2023		Auto Renewal Disabled	Subscription Manager	Subscription Manager	---	0.00		
01-Sep-2022		New Subscription	Subscription Manager	Subscription Manager	---	0.00		
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### No Change + Downsell:

For both subscription modifications and renewals, "no change" and "downsell" line items are backdated to start the day after the previous subscription's end date. This is evident in the "Late Manual Renewal" where the transaction created on 10-Sep-2025 is effective from 01-Sep-2025.



# Invoice Generated



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INVOICE NUMBER	TRX DATE	AMOUNT
PO NUMBER	DUE DATE	CURRENCY
PREVIOUS TRANSACTION #	TERMS	WEB ORDER ID
CUSTOMER NUMBER	BILL TO NUMBER	ORDER DATE

**SERVICE-TO:**

RECURRING CHARGES	0.00
USAGE/OVERAGE CHARGES	0.00
OTHER CHARGES	0.00
<b>SUBTOTAL (EXCL. TAX)</b>	0.00
TAXES	0.00
<b>TOTAL AMOUNT (INCL. TAX)</b>	

## RECURRING CHARGES

PO LINE#	LINE NO	SERVICE DESCRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	TAX AMOUNT	EXTENDED AMOUNT (Excl. Tax)
		A-FLEX-3 Collaboration Flex Plan 3.0 <b>Subscription ID:</b> _____ <b>Billing Period:</b> 1-Sep-25 to 30-Sep-25 <b>Reseller -</b> _____ <b>Reseller Number -</b> _____ <b>Reseller Site Id -</b> _____						
	1	A-AUD-VOIP-Included VoIP (1)	1	1	0.00 Per Each / mth	0	0.00	0.00
	2	A-FLEX-G-PRO-Webex Calling Entitlement	1	33	0.00 Per User / mth	0	0.00	0.00
	3	A-FLEX-CL-CA-Webex Calling Common Area Entitlement	1	2	0.00 Per User / mth	0	0.00	0.00
	4	A-FLEX-NU-MCL-NU Meeting Center with Webex Calling Professional (2)	1	2	Per User / mth	0	0.00	
	5	A-FLEX-NU-WCE-E-NU Webex Calling Customer Assist	1	10	Per User / mth	0	0.00	
	6	A-FLEX-NUCL-E-NU Webex Calling Enhanced	1	2	Per User / mth	0	0.00	
	7	A-FLEX-NUCL-P-NU Webex Calling Professional	1	31	Per User / mth	0	0.00	
	8	A-FLEX-WCE-E-ENT-Webex Calling Customer Assist Entitlement	1	10	0.00 Per User / mth	0	0.00	0.00
						<b>SUB TOTAL</b>	<b>0.00</b>	



# Scenario#3: Backdated within Grace Period – Upsell Lines

## Original Subscription

Summary										History										Invoices										Usage										Manage Subscription										Manage Contacts										Quotes In Progress										Manage Payment Details									
History																																																																															
Subscription										Payment Info										Contacts										Addresses										Notifications																																							
Created Date										Transaction										Created By										Web Order ID										Transaction ID										Total Discount (%)																													
12-Sep-2025										Subscription Manually Renewed										[User]										[Web Order ID]										---										0.00																													
04-Nov-2024										Subscription Modified										[User]										[Web Order ID]										---										0.00																													
Collaboration Flex Plan 3.0 (A-FLEX-3) Modified																																																																															
Effective For										Automatically Renews For										Billing Frequency										Monthly Cost										Billing Amount																																							
10 Months from 04-Nov-2024 to 02-Sep-2026										No Auto Renewal										Annual Billing										[Cost]										[Amount]																																							
Purchase Order Number										One Time Discount Applied?										Deal ID										Provisioning Status																																																	
[PO Number]										No										[Deal ID]										COMPLETE																																																	
This order was fulfilled 2 days after the requested change date (03-Nov-2024). The prices below may differ from your received values.																																																																															
Product Details										PO Line Reference										Qty										Total Discount (%)										Unit Net Price (USD)										Credits										Billing Amount (USD)										Extended Net Price (USD)									
A-FLEX-FILESTG-ENT File Storage Entitlement										[Ref]										1000 User										20.00										0.00 Per User / Month										---										---										0.00									
Modified										[Ref]										600																																																											
A-AUD-PSTN-INT-NL International Metered Calling for Non Local										[Ref]										1 Minute										---										0.00 Per Minute										---										---										---									
Usage Charge										[Ref]																																																																					
A-AUD-U-TN Telephone number (TN) for Local Number- Uncommitted										[Ref]										1 user per day										---										0.00 Per user per day										---										---										---									
Usage Charge										[Ref]																																																																					
A-FLEX-ERC Emergency Response Center Call fee per location search US										[Ref]										1 Instance										20.00										0.00 Per Instance										---										---										---									
Usage Charge										[Ref]																																																																					
A-AUD-U-TN-NL Telephone number (TN) for Non Local Number- Uncommitted										[Ref]										1 user per day										---										0.03 Per user per day										---										---										---									
Usage Charge										[Ref]																																																																					
A-FLEX-MSG-NU-ENT Messaging Named User Entitlement (1)										[Ref]										50 User										20.00										0.00 Per User / Month										---										---										0.00									
Modified										[Ref]										30																																																											
A-AUD-OCPI-U Outbound Calling Plan- Uncommitted Usage Overage										[Ref]										1 user per day										---										0.00 Per user per day										---										---										---									
Usage Charge										[Ref]																																																																					
A-FLEX-P-CALL Prem to Webex Calling / UCM Cloud										[Ref]										56 User										20.00										0.00 Per User / Month										---										---										0.00									
Modified										[Ref]										30																																																											
A-AUD-PSTN-INT International Metered Calling for Local										[Ref]										1 Minute										---										0.00 Per Minute										---										---										---									
Usage Charge										[Ref]																																																																					
A-FLEX-PROPACK-ENT Pro Pack for Cisco Control Hub Entitlement										[Ref]										50 User										20.00										0.00 Per User / Month										---										---										0.00									
Modified										[Ref]										30																																																											
A-FLEX-NUCL-E NU Webex Calling Workspace for Common Area										[Ref]										6 User										49.00										0.00 Per User / Month										---										[Amount]										[Amount]									
Per Year										[Ref]																																																																					
A-FLEX-C-PRO Webex Calling Entitlement										[Ref]										50 User										20.00										0.00 Per User / Month										---										---										0.00									
Modified										[Ref]										30																																																											
A-FLEX-CL-CA Webex Calling Common Area Entitlement										[Ref]										6 User										20.00										0.00 Per User / Month										---										---										0.00									
A-FLEX-NUCL-P NU Webex Calling Professional										[Ref]										50 User										49.00										0.00 Per User / Month										---										[Amount]										[Amount]									
Modified										[Ref]										30																																																											
SVS-FLEX-SUPT-BAS Cisco Support Standard										[Ref]										56 Seat										15.00										0.00 Per Each / Month										---										---										0.00									
Modified										[Ref]										30																																																											
A-AUD-OCPI-NU Outbound Calling Plan - Named User										[Ref]										1 User										---										0.00 Per User / Month										---										[Amount]										[Amount]									
Per Year										[Ref]																																																																					
03-Sep-2024										Subscription Modified										[User]										[Web Order ID]										---										0.00																													
27-Mar-2023										Subscription Modified										[User]										[Web Order ID]										---										0.00																													
03-Sep-2021										New Subscription										[User]										[Web Order ID]										---										0.00																													

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## Late Manual Renewal during Grace Period

Summary		History	Invoices	Usage	Manage Subscription	Manage Contacts	Quotes In Progress	Manage Payment Details
History								
Subscription		Payment Info	Contacts	Addresses	Notifications			
Created Date	Transaction	Created By	Web Order ID	Transaction ID	Total Discount (%)			
12-Sep-2025	Subscription Manually Renewed				0.00			
Manual Renewal of Collaboration Flex Plan 3.0 (A-FLEX-3)								
Renewed For		Automatically Renews For		Billing Frequency	Monthly Cost	Billing Amount		
36 Months from 03-Sep-2025 to 02-Sep-2028		No Auto Renewal		Annual Billing	0.00	0.00		
Purchase Order Number		One Time Discount Applied?		Deal ID	Provisioning Status		COMPLETE	
		No						
This order was fulfilled 9 days after the requested renewal date (03-Sep-2025). The prices below may differ from your received values.								
Product Details		PO Line Reference	Qty	Total Discount (%)	Unit Net Price (USD)	Credits	Billing Amount (USD)	Extended Net Price (USD)
A-FLEX-MSG-NU-ENT Messaging Named User Entitlement (1) Modified		00000	78 User	20.00	0.00 Per User / Month	--	--	0.00
SVS-FLEX-SUPT-BAS Cisco Support Standard Modified		00000	85 Seat	15.00	0.00 Per Seat / Month	--	--	0.00
A-FLEX-P-CALL Prem to Webex Calling / UCM Cloud Modified		00000	85 User	20.00	0.00 Per User / Month	--	--	0.00
A-FLEX-NUCL-E NU Webex Calling Workspace for Common Area Modified		00000	7 User	49.00	3.83 Per User / Month	--	321.72 45.98	958.01 958.01
A-FLEX-ERC Emergency Response Center Call fee per location search US Usage Charge		00000	1 Instance	20.00	34.40 Per Instance	--	--	--
A-FLEX-CL-CA Webex Calling Common Area Entitlement Modified		00000	7 User	20.00	0.00 Per User / Month	--	--	0.00
A-FLEX-C-PRO Webex Calling Entitlement Modified		00000	78 User	20.00	0.00 Per User / Month	--	--	0.00
A-FLEX-FILESTG-ENT File Storage Entitlement Modified		00000	1560 User	20.00	0.00 Per User / Month	--	--	0.00
A-FLEX-PROPACK-ENT Pro Pack for Cisco Control Hub Entitlement Modified		00000	78 User	20.00	0.00 Per User / Month	--	--	0.00
A-FLEX-NUCL-P NU Webex Calling Professional Modified		00000	78 User	49.00	6.38 Per User / Month	--	Per Year 360.00 360.00	Per Year 360.00 360.00
A-AUD-OCPI-NU Removed		--	1 User	--	--	--	--	0.00
A-AUD-PSTN-INT-NL Removed		--	1 Minute	--	--	--	--	0.00
A-AUD-U-TN Removed		--	1 User per day	--	--	--	--	0.00
A-AUD-U-TN-NL Removed		--	1 User per day	--	--	--	--	0.00
A-AUD-OCPI-U Removed		--	1 User per day	--	--	--	--	0.00
A-AUD-PSTN-INT Removed		--	1 Minute	--	--	--	--	0.00
04-Nov-2024	Subscription Modified					--		0.00
03-Sep-2024	Subscription Modified					--		0.00
27-Mar-2023	Subscription Modified					--		0.00
03-Sep-2021	New Subscription					--		0.00

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### Upsell :

The late manual renewal, which included upsells (quantity increased at line level), resulted in both the original quantities being backdated to the day after the previous end date (and the upsell quantities not backdated but will be referencing to the activation date



# Scenario#3: Backdated within Grace Period Invoice – Upsell Lines

## Invoice Generated



INVOICE

COPY

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REMIT TO:

INVOICE NUMBER	TRX DATE	AMOUNT
	12-SEP-2025	
PO NUMBER	DUE DATE	CURRENCY
	12-OCT-2025	USD
PREVIOUS TRANSACTION #	TERMS	WEB ORDER ID
	30 NET	
CUSTOMER NUMBER	BILL TO NUMBER	ORDER DATE

BILL-TO:

SERVICE-TO:

SUMMARY OF CHARGES

RECURRING CHARGES	
USAGE/OVERAGE CHARGES	0.00
OTHER CHARGES	0.00
SUBTOTAL (EXCL. TAX)	
TAXES	0.00
TOTAL AMOUNT (INCL. TAX)	

Billing Inquiries:

RECURRING CHARGES

PO LINE#	LINE NO	SERVICE DESCRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	TAX AMOUNT	EXTENDED AMOUNT (Excl. Tax)
		A-FLEX-3 Collaboration Flex Plan 3.0						
		Subscription						
		Billing Period: 12-Sep-25 to 2-Sep-26						
		Reseller -						
		Reseller Number						
		Reseller Site Id -						
	1	A-FLEX-C-PRO-Webex Calling Entitlement	11.7	78	0.00 Per User / mth	0	0.00	0.00
	2	A-FLEX-CL-CA-Webex Calling Common Area Entitlement	11.7	7	0.00 Per User / mth	0	0.00	0.00
	3	A-FLEX-NUCL-E-NU Webex Calling Enhanced-Prepayment Prorated	11.7	7	 Per User / mth	0	0.00	
	4	A-FLEX-NUCL-P-NU Webex Calling Professional-Prepayment Prorated	11.7	78	 Per User / mth	0	0.00	
SUB TOTAL							0.00	

USAGE/OVERAGE CHARGES

PO LINE#	LINE NO	SERVICE DESCRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	TAX AMOUNT	EXTENDED AMOUNT (Excl. Tax)
SUB TOTAL							0.00	0.00

OTHER CHARGES

PO LINE#	LINE NO	SERVICE DESCRIPTION	DURATION MONTH(S)	QTY	RATE PRICE	TAX RATE (%)	TAX AMOUNT	EXTENDED AMOUNT (Excl. Tax)
SUB TOTAL							0.00	0.00



