



December 13, 2013

Ex Parte

Ms. Marlene H. Dortch
Secretary
Federal Communications Commission
445 12th Street, SW
Washington, DC 20554

Re: Cisco WebEx LLC Request for Review of a Decision of the Universal Service Administrator, WCB Docket No. 06-122

Dear Ms. Dortch:

In response to a request from the staff of the Wireline Competition Bureau,¹ Cisco WebEx LLC (“WebEx”) hereby submits additional detail regarding the information-service features of its online collaboration service. As discussed and illustrated below, WebEx offers customers a robust collection of features that, combined, allow them to simulate in-person meetings from remote locations.

During a WebEx session, meeting participants can share documents, desktops, whiteboards, software, and web content. While sharing this information, participants can communicate with one another by voice or by instant-message style chat. To connect to the audio component of a WebEx meeting, participants have multiple options, including dialing in with a toll or toll-free number, entering a number so that WebEx can call them, or simply using the audio functions available on their computers. Participants can switch their audio connection seamlessly during a meeting, if they so desire. WebEx participants can also share video with one another, allowing each participant to view the other participants.

The audio and video functions are integrated into the collaboration interface, which allows participants to see who has joined the meeting, which participants have muted their microphones, which audio option each participant has selected, which participants are sharing video, and which participant is actively speaking at any given time. In addition, the host has significant control over a WebEx meeting. He or she can mute, unmute, eject participants, as

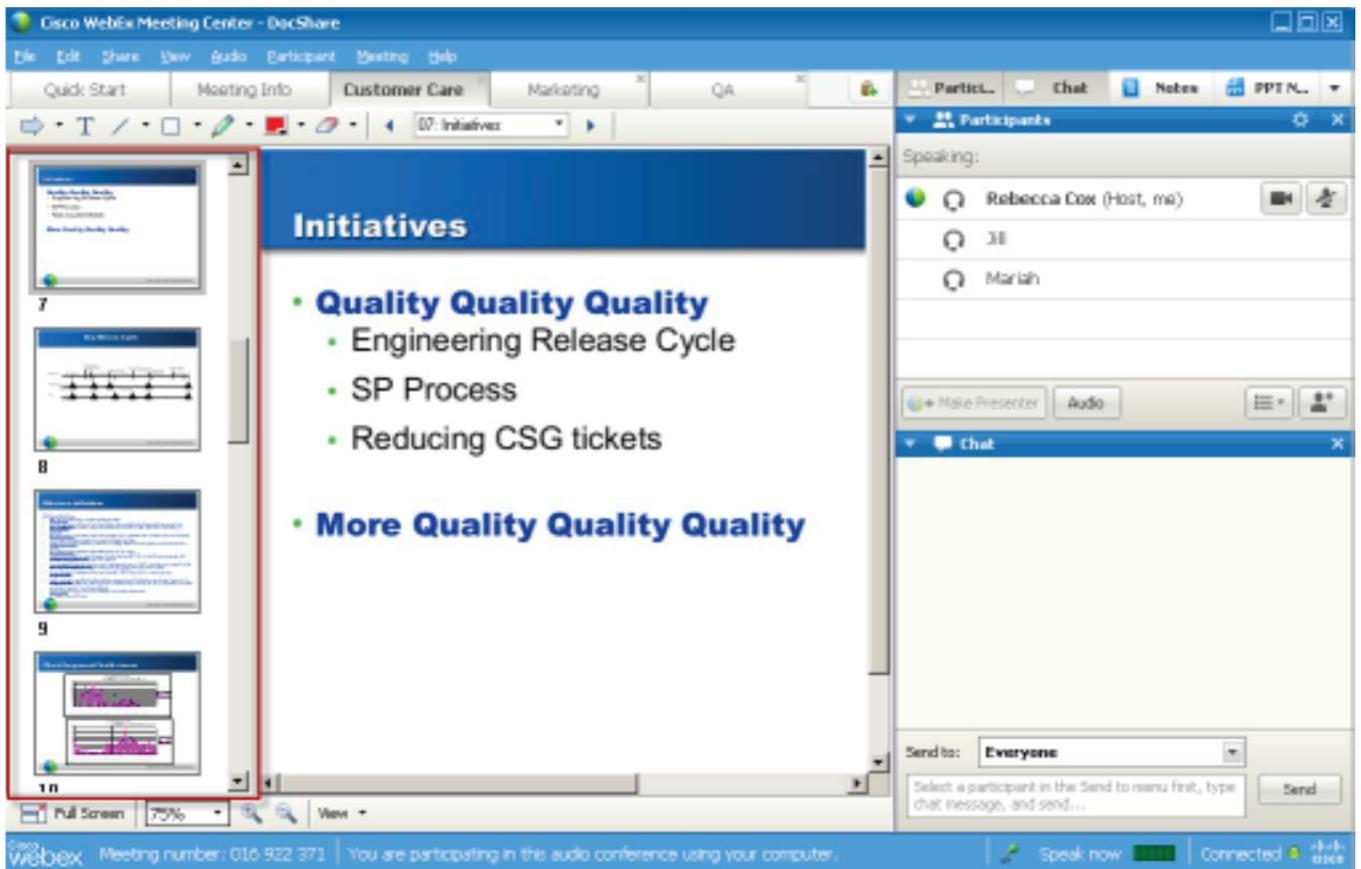
¹ See Letter from Brita Strandberg, Counsel to Cisco WebEx LLC, to Marlene H. Dortch, Secretary, FCC, WCB Docket No. 06-122, at 1 n.1 (filed Sept. 23, 2013) (“In response to a staff request, WebEx will shortly supplement the record with detailed illustrations and explanations of the information-service capabilities WebEx offers to its customers”) (“Sept. 23 Letter”).

well as grant and remove access to chat and sharing features, shift the focus of the video option, and even transfer host status to another participant.

In this letter, we illustrate these features, and as the illustrations below show, WebEx offers far more than a plain-vanilla audio conferencing product. Rather, WebEx offers an information service that allows consumers to collaborate and share information with one another. The audio component simply provides an essential element of that collaboration, and it is tightly integrated with WebEx's other features to ensure a seamless collaboration experience.

I. The WebEx Interface

WebEx presents an intuitive interface that allows users easy access to all of its features. As illustrated in the graphic below, WebEx hosts and participants can view shared content (center and bottom left), a list of meeting participants, (top right), a chat window (bottom right), and a menu of control and annotation options running across the top of the screen. Thus, from a single screen, hosts and participants can access nearly every feature that WebEx offers.



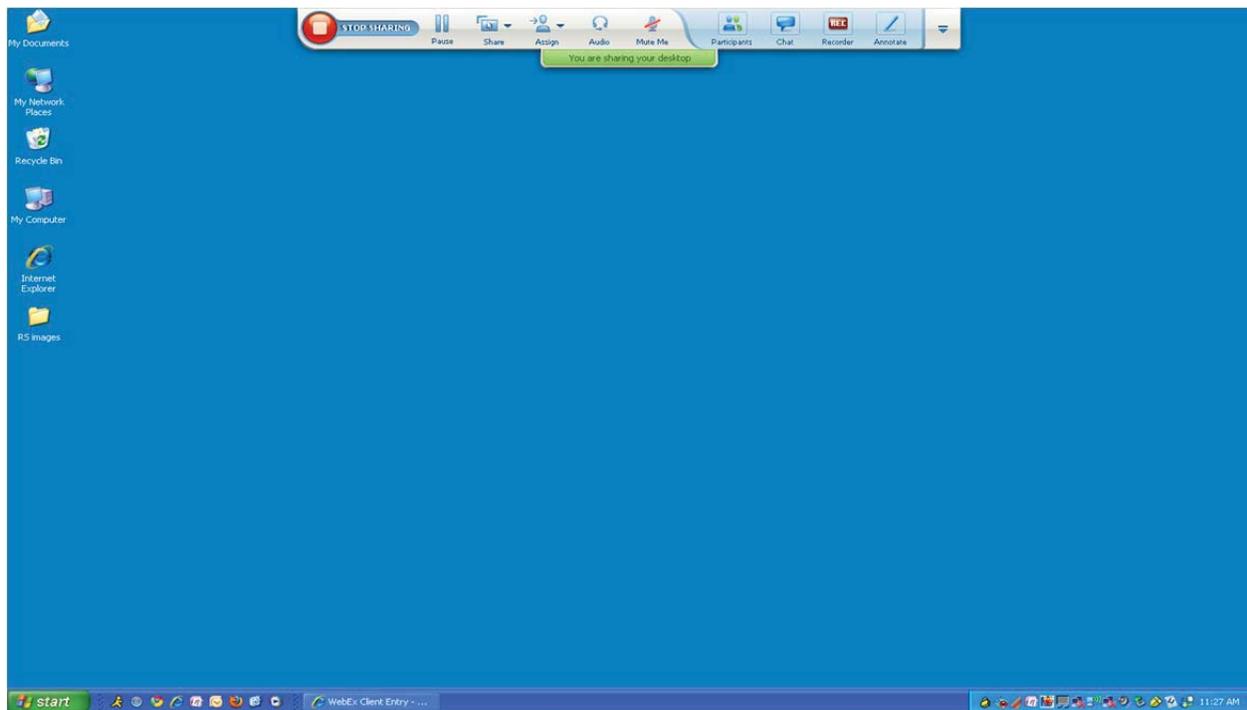
II. Desktop, File, Software, and Whiteboard Sharing

During a WebEx session, participants can share information with one another in a variety of ways. Participants can (1) share the content of their desktops, (2) exchange files, (3) share software, which allows each participant to use the same application, even if all participants do not have the application installed on their computers, (4) work together on a “whiteboard,” which functions just like a standard dry-erase board and allows participants to share ideas and collaborate on work product, and (5) share web content and browsers.

As illustrated below, sharing information is a straightforward process, and users can access the various options directly from the primary WebEx interface.

A. Desktop Sharing

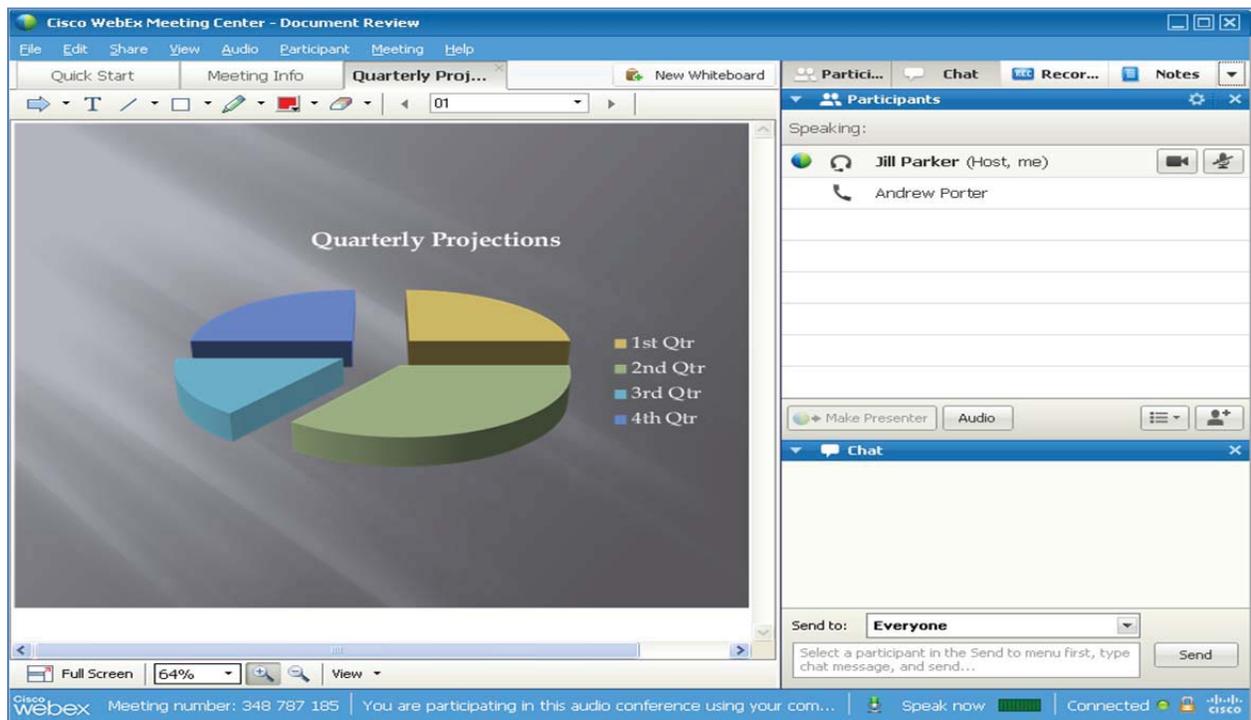
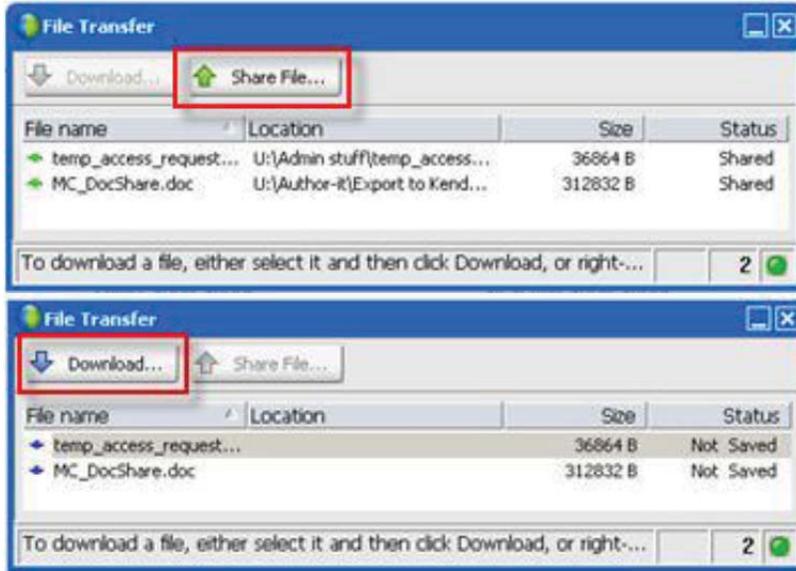
With desktop sharing, the presenter can share the entire contents of his or her desktop with meeting participants, including any applications, windows, and file directories that reside on the computer. Participants view everything that displays on the presenter’s desktop, including all mouse movements.



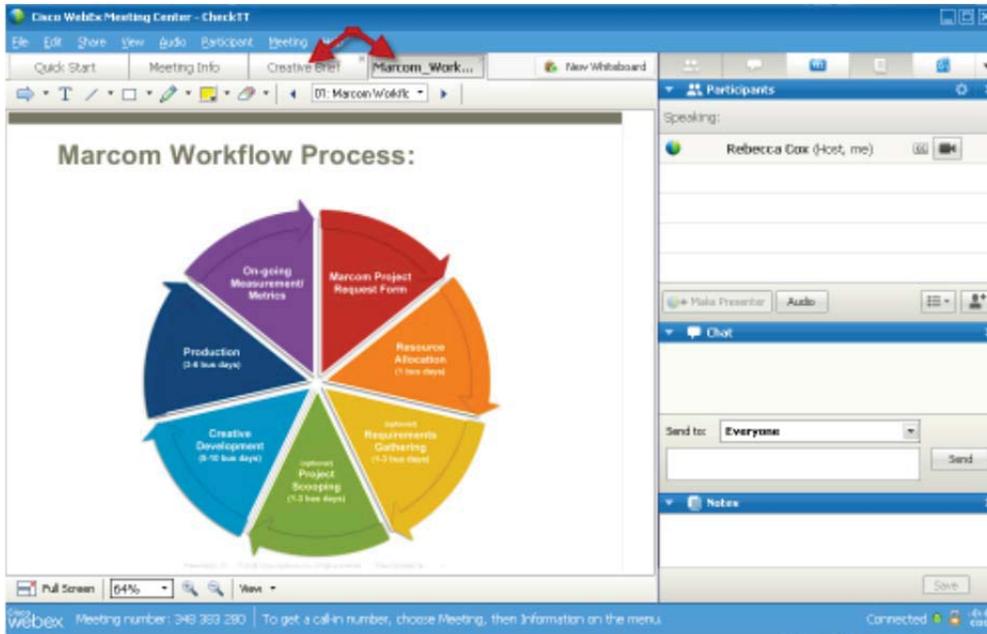
B. Sharing Files

Beyond just sharing the contents of his or her desktop, a presenter can also share files—such as Word documents, presentations, or videos—with meeting participants. When sharing a file, the presenter can relinquish control of the keyboard, allowing meeting participants to edit the file that is stored on the presenter’s computer.

WebEx provides an intuitive process to share and receive files:



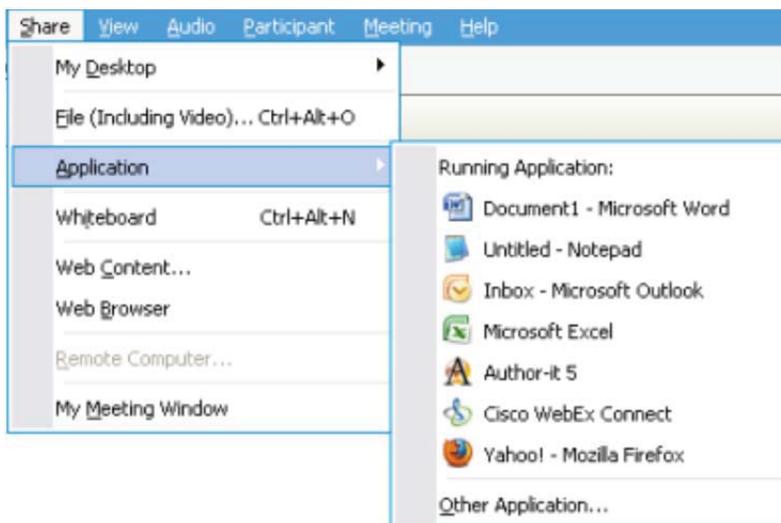
Participants not only can share information contained in files, but also can interact with the shared information. The graphic below the interface displays the variety of annotation options WebEx gives participants:

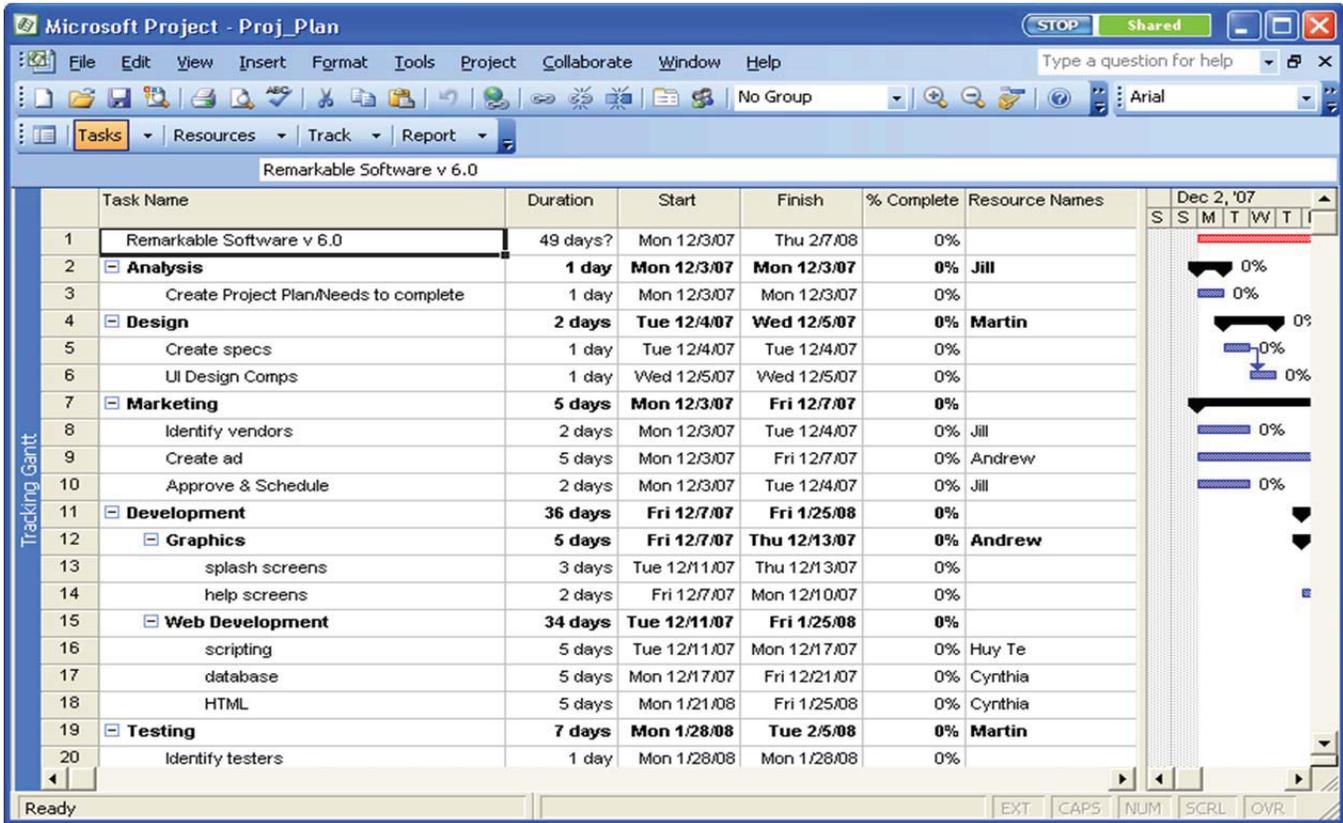


C. Sharing Software

If a presenter wishes to demonstrate the features of a particular application—or if participants need access to the full functionality of a particular application in order to interact with information—the presenter can share any application with meeting participants. When the presenter does so, a window appears on participants' screens, and participants can interact with the application to the extent that the meeting's settings allow.

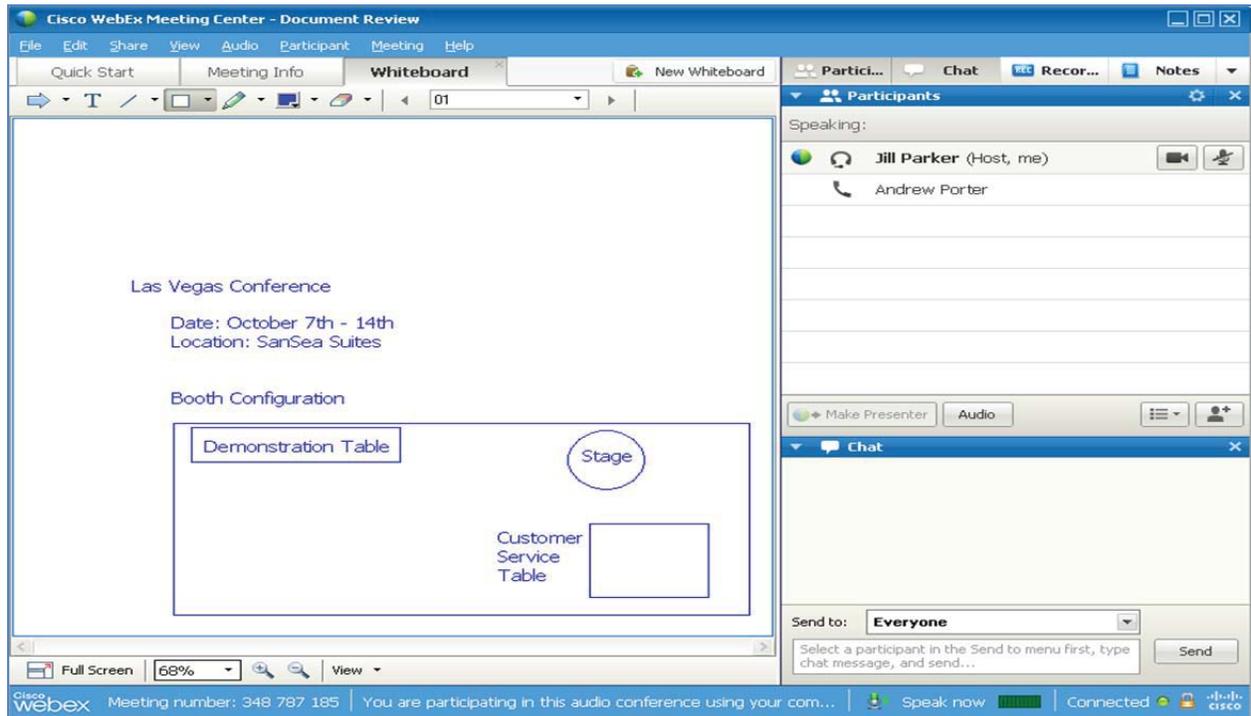
This graphic illustrates the process a user would follow to share software:





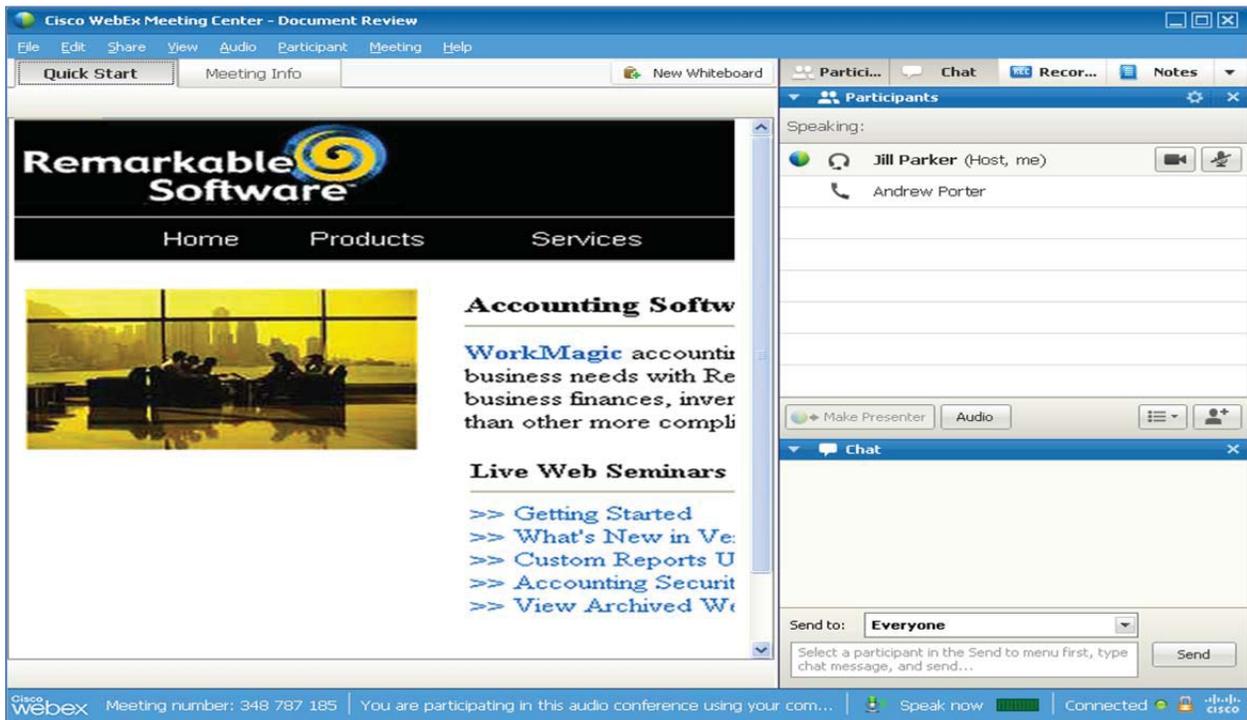
D. Sharing Whiteboards

If participants need more flexibility during a brainstorming session, the presenter can set up a “whiteboard” that functions just like a traditional dry-erase board, allowing participants to draw objects and write text that all meeting participants can view and edit.



E. Sharing Web Content and Browsers

If a presenter wishes to share content that is stored on the World Wide Web, he or she can open a window on each participant's screen that will display web content. Participants can view and interact independently with the content on the Web page, and if the page contains links to other pages, participants can navigate those links independently.



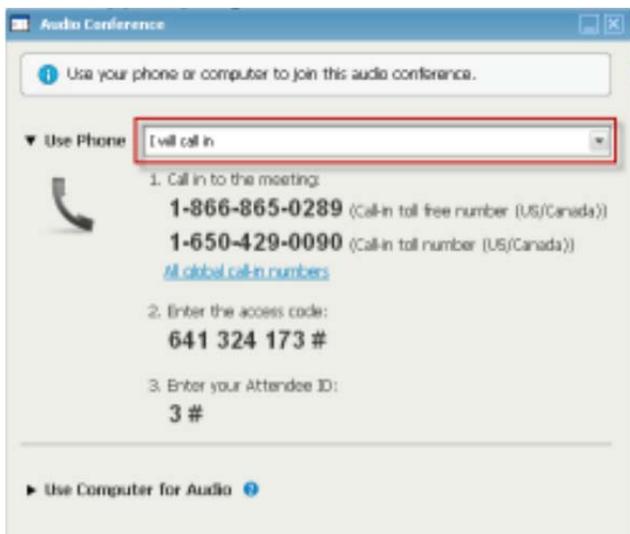
III. Audio and Chat Options

Of course, the sharing and collaboration tools described above would not be particularly useful if participants could not communicate with one another. Thus, WebEx offers its customers an audio component. As discussed in prior filings, WebEx provides customers a variety of options to purchase audio, ranging from unintegrated third-party audio, to integrated third-party audio, to integrated WebEx audio.² Depending on which options the host elects, participants have several options to connect to the audio portion of the conference:



1. A participant can enter a ten-digit number, and the WebEx session will call them at that number.

2. A participant can choose a non-interconnected VoIP connection and use their computer's microphone and speakers.



In addition, participants can elect to dial into the audio component of a meeting, using either a toll or toll-free number.

² See Sept. 23 Letter at 2 for a more detailed discussion of the ways customers can use audio with WebEx's service.

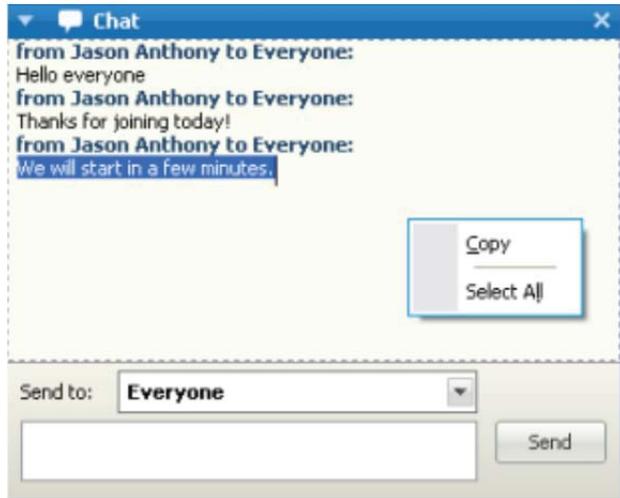


During the course of a meeting, participants can elect to seamlessly switch to a different audio connection if, for example, they are using their computer and want to switch to their mobile phone. Participants can also elect to disconnect their audio entirely.

Once participants have connected to a meeting, each participant can view (1) who has connected, (2) the audio option each participant has selected (in the graphic below, the handset icon indicates the participant is using telephony, while the headset icon indicates a non-interconnected VoIP connection), and (3) other details, such as whether the participant's microphone is muted and whether the participant is sharing video.

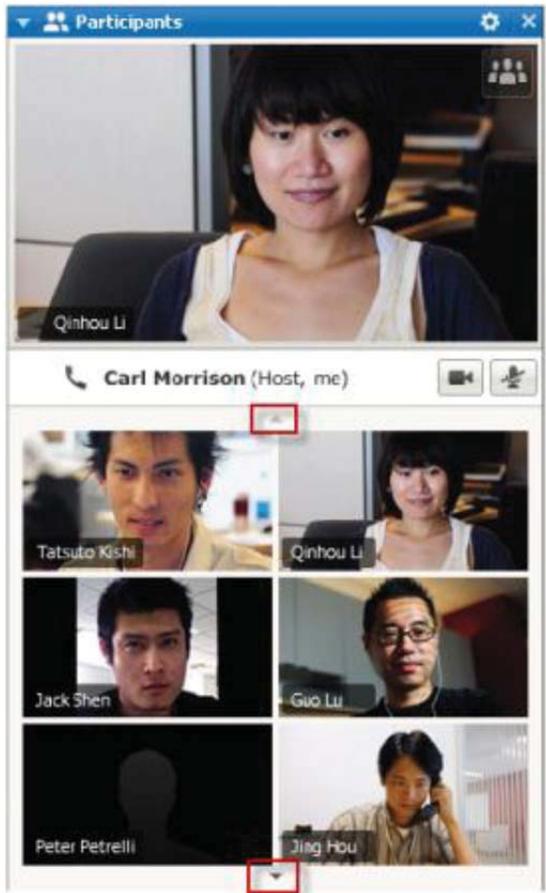


In addition to communicating by voice, meeting participants can also chat with one another using instant messages. As shown below, messages can be shared with every participant in a meeting, or can be sent privately to one or more participants.



IV. Video Integration

Beyond speaking and instant-messaging with one another, WebEx participants also have the option of viewing each other. During a session, the interface displays the video of each participant who has activated the video sharing option. Depending on how the host has configured the meeting, the largest window will display either the active speaker or a specific participant. As shown below, participants can view video as a window on top of the larger interface:



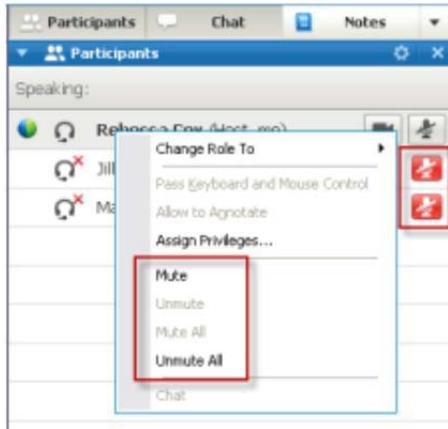
Participants can also elect full-screen video, which causes the video to take up the whole screen, as shown here:



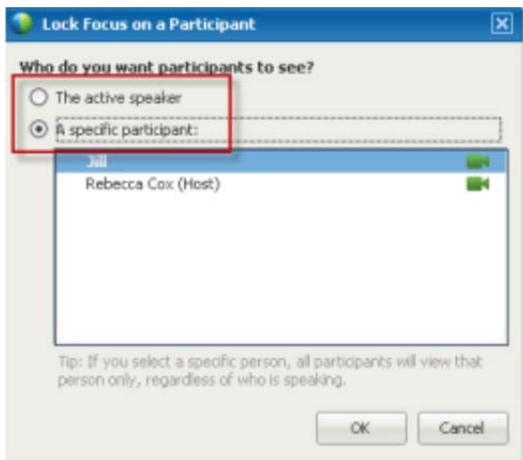
Window number (1) displays either the active speaker or the participant the host has chosen to focus upon. Window number (2) is the participant's view of himself or herself. Window number (3) contains thumbnail videos of the meeting's other participants. If the meeting has more than five other participants, window number (4) allows the participant to scan among the thumbnail videos. Window number (5) allows the host to focus the video on the active speaker or on a specific participant. Finally, window number (6) allows the participant to expand the speaker's video to take up the entire screen.

V. Host Control of a Meeting

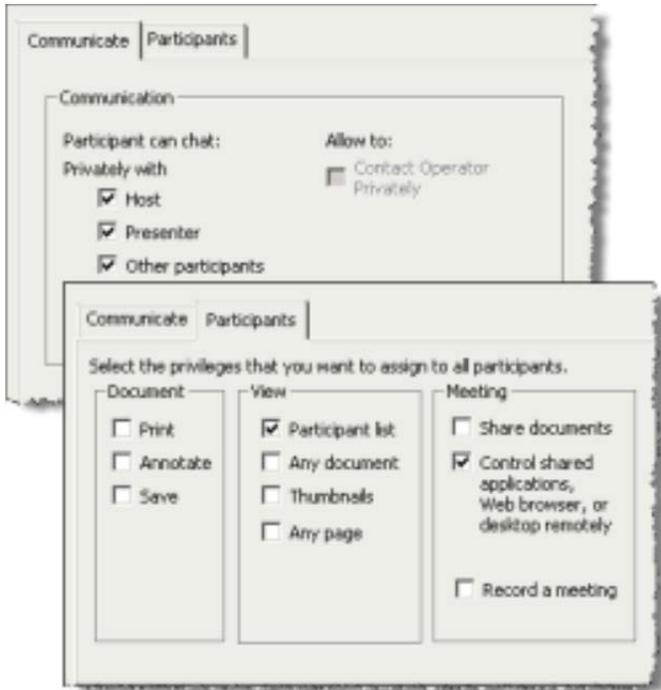
A WebEx host can control a meeting in a number of ways. First, as shown below, the host can mute the microphones of individual participants, or all participants at once. This feature is particularly useful if a participant is in a noisy location, or if the host wants to limit audio to a single participant or handful of participants.



The host can also control whether the meeting's video component focuses on the active (i.e., loudest) speaker, or on a specific participant.



In addition to audio and video controls, the host can control several other meeting elements, including participants' ability to chat, share documents, view documents, and access other sharing options, such as software, web browsers, or desktops.



To help manage the flow of a meeting, participants can virtually “raise their hands” to indicate that they want to speak. In that case, the host can unmute the participant’s microphone. Once the participant no longer wishes to speak, they can “lower” their hand.

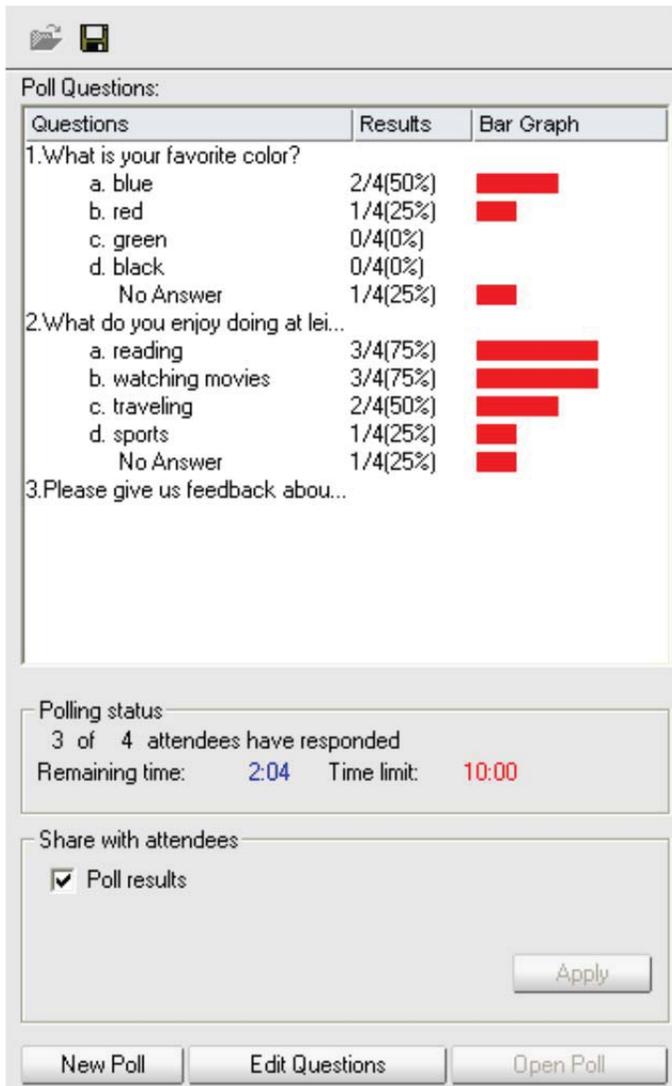


Finally, a meeting host can yield control of meeting to another participant at any time. This process is known as “passing the ball,” because as shown below, a “ball” appears next to host’s name, and that “ball” moves when the host designates a new host.



VI. Other Features

WebEx offers its customers a number of additional features to enhance their collaboration experience, including the ability to poll meeting participants. Using this feature, participants can seek feedback on issues and then display the results, as shown here:



In addition, users can record a WebEx meeting, which allows playback of all the meeting's aspects, including information sharing, audio, and video, giving the viewer the same experience he or she would have had during the live session. Participants can also take notes during the meeting, and a host can designate one participant as the "note taker" for the group, giving each participant access to those notes during and after the meeting.

Conclusion

The very richness of the WebEx service makes it difficult to communicate all of its capabilities using images and text. We have nonetheless endeavored to offer here an illustration

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of WebEx's key features, features that fundamentally transform yesterday's audio conference into a multimedia collaboration session that allows participants to seamlessly communicate using voice and video while sharing and interacting with information. We appreciate having had the opportunity to demonstrate WebEx in person, and would be happy to provide additional demonstrations to any interested Commission staff.

Please do not hesitate to contact me at 202-730-1346 or bstrandberg@wiltshiregrannis.com if you have any questions or require additional information.

Sincerely,

/s/ Brita D. Strandberg

Brita D. Strandberg
Counsel to Cisco WebEx LLC

cc: Chin Yoo
Carol Pomponio
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