

From: Kumari AP <ap.team@Connectivitysolutions.in>
Sent: Wednesday, February 5, 2025 11:01:39 AM
To: Priyanka S <priyanka.s@cosol.in>
Cc: Ashwini V Gopal <ashwini@cosol.in>
Subject: FW: Webex Enquiry - Sub740275

Hi Priyanka,

FYI

05 Feb 2025	Transfer Credit	IMPS/P2A/503626063829/RATN/CHILD EMPOWERMENT FOUND		23,600.00
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Regards

Kumari

Accounts dept

Connectivity IT Solutions Pvt Ltd

8892942824

From: Subray V Hegde <subray.hegde@balutsav.ngo>

Sent: 05 February 2025 10:26

To: Priyanka S <priyanka.s@cosol.in>

Cc: Abhishek Sudarsanam -X <absudars@cisco.com>; Shanmuga Murthi <rsm@spreetech.in>; Ashwini V Gopal <ashwini@cosol.in>; Rajesh Krishnamurthy (rkrishn4) <rkrishn4@cisco.com>; Rick Jose (rickjose) <rickjose@cisco.com>; Ramesh Balasundaram <ramesh@manyhands.co>; Kumari AP <ap.team@Connectivitysolutions.in>

Subject: Re: Webex Enquiry - Sub740275

You don't often get email from subray.hegde@balutsav.ngo. [Learn why this is important](#)

Namaste Priyanka,

We have credited the amount to your company's account vide **UTR No 503626063829**.

This is for your kind information and doing the needful.

Regards,

Subray V Hegde | **Bal Utsav** | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 8892 073 514 | E: subray.hegde@balutsav.ngo | W: www.balutsav.ngo

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[Give Education](#) and Write a Better Future
[Get Involved](#) and do something amazing for #EducationMakesAllTheDifference

On Tue, 4 Feb 2025 at 11:57, Priyanka S <priyanka.s@cosol.in> wrote:

Dear Mr. Subray,

Greetings for the Day!

Please find the attached our bank details along with the cancelled cheque for payment reference.

Regards,
Priyanka.S
Customer Success Manager
Ph: +91-8971736678

*My email domain has changed
from priyanka.s@connectivitysolutions.in to priyanka.s@cosol.in kindly update your address book accordingly.*

From: Subray V Hegde <subray.hegde@balutsav.ngo>
Sent: 04 February 2025 11:18
To: Priyanka S <priyanka.s@cosol.in>
Cc: Abhishek Sudarsanam -X <absudars@cisco.com>; Shanmuga Murthi <rsm@spreetech.in>; Ashwini V Gopal <ashwini@cosol.in>; Rajesh Krishnamurthy (rkrishn4) <rkrishn4@cisco.com>; Rick Jose (rickjose) <rickjose@cisco.com>; Ramesh Balasundaram <ramesh@manyhands.co>
Subject: Re: Webex Enquiry - Sub740275

Namaste Priyanka,

As per the mail from our Director Ramesh J, please share Bank details alongwith cancelled cheque so that we initiate the process for transfer of money.

Regards,

Subray V Hegde | Bal Utsav | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 8892 073 514 | E: subray.hegde@balutsav.ngo | W: www.balutsav.ngo

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Get Involved and do something amazing for #EducationMakesAllTheDifference

On Mon, 3 Feb 2025 at 21:25, Ramesh Balasundaram <ramesh@manyhands.co> wrote:
Namaste.

Please treat this as confirmed.

Kindly share the bank account details for the transfer of funds.

Regards,

Ramesh Balasundaram | ManyHands | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E: ramesh@manyhands.co | W: www.manyhands.co

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On 3 Feb 2025, at 18:13, Priyanka S <priyanka.s@cosol.in> wrote:

Hi Ramesh,

Please find the attached formal quote of cisco Webex meeting license for 1 year.

Regards,
Priyanka.S
Customer Success Manager
Ph: +91-8971736678

*My email domain has changed
from priyanka.s@connectivitysolutions.in to priyanka.s@cosol.in kindly
update your address book accordingly.*

From: Priyanka S <priyanka.s@cosol.in>

Sent: 03 February 2025 17:03

To: Ramesh Balasundaram <ramesh@manyhands.co>

Cc: Abhishek Sudarsanam -X <absudars@cisco.com>; Shanmuga Murthi <rsm@spreetech.in>;
Ashwini V Gopal <ashwini@cosol.in>; Rajesh Krishnamurthy (rkrishn4) <rkrishn4@cisco.com>; Rick
Jose (rickjose) <rickjose@cisco.com>

Subject: Re: Webex Enquiry - Sub740275

Hi Ramesh,

Greetings for the Day!

Please find the attached formal quotation for the subscription of the cisco Webex meeting suite license and kindly acknowledge your interest on the purchase of the same.

Feel free to contact us if required any assistance or clarification on the same.

Regards,
Priyanka.S
Customer Success Manager
Ph: +91-8971736678

*My email domain has changed
from priyanka.s@connectivitysolutions.in to priyanka.s@cosol.in kindly
update your address book accordingly.*

From: Priyanka S <priyanka.s@cosol.in>

Sent: 03 February 2025 10:27

To: Ramesh Balasundaram <ramesh@manyhands.co>

Cc: Abhishek Sudarsanam -X <absudars@cisco.com>; Shanmuga Murthi <rsm@spreetech.in>; Ashwini V Gopal <ashwini@cosol.in>; Rajesh Krishnamurthy (rkrishn4) <rkrishn4@cisco.com>; Rick Jose (rickjose) <rickjose@cisco.com>

Subject: Re: Webex Enquiry - Sub740275

++ [@Ashwini V Gopal @Rajesh Krishnamurthy \(rkrishn4\)](#)

Dear Mr. Ramesh,

Greetings from Connectivity IT Solutions!

We will share the quote by today.

Regards,
Priyanka.S
Customer Success Manager
Ph: +91-8971736678

*My email domain has changed
from priyanka.s@connectivitysolutions.in to priyanka.s@cosol.in kindly
update your address book accordingly.*

From: Ramesh Balasundaram <ramesh@manyhands.co>

Sent: 31 January 2025 23:59

To: Rick Jose <rickjose@cisco.com>; Priyanka S <priyanka.s@cosol.in>

Cc: Abhishek Sudarsanam -X <absudars@cisco.com>; Shanmuga Murthi <rsm@spreetech.in>

Subject: Re: Webex Enquiry - Sub740275

You don't often get email from ramesh@manyhands.co. [Learn why this is important](#)

Namaste.
Priyanka,

Thank you for your call earlier today.
As discussed please share the quote for us to proceed further.

Regards,
Ramesh Balasundaram

Pardon the brevity.
Typed on tiny keys, just for you.
iPhone. iTypos. iApologise

On 30 Jan 2025, at 19:06, Rick Jose (rickjose) <rickjose@cisco.com> wrote:

Hi Ramesh,

Webex Suite comprises of Webex Meetings and Webex Webinars with 5 licenses each. It is a bundled solution of Meeting and Webinars but needs a minimum 5 license count.

Looping in our Cisco partner - @Priyanka S from Connectivity solutions to help you with the next necessary steps.

Hi @Priyanka S , Kindly assist Mr Ramesh and his team with Webex Suite requirements.

Below are the contact details:

Contact details: +919845211311

Email: studio@manyhands.co

Feel free to reach out for any inputs.

Thanks,

Rick

From: Ramesh Balasundaram <ramesh@manyhands.co>

Date: Thursday, 30 January 2025 at 3:16 PM

To: Rick Jose (rickjose) <rickjose@cisco.com>

Cc: Priscilla Cowan (prcowan) <prcowan@cisco.com>, Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>, Shanmuga Murthi <rsm@spreetech.in>

Subject: Re: Webex Enquiry - Sub740275

Namaste.

Rick,

We would also like to include Webex Training and Webex Webinars in the quote. Also, given our usage and requirements, do you suggest that we consider the WebEx Suite instead of the WebEx Suite Essentials?

Lastly, we currently use the 'Cisco Webex Room Kit Mini' at our office. Please confirm if this suggested plan (A-Flex 3) will work with the aforementioned hardware.

I'm also looping in Shri. Shanmuga Murthi heads the team that leads our technology and communication requirements.

Please do not hesitate to contact me with any questions or clarification.

Regards,

--

Ramesh Balasundaram | **ManyHands** | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E ramesh@manyhands.co | W www.manyhands.co

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On 30 Jan 2025, at 10:21, Rick Jose (rickjose) <rickjose@cisco.com> wrote:

Hi Ramesh,

Thank you for the request.

A-Flex 3 plan primarily provides solutions like Webex Meetings and Callings, Webex Customer Experience Essentials, Cisco Unified Communications Manager, and other related solutions. This offer also includes the Webex Suite and the option to purchase products individually based on your specific needs.

The Enterprise Meeting plan can accommodate a maximum up to 1000 and has basic features of audio/video share, recording content, polling, whiteboarding and many other features including AI enabled features.

Sharing a detailed datasheet for your reference:

<https://www.cisco.com/c/en/us/products/collateral/unified-communications/cisco-collaboration-flex-plan/collaboration-flex-plan3-data-sheet.html>

The pricing for A-Flex 3 Enterprise Meeting plan(single license) has been attached for your reference.

Regards,

Rick

From: Priscilla Cowan (prcowan) <prcowan@cisco.com>

Date: Wednesday, 29 January 2025 at 8:25 PM

To: Ramesh Balasundaram <ramesh@manyhands.co>, Rick Jose (rickjose) <rickjose@cisco.com>

Cc: Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>

Subject: RE: Webex Enquiry - Sub740275

Hi Ramesh, Looping Rick back in to share the A-FLEX-3 plan details.

Regards,

Priscilla Cowan

Webex by Cisco

Sales Operations & Sales Assurance

Global SMB Sales

From: Ramesh Balasundaram <ramesh@manyhands.co>

Sent: Wednesday, January 29, 2025 8:51 AM

To: Priscilla Cowan (prcowan) <prcowan@cisco.com>

Cc: Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>

Subject: Re: Webex Enquiry - Sub740275

Namaste.

Thanks, Priscilla,

Can you also share the details of the suggested plan (A-Flex 3.) as per the email from Rick on 21 January 2025?

Does it also include up to 1000 attendees and include the features of conferences, events, and training?

Apart from being involved with the Education of Underserved Children, we are also one of the largest organisations in India working on Disaster Response and Recovery, and these features are thus very critical for our operations.

Video: <https://youtu.be/LXDjmJ5ilRs?si=uEtZUYi5E9oWe1D0>

Additionally, we currently use the following hardware—' Cisco Webex Room Kit Mini' at our command centre—and we were using Cisco Collaboration Meeting Rooms Cloud, which I am assuming will be replaced by A-Flex 3.

Lastly, what will be the price /budget I need to set aside for the same?

I will be travelling for the next few weeks, and I would like to have this approval sent to my finance team before I leave. Once the new license is allocated, the teams in my office can integrate it without any further delay and have us ready for operations/any eventuality in terms of disasters, etc., should it ever occur.

Regards,

--

Ramesh Balasundaram | **ManyHands** | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E ramesh@manyhands.co | W www.manyhands.co

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On 29 Jan 2025, at 18:53, Priscilla Cowan (prcowan) <prcowan@cisco.com> wrote:

Hi Ramesh,

I have reached out my contact at TechSoup for the larger validation project... hopefully they can help trigger the required email. 😊

Regards,

Priscilla Cowan

Webex by Cisco

Sales Operations & Sales Assurance

Global SMB Sales

From: Ramesh Balasundaram <ramesh@manyhands.co>
Sent: Tuesday, January 28, 2025 4:22 PM
To: Priscilla Cowan (prcowan) <prcowan@cisco.com>
Subject: Re: Webex Enquiry - Sub740275

Namaste.
Priscilla,

Sending you a screenshot of the message I received yesterday from Tech Soup.

Also, on the last email received from the mail chain sent from aarti@nasscomfoundation.org you are marked. Where she confirms that Bal Utsav has been revalidated and is now eligible to receive donations.

Please suggest if I need to facilitate this with any other team for you to proceed with the renewal.

<image001.jpg>

Regards,
Ramesh Balasundaram

Pardon the brevity.

Typed on tiny keys, just for you.

On 29 Jan 2025, at 00:06, Priscilla Cowan (prcowan) <prcowan@cisco.com> wrote:

Hello Ramesh,
I have not received the email from TechSoup- I realize you've been in circles with this process, can you please email TechSoup customer service and ask them to send me your validation email? You can email them at vsclientsupport@techsoup.org

Regards,

Priscilla Cowan

Webex by Cisco
Sales Operations & Sales Assurance
Global SMB Sales

From: Ramesh Balasundaram <ramesh@manyhands.co>
Sent: Tuesday, January 28, 2025 7:12 AM
To: Priscilla Cowan (prcowan) <prcowan@cisco.com>
Subject: Re: Webex Enquiry - Sub740275

Priscilla,

Namaste.

The email confirmation from Tech Soup came through earlier today; you have been marked on the email as well.

Please suggest the next steps.

Regards,

--

Ramesh Balasundaram | **ManyHands** | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E ramesh@manyhands.co | W www.manyhands.co

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On 23 Jan 2025, at 02:48, Priscilla Cowan (prcowan) <prcowan@cisco.com> wrote:

To my knowledge, we are waiting on the completion of the TechSoup (local partner) validation process and confirmation.

If we don't get that, Rick will be able to help move you to a current offer. But the 15 days gives us some time.

Regards,

Priscilla Cowan

Webex by Cisco

Sales Operations & Sales Assurance

Global SMB Sales

From: Ramesh Balasundaram <ramesh@manyhands.co>

Sent: Wednesday, January 22, 2025 4:12 PM

To: Priscilla Cowan (prcowan) <prcowan@cisco.com>

Subject: Re: Webex Enquiry - Sub740275

Priscilla,

Namaste.

Thank you so much for this!

I appreciate you securing the temporary extension for our current subscription. This gives us some breathing room, and we will certainly work towards completing the necessary steps for the NGO process.

We understand the urgency, and we will aim to finalize everything and transition to the new plan within the next 15 days as per your suggestion.

Thanks again for your support. Please let me know if there's anything further we need to do on our end to ensure a smooth transition.

Regards,

--

Ramesh Balasundaram | **ManyHands** | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E ramesh@manyhands.co | W www.manyhands.co

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On 23 Jan 2025, at 00:07, Priscilla Cowan (prcowan) <prcowan@cisco.com> wrote:

I see you completed the NGO inquiry form on the Webex website. I sent the additional steps for the validation. If you already started that, you can disregard, but if not, click on the link to the TechSoup portal, select your country and they will complete the process. 😊

Regards,

Priscilla Cowan

Webex by Cisco

Sales Operations & Sales Assurance

Global SMB Sales

From: Ramesh Balasundaram <ramesh@manyhands.co>

Sent: Wednesday, January 22, 2025 10:49 AM

To: Priscilla Cowan (prcowan) <prcowan@cisco.com>

Cc: Rick Jose (rickjose) <rickjose@cisco.com>; Ramesh Balasundaram <studio@manyhands.co>;

Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>

Subject: Re: Webex Enquiry - Sub740275

Priscilla,

Namaste.

These are my details; please let me know your suggested next steps.

Customer
Bal Utsav (% Child Empowerment Foundation India)

Subscription ID
Sub740275
Renewal Date
Saturday, January 11, 2025

Billing Method
Prepaid Term

Subscription Details
A-WX-NAMED-USER

Subscription SKU
Webex Named User

Latest Web Order ID
1300371463

Renewal Term (in Months)
12

Address:
CEFI Studio, #785 (Sy No: 105), 2nd Cross, Ayappa Layout, Munnekolalu,
Marathahalli, Bangalore - 560037 (Karnataka, India)

Also, could you indicate what is the standard pricing that could get us started immediately and what will be the discounted pricing once the TechSoup validation is completed.

Regards,

--

Ramesh Balasundaram | **ManyHands** | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E ramesh@manyhands.co | W www.manyhands.co

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On 22 Jan 2025, at 21:04, Priscilla Cowan (prcowan) <prcowan@cisco.com> wrote:

Ramesh,

Can you please share your current subscription ID?

I think you have a couple options, but I'd like to check your sub to see if there might be a 3rd. The 2 that are below:

1. Move to current offer at standard pricing (could be today)
2. Wait for the NGO discount qualification/approval (reliant on TechSoup partners responses to validation)

Regards,

Priscilla Cowan

Webex by Cisco

Sales Operations & Sales Assurance

Global SMB Sales

From: Ramesh Balasundaram <ramesh@manyhands.co>

Sent: Wednesday, January 22, 2025 10:14 AM

To: Priscilla Cowan (prcowan) <prcowan@cisco.com>

Cc: Rick Jose (rickjose) <rickjose@cisco.com>; Ramesh Balasundaram <studio@manyhands.co>;

Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>

Subject: Re: Webex Enquiry - Sub740275

Priscilla,

Namaste.

Thank you for your email and the detailed explanation. I appreciate your understanding about the matter, and I now understand the situation better.

As mentioned, my team has already emailed Big Tech/Nasscom Foundation with the relevant documents to enable the reactivation of our profile on their site. You have been marked on that email, and the documents are available for your reference as well.

If the only way forward is to wait for Big Tech/Nasscom Foundation to reactivate the account, we are happy to wait. However, if we can expedite the process by reviewing the documents we have already shared, it would be very helpful. I leave it to you to identify the best way to proceed and kindly ask for guidance on the next steps.

Thank you again for your time and support. I look forward to hearing from you.

Regards,

--

Ramesh Balasundaram | **ManyHands** | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E ramesh@manyhands.co | W www.manyhands.co

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On 22 Jan 2025, at 20:21, Priscilla Cowan (prcowan) <prcowan@cisco.com> wrote:

Hello Ramesh,
I will try to answer your questions in-line below.

1. Why are we beginning a new sign-up process now, and why are we being asked for documentation at this stage? You are not required to do a new sign

up
process. Rick
looped me in
because he
believed you
might be eligible
for our NGO
discount.

2. Are these
documents
and validations
from previous
transactions no
t already
available in
your system? I
do not have any
previous
information that
Many Hands is
already part of
or eligible for the
NGO discount
program. You
do not have to
do this, we can
move you to a
current SKU at
our standard
pricing.

3. How did the
renewal
process
happen in the
past, and why
has the auto-
renewal been
disabled for
January
2025? Your
current plan is
an old plan that
is discontinued,
there would
have been many
notices sent out
about our
updated plans
and this one's
coming end of
life status. Our
new plans have
much better

options, features and in many cases are priced better.

4. Who made this decision and why, as this renewal has been seamless in previous years? This is a larger Cisco decision about our product offers. It's necessary as new software, features, and offers become available. When a product is no longer supported. You can read more about announcement and time lines here: <https://www.cisco.com/c/en/us/products/collateral/unified-communications/cisco-collaboration-flex-plan/a-wx-active-user-offer-eol.html>

Regards,

Priscilla Cowan

Webex by Cisco
Sales Operations & Sales Assurance
Global SMB Sales

From: Ramesh Balasundaram <ramesh@manyhands.co>

Sent: Wednesday, January 22, 2025 9:44 AM

To: Rick Jose (rickjose) <rickjose@cisco.com>; Priscilla Cowan (prcowan) <prcowan@cisco.com>

Cc: Ramesh Balasundaram <studio@manyhands.co>; Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>

Subject: Re: Webex Enquiry - Sub740275

Rick and Priscilla,

Namaste.

Thank you, Rick, for the update and for looping in Priscilla.

Priscilla, it's a pleasure to connect with you. I look forward to working together on the next steps for the NGO approval process and the license activation.

As mentioned earlier, we are currently using the A-WX-NAMED-USER plan, which has reached its end of life, and we are looking to transition to the A-Flex 3 plan. However, I would like to let you know that Bal Utsav is indeed registered with Big Tech/Nasscom Foundation, and we have made purchases from here before (email id celebrate@balutsav.org or mail@balutsav.org). What we are seeking right now is a simple renewal so we can quickly get the next steps sorted and activate the service, as has been the case for the past few years.

This brings me to a few questions:

1. Why are we beginning a new sign-up process now, and why are we being asked for documentation at this stage? Are these documents and validations from previous transactions not already available in your system?
2. How did the renewal process happen in the past, and why has the auto-renewal been disabled for January 2025?
3. Who made this decision and why, as this renewal has been seamless in previous years?

We hope to resolve this swiftly so we can continue our work without interruption. I'd greatly appreciate it if we could focus on renewing the existing plan and move forward as soon as possible.

Thanks again for your help, and I look forward to collaborating closely on this.

Regards,

--

Ramesh Balasundaram | **ManyHands** | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E ramesh@manyhands.co

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On 21 Jan 2025, at 22:59, Priscilla Cowan (prcowan) <prcowan@cisco.com> wrote:

Thanks for looping me in Rick!

Ramesh, I will send you a separate email with the next steps for the NGO qualification process.

Regards,

Priscilla Cowan

Webex by Cisco

Sales Operations & Sales Assurance

Global SMB Sales

From: Rick Jose (rickjose) <rickjose@cisco.com>

Sent: Tuesday, January 21, 2025 12:28 PM

To: Ramesh Balasundaram <ramesh@manyhands.co>; Priscilla Cowan (prcowan) <prcowan@cisco.com>

Cc: Ramesh Balasundaram <studio@manyhands.co>; Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>

Subject: Re: Webex Enquiry - Sub740275

Hi Ramesh,

Thank you for the update.

Looping in my colleague @Priscilla Cowan (prcowan) who will be helping you with the next steps of NGO approval process.

Hi @Priscilla Cowan (prcowan), Please find the customer details as mentioned below:

The customer Bal Utsav is a non-profit organisation and needs renewal of their plan- A-WX-NAMED-USER which is currently EOL – End of life. The suggested plan for the customer was A-Flex 3.

Mentioned below are the subscription ID and the business address of the customer:

1. Sub ID:
Sub740
275
2. Address
:
Bal
Utsav

% Child Empowerment Foundation India

CEFI
Studio,
#785 (Sy
No: 105),
2nd
Cross,
Ayappa
Layout,
Munnek
olalu,
Maratha
halli,
Bangalor
e -
560037
(Karnata
ka,
India)

Kindly help the customer in the next necessary steps for NGO approvals and license activation.

Please let me know if there are any further inputs needed. Thanks in advance!

Regards,
Rick Jose
Account Executive - Webex

From: Ramesh Balasundaram <ramesh@manyhands.co>
Date: Tuesday, 21 January 2025 at 3:20 PM
To: Rick Jose (rickjose) <rickjose@cisco.com>
Cc: Ramesh Balasundaram <studio@manyhands.co>, Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>
Subject: Re: Webex Enquiry - Sub740275
Namaste.

Rick,

The details have not changed in the last few years that we have been using the service.

May I request that you consolidate any new asks and share them (details that you may not already have) so that we can get this moving quickly rather than coming up with one new ask a day even to share the quote?

We have been using the service for a few years now; I am sure you can pull up the billing name, address, etc., and accelerate on the next steps without any further delay.

I request you treat this as URGENT.

Regards,

Ramesh Balasundaram | **ManyHands** | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E ramesh@manyhands.co | W www.manyhands.co

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On 21 Jan 2025, at 09:48, Rick Jose (rickjose) <rickjose@cisco.com> wrote:

Thank you for the response.

Can you please provide Tech Soup certification or other documentation around the organisation? We need that to process the quote and pricing.

Regards,
Rick

From: Ramesh Balasundaram <ramesh@manyhands.co>
Date: Monday, 20 January 2025 at 2:54 PM
To: Rick Jose (rickjose) <rickjose@cisco.com>
Cc: Ramesh Balasundaram <studio@manyhands.co>, Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>, Priscilla Cowan (prcowan) <prcowan@cisco.com>
Subject: Re: Webex Enquiry - Sub740275
Namaste.

We are a non-profit organisation, so we do not have a GST number (we are exempt from GST).

The billing details will remain the same as last year.

Bal Utsav

% Child Empowerment Foundation India

CEFI Studio, #785 (Sy No: 105), 2nd Cross, Ayappa Layout, Munnekolalu, Marathahalli, Bangalore - 560037 (Karnataka, India)

You can use the email mail@balutsav.ngo as earlier for all billing purposes and studio@manyhands.co for us to access <https://admin.webex.com/overview> and manyhands.webex.com

Please do not hesitate to contact me with any questions or clarification.

Regards,

--

Ramesh Balasundaram | ManyHands | T: +91 80 6878 3900 | T: +91 80 2250 5200 | M: +91 9845 211 311 | E ramesh@manyhands.co

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On 20 Jan 2025, at 13:41, Rick Jose (rickjose) <rickjose@cisco.com> wrote:

Also Ramesh, please help us with the provisioning email that will be used for the license(preferably unique from the one used in Sub740275).

We will be needing to provision you account post the quote acceptance.

Regards,
Rick

From: Rick Jose (rickjose) <rickjose@cisco.com>
Date: Monday, 20 January 2025 at 1:33 PM
To: Ramesh Balasundaram <ramesh@manyhands.co>
Cc: Ramesh Balasundaram <studio@manyhands.co>, Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>, Priscilla Cowan (prcowan) <prcowan@cisco.com>
Subject: Re: Webex Enquiry - Sub740275
Thanks for the confirmation Ramesh.

Can you please provide your GST number and business address so that we can process the formal quote for you ASAP?

Looking forward to hearing from you,

Regards,
Rick
Account Executive - Webex

From: Ramesh Balasundaram <ramesh@manyhands.co>
Date: Saturday, 18 January 2025 at 12:46 AM
To: Rick Jose (rickjose) <rickjose@cisco.com>
Cc: Ramesh Balasundaram <studio@manyhands.co>, Abhishek Sudarsanam -X (absudars - INFOSYS BPM LIMITED at Cisco) <absudars@cisco.com>, Priscilla Cowan (prcowan) <prcowan@cisco.com>
Subject: Re: Webex Enquiry - Sub740275
Namaste.

Yes, Rick.
Please share the best pricing available and the next steps to get this resolved at the earliest.

Pardon the brevity.
Typed on tiny keys, just for you.
iPhone. iTypos. iApologise

On 17 Jan 2025, at 16:59, Rick Jose (rickjose) <rickjose@cisco.com> wrote:

Hi Ramesh,
Thank you for the conversation.

Based on analysis, the current plan that was opted - **A-WX-NAMED-USER** - is currently 'EOL - End of life' and currently not available. The **last date** of the plan was **10th Jan, 2025** and hence the license is currently **suspended**(Screenshot attached).

The resolution to this would be to consume a new license under the plan - **A- Flex 3** (For Webex Meetings/Webinars/Suite) and restart the process of a new license.

Please let me know if you would be interested. If yes, the features and pricing for the new license can be shared ASAP so that you can resume your virtual connects.

Looking forward to hearing from you.

PFA,

Rick Jose

Virtual Account Executive, Collaboration

rickjose@cisco.com

Webex by Cisco

Bagmane Commerz 1 CV Raman Nagar Bangalore, Karnataka 560093

[webex.com](https://www.webex.com)

[Would you like to opt out?](#)

<Screenshot 2025-01-17 at 4.47.28 PM.png>