



Offer Description – Product

Cisco Secure Connect

This Offer Description is part of the [General Terms](#) or similar terms existing between You and Cisco (e.g., the End User License Agreement) (the “**Agreement**”). Capitalized terms, unless defined in this document, have the meaning in the Agreement. Any references to the Supplemental End User License Agreement or SEULA mean Offer Description.

1. Summary

Cisco Secure Connect (the “**Product**”) is a cloud-based secure access service edge solution that securely connects Users to private and public cloud applications and provides secure site-to-site and user-to-site connectivity. The Product is managed through a cloud-hosted dashboard that allows You to configure, manage, and monitor Your users, services and devices deployed across Your worldwide networks.

2. Support and Other Services

Your purchase of the Product includes Basic [Cisco Software Support Services](#), except that for Table 1 in that document, the Response Time Objective for Case Severity 1 or 2 applies only when You contact Cisco by phone. Cisco handles online submissions on a first in, first out basis.

3. Performance Standards

Cisco will use commercially reasonable efforts to deliver the Core Services to meet or exceed 99.99% Availability in accordance with the Secure Connect Service Level Agreement (“**SLA**”), available from Cisco. Capitalized terms in this section will have the meaning in the SLA.

4. Data Protection

Privacy Data Sheet. The [Cisco Secure Connect Privacy Data Sheet](#) describes the Personal Data that Cisco collects and processes as part of delivering the Product.

5. Special Terms

5.1 **Covered Users.** The Product is subject to a maximum monthly average of up to 20 gigabytes of data transferred per Covered User. This means Your total amount of data transferred in any month, divided by the number of Covered Users, must be equal to or less than 20 gigabytes. Cisco reserves the right to charge you additional fees if You exceed Your allocated gigabytes per Covered User or cause an unusual spike that impacts the Product operation. A “**Covered User**” means an internet-connected employee, subcontractor or any other authorized individual covered (or protected) by Your deployment of the Product.

5.2 **Secure Connect Foundation.** When You select any Secure Connect Foundation package, that package includes up to 10 evaluation-only Covered Users for the client-based remote access functionality offered as part of the Secure Connect Complete package. The evaluation-only licenses are subject to the Free

Trial terms of the Agreement and allow You to make any non-production use of the client-based remote access functionality.

- 5.3 **Feature Previews.** Cisco may offer You the ability to participate in a preview of new Product features before they are generally available (“**Preview**”). Your usage of such features during a Preview is subject to the terms in the Agreement specifically related to Free Trial use, except as follows: (a) You may use Product features in production during a Preview; and (b) participation in a Preview does not alter Your obligation to pay any fees owed to Your Approved Source during the Use Term.
- 5.4 **Reserved IP.** Please see the additional terms applicable to subscriptions that include Cisco Reserved IP here: <https://docs.umbrella.com/umbrella-user-guide/docs/reserved-ip-terms>. Reserved IP is available as a preview subject to the Free Trial terms of the Agreement.
- 5.5 **Cisco Secure Client.** Your subscription to the Product includes the right to use Cisco Secure Client. If you wish to use Cisco Secure Client with other products, You must purchase a separate Cisco Secure Client license.