



DUO OFFER TERMS (SECURE MSP CENTER)

MSP's use of Duo ("Service") purchased on and covered by the Cisco Secure MSP Center Terms of Use ("Terms") also includes these Offer Terms. Capitalized terms used but not defined in these Offer Terms are defined in the Terms.

Service Description

Multi-factor authentication from Duo is a cloud-based solution that protects your applications by using a second source of validation, such as a phone or token, to verify user identity before granting access. Please consult the [Duo Documentation](#) for further information on technical specifications, configuration requirements, features, and functionalities. Cisco may revise the Documentation from time to time.

Supplemental Terms

1. **Scope of Use and Limitations.** You will use the Service as a Cisco-branded Service (subject to co-branding as described below) to provide Software Services to MSP End Users and You will not alter or modify the Service except at Cisco's request or with Cisco's authorization. You will not use a single Duo tenant for multiple MSP End Users.
2. **Co-branding.** You shall comply with any branding, name, and/or logo usage guidelines provided by Cisco.
3. **Service Level Agreement.** This Service is subject to the Service Level Agreement available at <https://duo.com/legal/sla>.
4. **Data Protection.** The [Duo Privacy Data Sheet](#) describes the Personal Data that Cisco collects and processes as part of delivering the Product.
5. **Security.** When providing the Software Services to MSP End Users, You will implement and maintain appropriate industry standard technical and organizational measures to protect MSP End User data against accidental or unlawful use or destruction, accidental loss, alteration, and unauthorized disclosure of, or access to, any MSP End User data.
6. **Support.** You are responsible for providing front-line support for the Service to Your End Users with respect to their use, maintenance, support, training, and technical assistance; provided that You may escalate support to Cisco as necessary and in compliance with any support guidelines provided by Cisco. In no event shall Cisco have any obligation to provide support directly to, or respond to support requests from, Your End Users. Support for the Service is described at <https://duo.com/support>.
7. **Telephony.** Telephony credits may be provided with Your order. U.S. and international rates for telephony can be found at https://www.duo.com/docs/telephony_credits.