



## Offer Description: AppDynamics Cloud

This Offer Description (“Offer Description”) describes AppDynamics Cloud (the “Cloud Service”). Your use of the Cloud Service is governed by this Offer Description and the Cisco End User License Agreement located at [www.cisco.com/go/eula](http://www.cisco.com/go/eula) (or similar terms existing between You and Cisco) (“EULA”, and collectively the “Agreement”). Capitalized terms used in this Offer Description and not otherwise defined herein have the meaning given to them in the Agreement.

### 1. Description

The Cloud Service provides performance monitoring for Your cloud-native environments as described in the Documentation (available at <http://docs.appdynamics.com>).

### 2. Use Limitations

As part of, and in addition to, the limitations and restrictions set forth in Sections 3.1 and 3.2 of the EULA, You will not (and will not authorize any third party to) configure the Cloud Service to collect any (1) social security numbers or other government-issued identification numbers, (2) unencrypted passwords or other authentication credentials, (3) health information, biometric data, genetic data, or any other similar data, including any information subject to the Health Insurance Portability and Accountability Act (HIPAA) or similar laws, (4) payment, financial or similar information, including any information subject to the Payment Card Industry Data Security Standard, (5) data relating to a person under the age of 13 years old, (6) data that is classified as sensitive data, or special category data, under applicable laws, or (7) data that is subject to regulatory or contractual handling requirements pursuant to the Gramm-Leach-Bliley Act. The Cloud Service is subject to the additional license entitlements and restrictions, including token usage term and allocation, set forth in the Documentation.

### 3. Subscription Renewal

Section 2.6 of the EULA does not apply to the Cloud Service.

### 4. Support and Maintenance

Subject to Your payment of the applicable fees, AppDynamics will provide support and maintenance for the Cloud Service as described at [https://legal.appdynamics.com/Enterprise\\_Support\\_10.2021.pdf](https://legal.appdynamics.com/Enterprise_Support_10.2021.pdf). References to “End User” shall mean You.

### 5. Service Level Agreement (SLA)

The Cloud Service is provided with the Availability SLA described at [http://legal.appdynamics.com/AppDynamics\\_Cloud\\_SLA\\_06.28.2022.pdf](http://legal.appdynamics.com/AppDynamics_Cloud_SLA_06.28.2022.pdf). References to “End User” shall mean You.

### 6. Data

The AppDynamics Cloud Privacy Data Sheet (available at <https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/>) describes the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Service. For further information on how Cisco processes, uses, and protects all categories of data for the Cloud Service, please refer to the Documentation and to Cisco’s Security and Trust Center at <https://trustportal.cisco.com>.