Product Description for AppDynamics Cloud

This Product Description is for AppDynamics Cloud (the "Product"). Capitalized terms, unless defined in this document, have the meaning in the EULA or General Terms (either known as the "Agreement"), found here: https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html. For clarity, this Product Descriptions like this have historically been named either Offer Descriptions or Supplemental End User License Agreements. References to those documents in the Agreement should be interpreted as a reference to this Product Description.

1. Summary

The Product provides performance monitoring for Your cloud-native environments as described in the Documentation available at http://docs.appdynamics.com, which may be updated from time to time.

2. Support and Other Services

Cisco will provide You with support for the Product as described here: https://legal.appdynamics.com/Enterprise_Support_10.2021.pdf. References to "End User" in the support document mean You.

3. Performance Standards

Service Level Agreement. This Product is subject to the Service Level Agreement available at https://legal.appdynamics.com/AppDynamics_Cloud_SLA_03.17.2023.pdf. References to "End User" in the SLA mean You.

4. Data Protection

4.1 Personal Data. Cisco processes, uses, and protects data in connection with Your use of the Product in accordance with applicable privacy and data protection laws, and as described in more detail at Cisco's Security and Trust Center at https://trustportal.cisco.com. References to "Cloud Service" mean the Product.

4.2 Privacy Data Sheet. The Privacy Data Sheet (available at https://trustportal.cisco.com/c/r/ctp/trust-portal.html#/1655481865484246) describes the Personal Data that Cisco collects and processes as part of delivering the Product. References to "Cloud Service" mean the Product.

5. Special Terms

5.1 Use Limitations. In addition to the limitations and restrictions set forth in Sections 3.1 and 3.2 of the Agreement, You will not (and will not authorize any third party to) configure the Product 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 Product is subject to the additional license entitlements and restrictions, including token usage term and allocation, in the Documentation.

5.2 Subscription Renewal. Section 2.6 of the Agreement does not apply to the Product.

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5.3 <u>Policy application.</u> Cisco's Software License Portability Policy and Software License Transfer and Re-Use Policy do not apply to the Product.

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