



Offer Description – Product

Cisco Catalyst SD-WAN

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 Catalyst SD-WAN is a software defined wide area network (SD-WAN) offering that allows You to (a) orchestrate network policies and manage Your network from a centralized console (using the Product or the Software), and (b) segregate the management, control, and orchestration layers from the device transport layer. This allows You to perform network policy, control, and orchestration across Your entire network of compatible Cisco routers (hardware or virtual) (“Customer Devices”) in a secure and extensible manner. Cisco Catalyst SD-WAN may be hosted in Cisco’s cloud environment (a “Cloud Service” as defined in the General Terms) or deployed on-premises at Your data center (collectively, the “Product”). You can choose from multiple subscription options (e.g., Cisco WAN Essentials, Cisco WAN Advantage, Cisco DNA Essentials, Cisco DNA Advantage, and Cisco DNA Premier¹) depending on the type of functionality You want.

2. Support and Other Services

2.1 Your purchase of the Product includes embedded support as follows:

Subscription	Embedded Support	Hardware
Cisco WAN Essentials or Cisco WAN Advantage	Hardware and Software support with Cisco Networking Subscription.	Cisco 8000 Series Secure Routers (e.g., C81XX-G2, C82XX-G2, C83XX-G2, C84XX-G2, C85XX-G2)
Cisco DNA Essentials or Cisco DNA Advantage	Support for Cisco DNA Software (e.g., Cisco SD-WAN Manager, Cisco SD-WAN Authenticator, Cisco SD-WAN Controller)	Cisco Catalyst 8000 Edge Platforms (e.g., Cisco Catalyst 8200, 8300, 8500, 8000V Edge Platforms, Cisco Catalyst 8200, 8300 uCPE Edge Platforms, Cisco ISR1000, ISR1100, ISR4000 Series, Cisco ASR1000 Series)

¹ Beginning August 19, 2025, Cisco DNA Premier licenses will no longer be available for purchase for new service contracts or subscriptions. Customers with active service contracts and DNA Premier subscriptions may renew or add to their existing subscription until August 19, 2026.

- 2.2 Integrated Cisco Products. Depending on Your subscription², the Product may include limited access to ThousandEyes WAN Insights (available as SD-WAN Predictive Path Recommendations). The Offer Description for this product is found [here](#).
- 2.3 High Availability (HA) DNA Licenses. For Cisco DNA Essentials and Cisco DNA Advantage subscriptions, HA DNA licenses are optional companion licenses to a standard Cisco Catalyst SD-WAN DNA license and may only be used for: (a) a standby Customer Device when the primary Customer Device that it backs up fails (e.g., network outage) or (b) load balancing whereby network traffic is distributed between the primary Customer Device and the load balancing secondary Customer Device to prevent any single Customer Device from becoming overloaded. Your use of the HA DNA licenses is subject to the following: (1) Customer Devices running the standard DNA license and the HA DNA license must be physically located in the same site and the number of HA DNA licenses must not exceed the number of standard DNA licenses, (2) the total, combined bandwidth traffic of the paired Customer Devices running the standard DNA license and the HA DNA license must not exceed the standard DNA license bandwidth entitlement, and (3) at the same site the paired HA DNA license and the standard DNA license must belong to the same product family (e.g., ISR1100-6G and ISR11006G, not ISR1100-6G and ISR4331).
- 2.4 Cloud Controller Subscription. The Product features that are part of the Your Product subscription for Customer Devices are SD-WAN-controller dependent. Therefore, if you fail to renew Your Product subscription for the Cisco cloud-hosted controllers, it may impact the functionality of the Product features.

3. Performance Standards

Service Level Agreement. The Cloud Service is subject to the [Cisco Catalyst SD-WAN Service Level Agreement](#).

4. Data Protection

Privacy Data Sheet. The [Cisco Catalyst SD-WAN Privacy Data Sheet](#) describes the Personal Data that Cisco collects and processes as part of delivering the Cloud Service.

5. Special Terms

- 5.1 Geographic Restrictions. In addition to restrictions contained in the Agreement, the Cloud Service, including Cisco Catalyst SD-WAN Analytics and ThousandEyes WAN Insights is not available for customers mainly based or headquartered in mainland China, and You will not use the Cloud Service and such features in that jurisdiction.
- 5.2 Migration from Software to Cloud Service. For DNA Essentials and DNA Advantage subscriptions, during Your Use Term, Cisco grants You the right to switch from using the on-premise deployment of the Cisco Catalyst SD-WAN to using the Cloud Service. In that case, Your Approved Source may charge a migration fee that You are obliged to pay. For Cisco WAN Essentials and Cisco WAN Advantage subscriptions, Your subscription includes Customer hosted and managed on-premise/cloud entitlements, while Cisco hosted and managed Cloud Service is available as an optional add-on.
- 5.3 Solution Software Updates. We recommend that You always (a) use the most recent version of the Cisco cloud hosted controller and operating system Software ("Solution Software") and (b) install patches, security vulnerability fixes and/or bug fixes as soon as we make them available. You understand and agree that delaying updates to the latest Solution Software release may introduce security risks to Your environment and Cisco is not responsible for any security-related incidents that result from that delay.
- 5.4 Cloud Service Provider Virtual Machine Image (VMI). If You are using a cloud service provider VMI version of the Software, You agree that (a) Cisco is not providing You with connectivity or transmission services as part of that use, and (b) You are solely responsible for ensuring that You perform any cross-border data

² If You have a DNA Premier subscription, the Product may include limited access to Cisco Umbrella SIG Essentials, Secure Endpoint, Secure Malware Analytics, and ThousandEyes WAN Insights. You can find the Offer Descriptions for these products [here](#).

transmissions in accordance with applicable laws and regulations, and You are responsible to Cisco for any failure to do so.

- 5.5 Cisco Catalyst SD-WAN Purchases through a Cloud Service Provider (CSP) Marketplace. If You purchase the Cloud Service through a CSP marketplace (i.e., Microsoft Azure or Amazon Web Services), You understand and agree that (a) You cannot purchase any Cisco Catalyst SD-WAN hardware products through a CSP marketplace, (b) You cannot purchase a Cisco Catalyst SD-WAN DNA On-Premise subscription license through a CSP marketplace, (c) You can only purchase a Cisco Catalyst SD-WAN DNA-Cloud subscription license through a CSP marketplace (inclusive of High Availability licenses mentioned in section 2.3), (d) Your right to use the Product is contingent on the term-based license entitlement based on Your purchase, (e) Your license entitlement allows You to operate and manage Your Cloud Service in SD-WAN mode only, (f) Your failure to renew Your DNA license subscription at the end of Your license term may impact the functionality of the Product, and (g) You are not entitled to any perpetual DNA license entitlement.