



Offer Description: Cisco+ Secure Connect

This Offer Description (the “**Offer Description**”) describes Cisco+ Secure Connect (“**C+SC**”). Your subscription is governed by this Offer Description, the [Cisco+ End User Terms and Conditions](#) (“**End User Terms**”), the Cisco End User License Agreement located at www.cisco.com/go/eula (the “**EULA**”) (or similar terms existing between You and Cisco), and all applicable Documentation. In the event of a conflict, the order of precedence is as follows: first this Offer Description, then the End User Terms, the EULA, and finally the Documentation. Capitalized terms used in this Offer Description and/or Your order not otherwise defined herein have the meaning given to them in the End User Terms.

1. Description

C+SC is a cloud-based secure access service edge solution that securely connects users to applications. C+SC 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. Supplemental Terms and Conditions

2.1. Covered Users

C+SC 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 C+SC operation. A “**Covered User**” means an internet-connected employee, subcontractor or any other authorized individual covered (or protected) by Your deployment of C+SC.

2.2. Feature Previews

Cisco may offer You the ability to participate in a preview of new C+SC features before they are more widely available (“**Preview**”). Your usage of C+SC during a Preview is subject to Section 2.3. of the EULA, except as follows: (a) You may use C+SC 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 Usage Term.

3. Data Protection

C+SC relies on features from Cisco products including Cisco Umbrella, Cisco Secure Client, Cisco Secure Endpoint, Cisco Secure Malware Analytics, and Cisco SecureX and the dashboard from Cisco Meraki Cloud Networking. The Privacy Data Sheets for each of the respective Cisco products (available in the [Cisco Trust Portal](#)) describe the personal data Cisco collects and processes to deliver C+SC. For further information on how Cisco processes, uses and protects all categories of data, please visit [Cisco’s Security and Trust Center](#).

4. Support & Maintenance

C+SC includes the Support Services described below. Cisco will respond as set forth in the table and may require information from You to resolve service issues. You agree to provide the information requested and understand that a delay in providing the information to Cisco may delay resolution and response time. You will have access to phone

support during Business Days, and web case submission and online tools for use in troubleshooting issues. Support is available in English only.

The below table outlines Cisco’s response objectives for acknowledgement based on case severity. Cisco may adjust assigned case severity to align with the Severity definitions below.

Support Service	Technical Support Coverage	Response Objective for Acknowledgment Based on Case Severity			
		1	2	3	4
Basic with Phone Support	Business Days	Response within 1 hour*	Response within 2 hours*	Response within 4 hours	Response within one Business Day
* Response Time Objectives for Case Severity Levels 1 and 2 are available only when cases are submitted by telephone.					

The following definitions apply to this Section 4.

“Business Day” means the generally accepted days of operation per week within the relevant region where C+SC will be operating, excluding local holidays as observed by Cisco. Business Days are based on GMT.

“Response Time” means the time between case submission in the case management system to support engineer contact.

“Severity 1” means C+SC is unavailable or down or there is a critical impact or a significant impact to Your business operation. Both You and Cisco will commit full-time resources to resolve the situation.

“Severity 2” means C+SC is degraded or significant aspects of Your business operation are negatively impacted by unacceptable performance. Both You and Cisco will commit full-time resources during Standard Business Hours to resolve the situation.

“Severity 3” means C+SC is impaired, although most business operations remain functional. Both You and Cisco are willing to commit resources during Standard Business Hours to resolve the situation.

“Severity 4” means a minor intermittent functionality or performance issue, or information is required on C+SC. There is little or no impact to Your business operation. Both You and Cisco are willing to provide resources during Standard Business Hours to provide assistance or information as requested.

“Standard Business Hours” means 8 am to 5 pm local time at the applicable Cisco Technical Assistance Center on Business Days. Local time means Central European Time for support provided in Europe and Pacific Time for support provided in all other locations.