



Offer Description

Cisco Secure Connect

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

This Offer Description applies to Cisco Secure Connect (a Cloud Service) and any Cisco Offers that reference this Offer Description (the “**Cisco Offer**”). For more information on Cisco Secure Connect, see the [Secure Connect Site](#).

2. Support and Other Services

Your purchase of the Cisco Offer includes Basic [Cisco Software Support Services](#), except that for Table 1 in that document, the Response Time Objective for Case Severity 1 or 2 applies only when You contact Cisco by phone. Cisco handles online submissions on a first in, first out basis.

3. Performance Standards

Cisco will use commercially reasonable efforts to deliver the Core Services to meet or exceed 99.99% Availability in accordance with the Secure Connect Service Level Agreement (“**SLA**”), available from Cisco. Capitalized terms in this section will have the meaning in the SLA.

4. Data Handling

The Cisco Umbrella and Meraki [Disclosure Documents](#) provide information about data handling practices, security controls, and other features specific to this Cisco Offer.

5. Special Terms

- 5.1 **Covered Users.** The Cisco Offer 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 Cisco Offer operation. A “**Covered User**” means an internet-connected employee, subcontractor or any other authorized individual covered (or protected) by Your deployment of the Cisco Offer.
- 5.2 **Secure Connect Foundation.** When You select any Secure Connect Foundation package, that package includes up to 10 evaluation-only Covered Users for the client-based remote access functionality offered as part of the Secure Connect Complete package. The evaluation-only licenses are subject to the Trial Offer terms of the Agreement and allow You to make any non-production use of the client-based remote access functionality.
- 5.3 **Feature Previews.** Cisco may offer You the ability to participate in a preview of new Cisco Offer features before they are generally available (“**Preview**”). Your usage of such features during a Preview is subject to the terms in the Agreement specifically related to Trial Offer use, except as follows: (a) You may use Cisco Offer features 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 Use Term.
- 5.4 **Reserved IP.** Please see the additional terms applicable to subscriptions that include Cisco Reserved IP here: <https://docs.umbrella.com/umbrella-user-guide/docs/reserved-ip-terms>.
- 5.5 **Cisco Secure Client.** Your subscription to the Cisco Offer includes the right to use Cisco Secure Client. If you wish to use Cisco Secure Client with other products, You must purchase a separate Cisco Secure Client license.