



Offer Description

Cloud-delivered Cisco Catalyst SD-WAN

This Offer Description is part of the [General Terms](#) or similar terms existing between You and Cisco (including the End User License Agreement) (the “**Agreement**”). Capitalized terms, unless defined in this document, have the meaning in the Agreement. References to the Software End User License Agreement or SEULA in the Agreement mean Offer Description.

1. Summary

This Offer Description applies to Cloud-delivered Cisco Catalyst SD-WAN and any Cisco Offers that reference this Offer Description (collectively, the “**Cisco Offer**”). The Cisco Offer combines Cisco’s SD-WAN solution that enables enterprises and organizations to connect users to their applications through a cloud controller securely, with Cisco’s CloudOps services, which bring simplicity to operational complexity to reduce the operational and overhead burdens of running a SD-WAN cloud fabric. The Cisco Offer offers an automated solution delivery with Cisco overseeing the lifecycle deployment and management of the Cisco Offer fabric, and provides rich, actionable, end-to-end insights to measure, predict, understand, and remediate applications. For more details on cloud infrastructure hosting processes, and responsibilities, see the [Cisco CloudOps Overview chapter](#) of the End-User Guide.

2. Support and Other Services

2.1 **Support.** Your purchase of the Cisco Offer 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)

2.2 **Integrated Cisco Offers.** Depending on Your subscription¹, the Cisco Offer may include limited access to ThousandEyes WAN Insights (available as SD-WAN Predictive Path Recommendations). The [ThousandEyes Offer Description](#) applies to ThousandEyes WAN Insights.

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 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 SD-WAN 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 SD-WAN DNA licenses, (2) the total, combined bandwidth traffic of the paired customer devices running the standard SD-WAN DNA license and the HA DNA license must not exceed the standard SD-WAN DNA license bandwidth entitlement, and (3) at the same site the paired HA DNA license and the standard SD-WAN DNA license must belong to the same product family (e.g., ISR1100-6G and ISR11006G, not ISR1100-6G and ISR4331).

3. Performance Standard

Service Level Objective. The [Cloud-delivered Cisco Catalyst SD-WAN Service Level Objective](#) applies to the Cisco Offer.

¹ 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](#).

4. Data Handling

The [Disclosure Documents](#) for Cloud-delivered Cisco Catalyst SD-WAN provide information about data handling practices, security controls, and other features specific to this Cisco Offer.

5. Special Terms

- 5.1 **Geographic Restrictions.** In addition to restrictions contained in the Agreement, the Cisco Offer, including Cisco Catalyst SD-WAN Analytics and ThousandEyes WAN Insights is not available for customers based mainly or headquartered in mainland China, and You will not use the Cisco Offer and such features in that jurisdiction.
- 5.2 **Cisco Offer Controller Subscription.** If You fail to renew Your Cisco Offer subscription, it may impact the functionality of Your network, including Your devices.
- 5.3 **Solution Software Updates.** We recommend that You always (a) use the most recent version of the Cisco operating system 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 such 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 **Cisco Catalyst SD-WAN Purchases through a Cloud Service Provider (CSP) Marketplace.** If You purchase the Cisco Offer 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) Your right to use the Cisco Offer is contingent on the term-based license entitlement based on Your purchase, (c) Your license entitlement allows You to operate and manage Your Cisco Offer in SD-WAN mode only, (d) Your failure to renew Your DNA license subscription at the end of Your license term may impact the functionality of the Cisco Offer, and (e) You are not entitled to use any perpetual DNA license entitlement.