Offer Description – Product
Cisco Observability Platform License Bundles

This Offer Description is part of the <u>General Terms</u> 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 a Supplemental End User License Agreement or SEULA mean Offer Description.

1. Summary

This Offer Description is for Cisco Observability Platform ("**COP**") license bundles (the "**Product**"). The Product is available to license as bundles more fully described in the Exhibits attached to this Offer Description, which also include the relevant Usage Rights. The Product includes a combination of licenses for the Cisco Observability Platform, Cloud Service applications that run on the Cisco Observability Platform ("**COP Application(s)**"), and code, user experiences, or solution packages that function as add-ons to or otherwise enhance an existing COP Application ("**Module(s)**"). The Product delivers full-stack observability capabilities, insights, and actions in a multi-cloud environment, as more fully described in the Documentation available at http://docs.appdynamics.com/, https://docs.thousandeyes.com/ and https://developer.cisco.com/docs/cisco-observability-platform.

2. Support and Other Services

2.1 **Support**. If applicable, Cisco will provide You with support for the Use Rights in the Product bundle You purchase, as described in the applicable Exhibit.

2.2 **COP Application and Module Prerequisites**. You may purchase select COP Applications and Modules as an optional add-on. Use of COP Applications requires an active license for the Cisco Observability Platform and use of the Modules requires active licenses for both Cisco Observability Platform and the applicable COP Application. In addition to the terms of the Agreement, end users are also subject to any terms applicable to the Module(s) they use, whether those are supplemental Cisco terms or the respective third party terms.

3. Performance Standards

Service Level Agreement. Elements of this Product provide Service Level Agreements attached to this Offer Description in the applicable Exhibit.

4. Data Protection

Privacy Data Sheets. The Privacy Data Sheets referenced in the applicable Exhibit describe the Personal Data that Cisco collects and processes as part of delivering the Product.

5. Special Terms

5.1 **COP Partner Program**. If You want to use the Product as a COP Partner, in addition to the terms in the Agreement governing such use, You must agree to additional COP Partner Program Terms that Cisco will provide You for review and execution if the COP Partner Program is available at the time of Your inquiry.

5.2 **Order of Precedence**. In the event of a conflict between the terms of the Agreement, this Offer Description, and the COP Partner Program Terms, the COP Partner Program Terms control, then this Offer Description, then the Agreement.

Exhibit A1
COP Essentials Bundle

1. Summary

(A) <u>Cloud Services Components.</u> You can purchase the COP Essentials bundle based on either an Infrastructure-based Licensing (IBL) or Agent-based Licensing (ABL) model as described in the Documentation. The COP Essentials bundle includes the following Product Use Rights:

Licensing Model	Product Suite	License(s)		
IBL	AppDynamics	• AppDynamics Enterprise Edition – SaaS • AppDynamics with Cisco Secure Application – SaaS		
	Cisco Observability Platform	Cisco Observability Platform	• Cisco Observability Platform – SaaS • Cisco Observability Platform Overage – SaaS	
		COP Application(s)	• Cisco Cloud Observability – SaaS • Cisco Secure Application – SaaS	
		Module(s)	• Cloud Security – SaaS • Data Security – SaaS	
ABL	AppDynamics	• AppDynamics Peak Edition - APM Any Language – SaaS • AppDynamics with Cisco Secure Application – SaaS • AppDynamics Pro Edition - Database Visibility - SaaS		
	Cisco Observability Platform	Cisco Observability Platform	• Cisco Observability Platform – SaaS • Cisco Observability Platform Overage – SaaS	
		COP Application(s)	• Cisco Cloud Observability – SaaS • Cisco Secure Application – SaaS	
		Module(s)	• Cloud Security – SaaS • Data Security – SaaS	

(B) <u>Offer Descriptions.</u> The Cloud Services included in the COP Essentials bundle are described in the following Offer Descriptions:

- [AppDynamics Offer Description](#)

- [Cisco Observability Platform Offer Description](#)

- [Cisco Cloud Observability Offer Description](#)

- [Cisco Secure Application Offer Description](#)

2. Support

End User Support. Cisco will provide end users support for the Product as described here:

- AppDynamics and Cisco Observability Platform: <u>Enterprise Support</u>

- COP Partner Support: For COP Partners, Cisco will use commercially reasonable efforts to provide support for the Product as outlined in the COP Partner Program Terms. This support is distinct from the support that Cisco provides to end users of the Product.

3. Performance Standards

Service Level Agreement. The COP Essentials bundle includes the following Service Level Agreements:

- [AppDynamics Cloud Service Service Level Agreement](#)

- [Cisco Observability Platform & COP Application(s) Service Level Agreement](#)

4. Data Protection

Privacy Data Sheet. The following Privacy Data Sheets describe the Personal Data that Cisco collects and processes as part of delivering the COP Essentials bundle:

- [Cisco AppDynamics Cloud Service Product Privacy Data Sheet](#)

- [Cisco Observability Platform Privacy Data Sheet](#)

- [Cisco Cloud Observability Privacy Data Sheet](#)

- [Cisco Secure Application Privacy Data Sheet](#)

Exhibit A2
Cisco Observability Platform (COP) Advantage Bundle

1. Summary

(A) <u>Cloud Services Components.</u> You can purchase the COP Advantage bundle based on either an Infrastructure-based Licensing (IBL) or Agent-based Licensing (ABL) model as described in the Documentation. The COP Advantage bundle includes the following Product Use Rights:

Licensing Model	Product Suite	License(s)	
IBL	AppDynamics	• AppDynamics Enterprise Edition – SaaS • AppDynamics with Cisco Secure Application – SaaS • AppDynamics Peak Edition - Real User Monitoring - SaaS	
	Cisco Observability Platform	Cisco Observability Platform	• Cisco Observability Platform – SaaS • Cisco Observability Platform Overage – SaaS
		COP Application(s)	• Cisco Cloud Observability – SaaS • Cisco Digital Experience Monitoring (DEM) – SaaS • Cisco Secure Application – SaaS
		Module(s)	• Real User Monitoring – SaaS • Cloud Security – SaaS • Data Security – SaaS
	ThousandEyes	• Cisco ThousandEyes - Cloud and Enterprise Agents (per unit)	
ABL	AppDynamics	• AppDynamics Peak Edition - APM Any Language – SaaS • AppDynamics with Cisco Secure Application – SaaS • AppDynamics Pro Edition - Database Visibility – SaaS • AppDynamics Peak Edition - Real User Monitoring - SaaS	
	Cisco Observability Platform	Cisco Observability Platform	• Cisco Observability Platform – SaaS • Cisco Observability Platform Overage – SaaS
		COP Application(s)	• Cisco Cloud Observability – SaaS • Cisco Digital Experience Monitoring (DEM) – SaaS • Cisco Secure Application – SaaS
		Module(s)	• Real User Monitoring – SaaS • Cloud Security – SaaS • Data Security – SaaS
	ThousandEyes	• Cisco ThousandEyes - Cloud and Enterprise Agents (per unit)	

(B) <u>Offer Descriptions.</u> The Cloud Services included in the COP Advantage bundle are described in the following Offer Descriptions:

- AppDynamics Offer Description

- Cisco Observability Platform Offer Description

- Cisco Cloud Observability Offer Description

- Cisco Digital Experience Monitoring (DEM) Offer Description

- Cisco Secure Application Offer Description

- Cisco ThousandEyes Offer Description

2. Support

End User Support. Cisco will provide end users support for the Product as described here:

- AppDynamics and Cisco Observability Platform: Enterprise Support

- ThousandEyes: Support Services Policy

- COP Partner Support: For COP Partners, Cisco will use commercially reasonable efforts to provide support for the Product as outlined in the COP Partner Program Terms. This support is distinct from the support that Cisco provides to end users of the Product.

3. Performance Standards

Service Level Agreement. The COP Advantage bundle includes the Service Level Agreements described at:

- AppDynamics Cloud Service Service Level Agreement

- Cisco Observability Platform & COP Application(s) Service Level Agreement

- ThousandEyes Service Level Agreement

4. Data Protection

Privacy Data Sheet. The following Privacy Data Sheets describe the Personal Data that Cisco collects and processes as part of delivering the COP Advantage bundle:

- Cisco AppDynamics Cloud Service Product Privacy Data Sheet

- Cisco Observability Platform Privacy Data Sheet

- Cisco Cloud Observability Privacy Data Sheet

- Cisco Digital Experience Monitoring (DEM) Privacy Data Sheet

- Cisco Secure Application Privacy Data Sheet

- ThousandEyes Privacy Data Sheet

Exhibit A3
Cisco Observability Platform (COP) Premier Bundle

1. Components

(A) <u>Cloud Services.</u> You can purchase the COP Premier bundle based on either an Infrastructure-based Licensing (IBL) or Agent-based Licensing (ABL) model as described in the Documentation. The COP Premier bundle includes the following Product Use Rights:

Licensing Model	Product Suite	License(s)	
IBL	AppDynamics	• AppDynamics Enterprise Edition – SaaS • AppDynamics with Cisco Secure Application – SaaS • AppDynamics Peak Edition - Real User Monitoring - SaaS	
	Cisco Observability Platform	Cisco Observability Platform	• Cisco Observability Platform – SaaS • Cisco Observability Platform Overage – SaaS
		COP Application(s)	• Cisco Cloud Observability – SaaS • Cisco Digital Experience Monitoring (DEM) – SaaS • Cisco Secure Application – SaaS
		Module(s)	• Real User Monitoring – SaaS • Cost Insights – SaaS • Application Resource Optimizer – SaaS • Cost and Workload Profiler – SaaS • Session Replay – SaaS • Cloud Security – SaaS • Data Security – SaaS
	ThousandEyes	• Cisco ThousandEyes - Cloud and Enterprise Agents (per unit)	
ABL	AppDynamics	• AppDynamics Peak Edition - APM Any Language – SaaS • AppDynamics with Cisco Secure Application – SaaS • AppDynamics Pro Edition - Database Visibility – SaaS • AppDynamics Peak Edition - Real User Monitoring - SaaS	
	Cisco Observability Platform	Cisco Observability Platform	• Cisco Observability Platform – SaaS • Cisco Observability Platform Overage – SaaS
		COP Application(s)	• Cisco Cloud Observability – SaaS • Cisco Digital Experience Monitoring (DEM) – SaaS • Cisco Secure Application – SaaS
		Module(s)	• Real User Monitoring – SaaS • Cost Insights – SaaS • Application Resource Optimizer – SaaS • Cost and Workload Profiler – SaaS • Session Replay – SaaS • Cloud Security – SaaS

		• Data Security – SaaS
	ThousandEyes	• Cisco ThousandEyes – Cloud and Enterprise Agents (per unit)

(B) <u>Offer Descriptions.</u> The Cloud Services included in the COP Premier bundle are described in the following Offer Descriptions:

- AppDynamics Offer Description

- Cisco Observability Platform Offer Description

- Cisco Cloud Observability Offer Description

- Cisco Digital Experience Monitoring (DEM) Offer Description

- Cisco Secure Application Offer Description

- Cisco ThousandEyes Offer Description

2. Support

End User Support. Cisco will provide end users support for the Product as described here:

- AppDynamics and Cisco Observability Platform: Enterprise Support

- ThousandEyes: Support Services Policy

- COP Partner Support: For COP Partners, Cisco will use commercially reasonable efforts to provide support for the Product as outlined in the COP Partner Program Terms. This support is distinct from the support that Cisco provides to end users of the Product.

3. Performance Standards

Service Level Agreement. The COP Premier bundle includes the Service Level Agreements described at:

- AppDynamics Cloud Service Service Level Agreement

- Cisco Observability Platform & COP Application(s) Service Level Agreement

- ThousandEyes Service Level Agreement

4. Data Protection

Privacy Data Sheet. The following Privacy Data Sheets describe the Personal Data that Cisco collects and processes as part of delivering the COP Premier bundle:

- Cisco AppDynamics Cloud Service Product Privacy Data Sheet

- Cisco Observability Platform Privacy Data Sheet

- Cisco Cloud Observability Privacy Data Sheet

- Cisco Digital Experience Monitoring (DEM) Privacy Data Sheet

- Cisco Secure Application Privacy Data Sheet

- ThousandEyes Privacy Data Sheet