



Offer Description

Isovalent Enterprise Platform

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 a Supplemental End User License Agreement or SEULA mean Offer Description.

1. Summary

This Offer Description applies to Isovalent Enterprise Platform (Software) and any Cisco Offer that references this Offer Description (collectively, the "Cisco Offer"). Isovalent Enterprise Platform may include the following products and features, depending on your Order: Isovalent Networking for Kubernetes, Isovalent Runtime Security, and Isovalent Load Balancer.

2. Support and Other Services

- 2.1 Your purchase of the Cisco Offer includes the technical support for the purchased features as described in the Response Time Objective attached to this Offer Description.
- 2.2 New customers who meet the eligibility requirements for the Cisco Isovalent Architect Promotional Support Program may receive additional support at no additional cost, subject to the terms and conditions in Exhibit B, attached to this Offer Description.

3. Data Handling

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

4. Special Terms

- 4.1 **Pricing.** The billing meter is based on the quantity of Isovalent units required by You ("**Units**"). The number of Units required depends on the number of Your Nodes and Environments as described further in Exhibit A (e.g., each of these is ascribed an allocated Unit quantity). Subject to the burst allowance in Section 4.4, in the event of increases in Your quantity of Nodes or Environments, Cisco will work with You to assess your requirements and may require You to prospectively purchase additional Units. You must procure enough Units to cover Your intended usage of the Cisco Offer based on the factors referenced above.
- 4.2 **OSS Software.** Certain "free" software or open-source software ("**OSS**"), including but not limited to Cilium, may be shipped or used with the Cisco Offer that is provided to You. Such OSS is not considered part of the Cisco Offer and is subject to license terms available upon request and/or as set forth in the Open-Source Technology Section of the General Terms.
- 4.3 **Limitations.** You will not directly or indirectly use or access the Cisco Offer to develop a product or service that is competitive with Cisco's products or services or engage in competitive analysis or benchmarking. You will not publish or disclose to any third party any Cisco Offer performance information or analysis (including without limitation the results of benchmark or competitive testing) except with Cisco's prior written consent.
- 4.4 **Burst Allowance.** Temporary (< 3 weeks per year) increases in the size of the Environment for purposes of infrastructure migrations/upgrades will not be counted as an increase in the number of Nodes in the Environment (this does not apply to scale-up events where the primary goal is to increase application workload capacity).
- 4.5 **Your Responsibilities**
 - (A) You acknowledge that the provision of the Cisco Offer is dependent on Your required cooperation in a diligent and timely manner.
 - (B) You (i) are responsible for all use of the Cisco Offer under Your account (whether or not authorized), (ii) must use commercially reasonable efforts to prevent unauthorized access to or use of the Cisco Offer and notify Cisco promptly of any such unauthorized access or use and (iii) are responsible for obtaining and maintaining any equipment, software and ancillary services needed to connect to, access or otherwise use the Cisco Offer, including as set forth in documentation provided during customer onboarding.
 - (C) You will make usage-based information available to Cisco on a quarterly basis and as part of a support request. Such information could include (but is not limited to) information pertaining to the number of Nodes and the

different Environments that the software is deployed on.

- 4.6 **Aggregated Metrics and Analysis.** You agree that Cisco has the right to aggregate, collect, and analyze Data and other information relating to the performance and use of the Cisco Offer and shall be free (during and after the term hereof) to (i) use such Data and other information to improve Cisco's products and services, and (ii) disclose such Data and other information solely in an aggregated and anonymized format that does not identify You or any individual. For purposes of this Section 4.6, Cisco includes its Affiliates and the Data will be used in accordance with Section 3 of the Agreement and this Offer Description.
- 4.7 **Disclaimers.** While Cisco has used commercially reasonable efforts to create effective security technologies, Cisco does not represent or warrant that the Cisco Offer will guarantee absolute security or that it will protect all your files, network, or endpoints from all malware, viruses, or third-party malicious attacks.

4.8 Definitions

Term	Meaning
Cilium	Means the OSS, licensed under the terms of the Apache License, Version 2.0 (for user space components) or General Public License, Version 2.0 (for BPF code templates), and listed at: https://github.com/cilium/cilium .
Environment Parameters	Environment Parameters are factors that include, but are not limited to, the application workloads, Isovalent Enterprise Platform configuration options, underlying Operating System (OS) kernel, OS distribution, hypervisor, server hardware, or cloud provider.
Environment	A computing environment operated by You that shares a consistent set of Environment Parameters. This consistency ensures that all environments within a particular environment type behave in a largely uniform manner.
Node	A standard node generally Means a single physical or virtual host running workload managed by Cisco, capped at a maximum size of 16 cores and 64 GB of RAM. Nodes larger than this size will be calculated as multiple standard nodes based on the ratio of the actual core or RAM to that of a standard node, choosing the largest value. Note that each customer's standard node size will vary depending on their order. Your Cisco account manager will calculate the standard node size for Your Order, and this will be reflected on Your Order.



Exhibit A: Isovalent Unit Conversion Table

The Isovalent Enterprise Platform consists of multiple products which are identified in the table below and depending on your Order.

Customers receive entitlements to run the Software on their infrastructure by purchasing sufficient Units from Cisco to cover their intended usage. Cisco calculates the Units needed according to the number of Nodes (or equivalent) required across all of your applicable Environments that the product is deployed on, and the product features which are used/deployed. The below table shows the Units required on an annual basis.

1. Unit Conversion Table

Isovalent Enterprise Platform	# of Units required per Node for Essentials tier	# of Units required per Node for Advantage tier
Kubernetes Networking	24	60
Runtime Security	12	24
Isovalent Load Balancer	Contact your Approved Source or Account Manager	Not Applicable

2. Product Descriptions

2.1 Kubernetes Networking. Customers may select to purchase the Isovalent Networking for Kubernetes (“Kubernetes Networking”) product in either the Essentials or Advantage tier.

- (A) Isovalent Networking for Kubernetes Essentials. Includes core Container Networking Interface (CNI) features to connect, segment, and observe the L3/L4 communications between Kubernetes workloads in an identity-aware way.
- (B) Isovalent Networking for Kubernetes Advantage. All features included in Essentials, as well as richer network segmentation and observability (spanning L3, L4 and L7) and more powerful tooling to troubleshoot connectivity issues and manage the life cycle of segmentation policies.

2.2 Isovalent Runtime Security. Customers can purchase Isovalent Runtime Security either together with Isovalent Networking for Kubernetes, or as a standalone product in either the Essentials or Advantage tiers.

- (A) Isovalent Runtime Security Essentials. Includes a core set of runtime security observability events to track process executions and associated network, file, and syscall behavior.
- (B) Isovalent Runtime Security Advantage. All features included in Essentials, as well as more advanced runtime security observability events and runtime security enforcement.

2.3 Isovalent Load Balancer. Customers can purchase Isovalent Load Balancer in the Essentials tier.

Isovalent Load Balancer Essentials. Includes a core set of capabilities designed to distribute application traffic across heterogeneous environments (data center/ on-prem, cloud-native, or self-hosted/managed Kubernetes). The number of Units required to run the Isovalent Load Balancer is calculated differently depending on the underlying environment within which the Load Balancer is deployed.



Exhibit B: Special Terms for Cisco Isovalent Architect Support Promotional Program

This Exhibit B contains the terms and conditions that govern the Cisco Isovalent Architect Support Promotional Program (“Program”). These Program terms apply in addition to, and do not modify, any other agreement between You and Cisco unless expressly stated.

1. Eligibility Requirements for the Cisco Isovalent Architect Support Promotional Program

To qualify for this Program, You must: (1) be a new customer of Cisco Isovalent Enterprise Platform (former Cisco Isovalent Enterprise for Cilium customers are not eligible); (2) have a subscription with an annual recurring spend of at least \$300,000 USD before partner margins; and (3) agree and acknowledge that Your participation in this Program is subject to these Program terms. Cisco determines eligibility in its sole discretion and may base it on several factors, including Cisco’s records of Your account status, purchase history, and subscription entitlements.

2. Scope of Services

Effective December 12, 2025, customers who meet the eligibility requirements for this Program may be assigned a Isovalent Architect (“IA”) at no additional cost for a period of up to one calendar year (the “IA Term”) to support planning and guidance toward production deployment for Cisco Isovalent Enterprise Platform. The IA Term will commence upon written notice by Cisco. The IA will provide advisory, architectural, and best-practice guidance only. The IA will not deliver hands-on implementation, configuration, managed services, custom development, or any services requiring a statement of work. No specific outcomes, performance levels, or production timelines are guaranteed.

3. Your Responsibilities

To remain eligible for any benefit under this Program, You agree to: (1) collaborate with the assigned IA in a timely, reasonable, and good-faith manner; (2) make necessary personnel available and provide required information, access, and documentation; and (3) maintain Your applicable subscription(s) and account in good standing throughout the IA Term (collectively, “Your Responsibilities”).

4. Withdrawal and Termination

Cisco may withdraw the IA or terminate the IA Term, in whole or in part, if: (1) You fail to make reasonable progress or the project remains inactive for more than 60 days; (2) You do not meet Your Responsibilities above as described in section 3 of this exhibit; or (3) Cisco determines, in its sole discretion, that reassignment or withdrawal is necessary.

5. Re-Engagement of Support

If Cisco withdraws the IA or the IA Term expires, You may continue receiving similar services at Cisco’s standard professional services rates under a separate agreement between You and Cisco.

6. Additional Terms

Any benefit and participation of this Program is non-transferable, and Cisco may reassign personnel at its discretion. This benefit does not replace, modify, or offset any purchased services and cannot be used as a credit or discount. All IA services are advisory in nature, and You remain solely responsible for Your own implementation, deployment decisions, and production readiness. You agree and understand that this Program is a promotional program aimed to help You achieve full production. Cisco reserves the right to modify and terminate this Program at any time in its sole discretion. Should Cisco decide to terminate this Program, we will notify You in writing.



Response Time Objective

Isovalent Enterprise Platform

This Response Time Objective (“RTO”) applies to the Product as set out in the above Offer Description.

1. Support Inquiry Channels

WEB (preferred)	EMAIL
https://support.isovalent.com	support@isovalent.com

2. General Inquiries

You may contact Isovalent support (via web portal or email) during regular business hours with general inquiries (including inquiries relating to the setup, configuration, management and maintenance of network and server equipment running and/or hosting the Product) and for general tech-to-tech support.

3. Error Reporting

You may initiate a support ticket using the methods listed in Section 1 above (preferably web method) on a 24 x 7 x 365 basis. Each ticket shall be assigned a severity level (“SEV”) by You. Effective December 1, 2025, SEV-1 and SEV-2 support is only available for Orders with an annual recurring revenue exceeding \$10,000 USD, and continued access to such support is contingent upon maintaining this revenue threshold.

4. Isovalent Response

Isovalent reserves the right to adjust a ticket’s severity based on the assessment of the information provided by You. Upon receipt of a support ticket, Isovalent will: (a) acknowledge receipt of the Support Ticket via web, (b) notify You of the ticket reference allocated, and (c) commence diagnosis and correction of the relevant issue as soon as reasonably practicable. Isovalent will provide an initial response in accordance with the following RTO levels for support tickets submitted by You as set forth in the table below.

Severity Level	Description	Availability	RTO
SEV-1	The Product is inoperable and there exists a widespread outage in a production environment. No workaround in place.	24 x 7 x 365	2 hours
SEV-2	The Product is operational but there exists a partial outage in a production or critical environment. No workaround in place.	24 x 7 x 365	4 hours
SEV-3	The Product has an issue or there exists an outage in a non-critical or non-production environment.	Regular business Hours**	8 Business hours
General Question	Question involving the deployment, configuration, documentation, or features of the Product.	Regular business hours**	1 Business Day

** Business hours mean 8AM to 5PM Monday-Friday excluding bank or public holidays in San Francisco (PST/PDT), London (GMT/BST), India (IST) or Singapore (SGT). Your time zone is based on the address listed on Your Order Form.