

Offer Description Acknowledgment

Retailer Partner Integration Layer (“RPIL”)

RPIL is a cloud services platform for Customers to provide MSO partners who are syndicating the X1 service from Comcast with an interface between their back-office systems and the Xfinity Back Office. RPIL is offered by Cisco as Software-as-a-Service (“**SaaS**”). Due to the nature and complexity of RPIL, Cisco expects that a unique and separate RPIL Offer Description will be necessary to conduct business with each of our customers. This unique and separate RPIL Offer Description shall serve as the legal contract between Cisco and the customer. In addition to a unique and separate RPIL Offer Description, the Customer also agrees to the terms of Cisco’s Universal Cloud Agreement located at <https://www.cisco.com/c/en/us/products/universal-cloud-agreement.html> (the “Agreement”).

By clicking on “**Accept**” as an order is entered into the Cisco Commerce Workspace, the customer acknowledges that they have reached a separate legal agreement with Cisco Systems, Inc. for the services that are part of the Retailer Partner Integration Layer (RPIL). This separate agreement includes but is not limited to the items listed below:

- Terms for Direct Sale from Cisco Systems, Inc.
- Terms for Sale through a Cisco-Authorized Reseller
- Summary of the Services Offered
- Fee Structure and Ordering Information
- Term of Agreement
- Summary of Services
 - Mandatory Services
 - Optional Services
- Detailed Description of Services
- Use Reports and Invoicing
- Excluded Services
- Customer Requirements
- Rights granted to Cisco Systems, Inc.
- Product Specifications
- Third Party Components
- Support Services
 - Customer Operations
 - Service Delivery
 - Service Assurance
 - Exceptions
 - Obligations of Customer