



## Offer Description

# Cisco Secure Cloud Protection Suite

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 their individual Offer Description(s) or the Agreement. Any references to the Supplemental End User License Agreement or SEULA mean Offer Description.

### 1. Summary

This Offer Description applies to the Cisco Secure Cloud Protection Suite and any Cisco Offers that reference this Offer Description (collectively, the “**Cisco Offer**”). The Cisco Offer is a Subscription Offer that entitles You to access and use (a) the Cloud Services included in the Tier Option(s) You purchased in the table below (“**Included Cloud Services**”) and (b) Cisco Security Cloud Control (formerly, Security Provisioning and Administration).

Suite Tier	Tier Option(s)	Applicable Billing Meter	Included Cloud Services
Essentials	Gateway Security	Virtual Firewalls	Cisco Multicloud Defense Premier
			Cisco Secure Firewall Virtual (FTDv30) which includes a license for Firewall Base, Threat, and Security Analytics and Logging, with unlimited logging for 90 days after Your RSD.
			Cisco Security Cloud Control– Firewall Management
	Cisco AI Assistant		
Segmentation (East to West Security)	Workloads		Cisco Secure Workload as a Service (“Secure Workload SaaS”); or Cisco Hypershield; or Isovalent Enterprise Platform.
			Cisco AI Assistant
The Advantage suite tier’s End-Of-Sale date was January 16, 2025. The original Essential suite tier’s End-of-Sale date was February 17, 2025. The <a href="#">EOS notification</a> contains additional details.			

### 2. Support

Onboarding and adoption services are available for all Cloud Services within the Cisco Offer. When You purchase the Cisco Offer, You will must select [Enhanced or Premium Support](#). (If You purchase the Cisco Offer under a Cisco Enterprise Agreement, You may request, through your Approved Source, an exception to remove support via the Enterprise Agreement Management tool. You must request to remove support before placing your Order, and the Cisco Customer Experience team must approve the exception.)

Cisco Hypershield, Isovalent Enterprise Platform, Cisco Security Cloud Control–Firewall Management, and Cisco AI Assistant’s are subject to the support described in their individual Offer Descriptions rather than the Service Description linked above. Cisco AI Assistant is limited to Cisco Offers for which it is available.

### 3. Performance Standards

The Cloud Services included in the Cisco Offer are subject to any Service Level Objective (“**SLO**”) or Service Level Agreement (“**SLA**”) described in the individual Offer Description. If a Cloud Service SLA or SLO includes a termination right, that termination right is not applicable to this Cisco Offer subscription.

### 4. Data Handling

The [Disclosure Documents](#) for the Included Cloud Services provide information about data handling practices, security controls, and other features specific to this Cisco Offer.

### 5. Special Terms

5.1 **Additional Terms.** Each Cloud Service included in the Cisco Offer is subject to its individual Offer Description located at [Cisco’s Offer Descriptions and Supplemental Terms website](#). The following Offer Descriptions apply:

[Cisco Hypershield](#), [Isovalent Enterprise Platform](#), [Cisco Multicloud Defense](#), [Cisco Security Cloud Control–Firewall Management](#), [Cisco Secure Firewall Portfolio](#), and [Cisco Secure Workload SaaS](#). This Offer Description takes precedence over the individual Offer Descriptions in the event of any conflict.

- 5.2 **Billing Meter/Usage.** The Cisco Offer’s billing meters are virtual firewalls or workloads; individual Cloud Service billing meters do not apply. Your use of the Cisco Offer is subject to a quarterly review by Cisco. If You exceed Your entitlements, Cisco will work with You to assess utilization/consumption and may require You to purchase additional subscriptions (e.g., virtual firewalls and/or workloads).
- (A) For Gateway Security. Cisco makes this Tier Option available based on the number of virtual firewalls. You must purchase a minimum of 10 virtual firewalls per month for this Tier Option.
- (1) **Cisco Multicloud Defense Premier.** Each virtual firewall includes 730 Gateway Hours.
  - (2) **Cisco Firewall Threat Defense Virtual 30.** Each virtual firewall includes 5Gbps throughput.
  - (3) **Cisco Security Cloud Control–Firewall Management.** Each virtual firewall includes 5Gbps throughput.
- (B) For Segmentation. Cisco makes this Tier Option available based on the number of workloads. You must purchase a minimum of 100 workloads per month for this Tier Option.
- (1) **Cisco Hypershield.** Each workload includes 12 Protection Units.
  - (2) **Isovalent Enterprise Platform.** Each workload includes 12 Isovalent Units.
  - (3) **Cisco Secure Workload SaaS.** Each workload includes one Secure Workload SaaS Workload license.
- 5.3 **Subscription Start Date; Access Code.** When Cisco accepts Your order, You or Your Approved Source will receive a claim code or credentials via the email provided at the time of purchase (“**Access Code**”). The Access Code enables You to (i) set up your subscription in Cisco Security Cloud Control, and (ii) set the requested start date (“**RSD**”) in the order, for You to provision and access the Cloud Services included in the purchased Tier Option. Segmentation Tier Option provisioning can take up to two business days. Your subscription will commence on the RSD whether You elect to provision Cloud Service(s) on the RSD or delay provisioning of one or more of the Cloud Services.
- 5.4 **Promotional Offer.** Effective December 1, 2025, the Cisco Secure Cloud Protection Suite–Hypershield Nexus SmartSwitch Promotional Seed Offer (the “**Seed Offer**”) provides customers who purchase the Segmentation Tier Option with access to Cisco Hypershield through the Cisco Secure Cloud Protection Suite for use solely with the Cisco Nexus SmartSwitch. Your participation in this promotional offer is subject to the following terms:
- (A) Access provided under this Seed Offer is limited to non-production use, including internal lab, evaluation, testing, proof-of-concept, or seed deployments. You may not use the Seed Offer for: (1) any production, commercial, revenue-generating, or customer-facing workloads; (2) mission-critical systems or live operational data; or (3) any workload requiring production-grade availability, security, scale, or performance.
  - (B) Cisco may audit usage to verify compliance and may impose limits on the size, scale, or capacity of deployments made under this Seed Offer. You may not expand or scale the deployment beyond what is reasonably required for evaluation or lab use.
  - (C) Support under this Seed Offer is limited to SEV-3 cases and General Inquiries, as defined below. You understand that there is no SEV-1 or SEV-2 support, no SLAs, and no guaranteed response or resolution times are included. Support is provided on a best-effort basis only.
    - (1) SEV-3 means The product has an issue or there exists an outage in a non-critical or non-production environment. Response time is eight Business Hours.
    - (2) General Inquiries means “Question involving the deployment, configuration, documentation, or features of the product.” Response time is one Business Day.
    - (3) Both SEV 3 and General Inquiries are subject to the following definition of Business Hours. “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.
  - (D) The maximum discount available under this Seed Offer is 80% off the Cisco Global Price List. This discount is non-renewable and will not apply upon expiration or renewal of the contract; is limited to one order per customer; may not be combined or stacked with any other promotions, discounts, or incentives; and does not constitute price protection for future purchases.
  - (E) Access and entitlements under this Seed Offer are non-transferable and may not be assigned, sublicensed, resold, used for multitenant environments, or used to provide managed services to third parties. This is a promotional offer and Cisco may, in its sole discretion: (1) modify, suspend, or terminate this Seed Offer at any time; (2) revoke Your access if You violate any terms; or (3) discontinue promotional access for any reason with or without cause.

- 5.5 **Mid-term Changes.** You may increase Your subscriptions, add or upgrade support, or purchase a new Tier Option to co-terminate with Your existing subscription term. However, You cannot downgrade Your subscriptions or cancel a Tier Option. Support is only available for the duration of the subscription term.
- 5.6 **Disclaimers.** While Cisco has used commercially reasonable efforts to create effective security technologies, due to the continual development of new techniques for intruding upon and attacking files, networks, and endpoints, Cisco does not represent or warrant that the Cisco Offer (and included Cloud Services) will guarantee absolute security or that it will protect all your files, networks, or endpoints from all malware, viruses, or third-party malicious attacks.