



## Offer Description – Product

# Smartlook Cloud 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 Offering Description, have the meaning in the Agreement. Any references to a Supplemental End User License Agreement or SEULA mean Offer Description. **Cisco**, as used in the Agreement and this Offer Description, means **Smartlook.com, s.r.o.**, a wholly owned subsidiary of Cisco Systems, Inc.

### 1. Summary

This Offer Description is for the Smartlook Cloud Platform as described more fully in the Documentation available at <https://help.smartlook.com/docs> (collectively, the “**Product**”). This Product is an analytics platform, which is provided to You as a Cloud Service. The Product helps you understand how customers interact with Your website and app from the user's perspective through the use of recordings, automatic tracked events and heatmaps, and conversion funnels.

### 2. Support and Other Services

Your purchase of the Product includes online support ([support@smartlook.com](mailto:support@smartlook.com)) during the subscription term. Online support allows access to support and troubleshooting via online tools and email. No telephone access is provided. You will also have access to [Smartlook.com](#), which provides helpful technical and general information about Cisco products, as well as access to Cisco's on-line knowledge base and forums. Please note that access restrictions identified by Cisco from time to time may apply. We will make commercially reasonable efforts to provide support within a reasonable time.

### 3. Data Protection

The [Smartlook Privacy Policy](#) and the Smartlook [Personal Data Processing Agreement](#) together describe the Personal Data that Cisco collects and processes as part of delivering the Product.

### 4. Special Terms

- 4.1 **Pricing Tiers.** The Product is available in 3 tiers. Each tier includes entitlements and is subject to the limitations described at [www.smartlook.com/pricing](http://www.smartlook.com/pricing), which Cisco may update from time to time. You understand that this Product is only intended for use for the purposes of commercial or other professional or public administration activity. It is not intended for and may not be used by consumers.
- 4.2 **Renewal.** You or Cisco can notify each other of the intent not to renew any time up until the last day of the then-current Use Term. You will provide notice by email to [support@smartlook.com](mailto:support@smartlook.com).
- 4.3 **Open Source.** Without limiting the open-source technology terms of the Agreement, separate license terms apply to third party open-source technology used in the Product. These open-source terms are found at <https://help.smartlook.com/docs/smartlook-sdk-licensing> and <https://mobile.developer.smartlook.com/docs/android-sdk-license-disclosure#android-sdk>.
- 4.4 **Transferability.** Cisco's Software License Portability Policy and Software License Transfer and Reuse Policy do not apply to this Product.