



Offer Description – Product

Cisco ThousandEyes

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 Offer Description, have the meaning in the Agreement. Any references to the Supplemental End User License Agreement or SEULA mean Offer Description.

1. Summary

This Offer Description is for Cisco ThousandEyes, as described more fully in the [ThousandEyes documentation](#) (the “Documentation”) (collectively, the “**Product**”). The Product is a network intelligence platform, which is provided to You as a Cloud Service with optional cloud and on-premises agents (collectively, **Cloud Agents**, **Endpoint Agents**, and **Enterprise Agents** are referred to as “**Vantage Points**”). The Product is designed to help You measure and monitor the availability and performance of web applications, hosted services and networks as described in the Documentation, which may be amended from time to time. The Product comprises several different visibility features (“**Paid Features**”), such as Network & App Synthetics, End User Monitoring, Internet Insights, etc., which enable You to customize the Product based on Your visibility needs. The Documentation provides further information on technical specifications, configuration requirements, features and functionalities related to the Product.

2. Support and Other Services

During the Use Term, Cisco will provide support services as described in the [Support Services Policy](#).

3. Performance Standards

The [Service Level Agreement](#) applies to Your use of the Product.

4. Data Protection

The Product’s [Privacy Data Sheet](#) describes the Personal Data that Cisco collects and processes as part of offering the Product.

5. Special Terms

5.1 Additional Limits on Usage. In addition to any usage limits described in the Agreement and Documentation, You will not (and will not authorize any third party to) configure the Product to intentionally collect any: (1) social security numbers or other government-issued identification numbers, (2) unencrypted passwords or other authentication credentials, (3) health information, biometric data, generic data, or any other similar data, (4) payment, financial, insurance or similar information, (5) data relating to a person under the age of 13 years old, or (6) data that is classified as sensitive data, or special category data, under applicable laws. A breach of this Section 5.1 is considered a misuse of Cisco’s intellectual property rights.

5.2 Limited Preview Features / Early Access Program. From time to time, Cisco may add beta, limited/private preview, trial, or other evaluation features to the Product for You to evaluate (“**Limited Preview Features**”). Collectively, any Limited Preview Feature(s) are subject to the terms applicable to Free Trials in the Agreement, except (i) Limited Preview Feature(s) may be used in production, (ii) Limited Preview Feature(s) are provided AS-IS, without support, without indemnification, and not subject to the SLA, all until such Limited Preview Feature(s) is made generally available in the Product, and (iii) Cisco

may disable the Limited Preview Features in this Product at any time in its discretion.

5.3 Product Use Rights. The Product is licensed using the following models:

Product	Metric	Duration
Enterprise Agents	Unit	Subscription
Cloud Agents	Unit	Subscription
Internet Insights	Package	Subscription
Endpoint Agents*	User	Subscription

*There are three license types applicable to Endpoint Agents - Embedded, Essentials, and Advantage. For more information about the features and restrictions applicable to your license type, please see the [Endpoint Agent Licensing documentation](#).

5.4 Bundle Use Rights. You may receive Use Rights to the Product (or portions of the Product) as part of Your purchase of another Cisco Offer. In such case, the restrictions stated below apply to Your use of the Product (or applicable portion):

Integration/Bundle	Additional License Restrictions
Cisco DNA Advantage for Catalyst 9300 and 9400	The Use Rights are described here: ThousandEyes-Cisco-Catalyst-9000-Entitlements-Summary.pdf . Your Use Right includes the ability to access the Product.
ThousandEyes WAN Insights (available as SD-WAN Predictive Path Recommendations) (Included as part of Cisco DNA Advantage or DNA Premier for SD-WAN .)	<p>Your Use Rights only entitle You to use and access the Product to generate a default ThousandEyes' quality score using the measurement data from Your SD-WAN probes and the path recommendation that leverage the quality of the last seven days to recommend the best path (the "WAN Insights Functionality"). The number of supported applications or application categories included as part of Your Use Rights is further described in the Cisco DNA Subscription Software for SD-WAN and Routing FAQ.</p> <p>You do not have the right to use and access the Product's other features – for example, You may not use the Product to run any tests from any Vantage Point as part of this Use Right.</p> <p>The WAN Insights Functionality is not currently available in all geographies/regions including China, Hong Kong, and Macau; thus, even if the Product ID "TE-EMBED-WANI" has been enabled in Your Cisco Smart Software Manager Smart or Virtual account as part of Your Cisco SD-WAN Use Right, You only have the right to use the WAN Insights Functionality in the geographies/regions where it is commercially available.</p>
Cisco WebEx Devices Integration	The Endpoint Agents are included in the RoomOS software after separate activation. See Cisco WebEx Devices Integration - ThousandEyes Documentation for more information. This Use Right may only be used in conjunction with Your separate purchase of a Use Right to the Product.
Cisco Secure Access	A Cisco Secure Access subscription also includes the right to access and use the Product. Your level of subscription, either as a stand-alone or as part of a suite, will determine what features You are entitled to access. See Cisco Secure Client ThousandEyes Endpoint Module - ThousandEyes Documentation for more information. Your region for provisioning will be as described in Cisco Secure Access Offer Description .
ThousandEyes on Meraki MX Integration (SD-WAN+ license)	<p>If You purchased SD-WAN+ on the Meraki platform, You are entitled to (i) install the ThousandEyes Enterprise Agent on supported Meraki MX devices and appliances, and (ii) claim a certain number of free ThousandEyes Units to run ThousandEyes tests (also referred to as "Free Tests"). If You claim the free Units, You will have access to the Product to access the data from the Enterprise Agents on the Meraki MX devices.</p> <p>See Meraki MX Appliances - ThousandEyes Documentation for more information and applicable restrictions.</p>

6. Additional Definitions

“Cloud Agents” means ThousandEyes’ cloud agent software maintained by ThousandEyes, located throughout the internet, and shared by our customers. For more information, see the [Cloud Agents documentation](#).

“Endpoint Agents” means ThousandEyes’ endpoint agent software that is installed by You on end user Windows or macOS machines to collect network and application layer performance data when Your users access specific websites from within Your monitored networks. For more information, see [the Endpoint Agents documentation](#).

“Enterprise Agents” means ThousandEyes’ enterprise agent software deployed and managed by a You for Your exclusive use (in contrast to Cloud Agents, which are managed by ThousandEyes and shared by our customers), to test targets from inside Your network, or from within infrastructure within Your control. For more information, see the [Enterprise Agents documentation](#).

“Package” means the collection of Internet Insights catalogue entries with the same provider type and region as described in more detail here: [Terminology - ThousandEyes Documentation](#).

“Unit” means the unit of measurement required for tests from Cloud Agents or Enterprise Agents. Each test consumes a specific number of test units, based upon the test type and test configuration as described in more detail here: [How Unit Consumption Works - ThousandEyes Documentation](#).

“User” means, in the context of an Endpoint Agent, an internet-connected user of Endpoint Agents.