



Offer Description

Cisco Secure User 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 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 User 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 applicable tier in the table below and (b) Security Cloud Control and Security Cloud Sign-On. For more information on Cisco Secure User Protection Suite, see the [User Protection Suite Site](#).

Suite Tier	Included Cloud Services*
User Protection Suite Advanced	Secure Endpoint Advantage <i>(Includes file inspection for 200 files; 1 SMA cloud portal user if <250 Covered Users; 3 SMA cloud portal users if ≥ 250 Covered Users)</i>
	Cisco Secure Access Advantage <i>(Includes file inspection for unlimited files; 3 SMA cloud portal users)</i>
	Duo Advantage <i>(customers who purchased the User Protection Suite prior to December 4, 2024, will continue to receive Duo Premier)**</i>
	Email Threat Defense <i>(Includes file inspection for unlimited files; no SMA cloud portal users)</i>
	Identity Service Engine (ISE) 3.X Premier
User Protection Suite Essentials	Cisco Secure Access Essentials <i>(Includes file inspection for 500 files; no SMA cloud portal users)</i>
	Duo Advantage <i>(customers who purchased the User Protection Suite prior to December 4, 2024, will continue to receive Duo Premier)**</i>
	Email Threat Defense <i>(Includes file inspection for unlimited files; no SMA cloud portal users)</i>

*The User Protection Suite also includes file inspection through Secure Malware Analytics (“**SMA**”) and use of the SMA cloud portal at the quantities listed in the table above.

**Customers who receive Duo Advantage as part of the User Protection Suite may, at Cisco's sole discretion, temporarily receive additional Duo features. Such features may be disabled at a later date at Cisco's sole discretion.

2. Support

You will be required to select [Enhanced or Premium Support](#) when You purchase the Cisco Offer.

3. Performance Standards

The Cloud Services included in this Cisco Offer are subject to any Service Level Objective (“**SLO**”) or Service Level Agreement (“**SLA**”) described in the individual Offer Descriptions. If a Cloud Service SLA or SLO includes a termination right, that termination right is not applicable to the 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 Offer Terms.** Each Cloud Service included in the Cisco Offer is subject to its individual Offer Description. The following Offer Descriptions apply (depending on Suite Tier): [Cisco Secure Access](#), [Secure Endpoint](#), [Duo](#), [Email Threat Defense](#), and [Secure Malware Analytics](#). This Offer Description takes precedence over the individual Offer Descriptions in the event of any conflict.

- 5.2 **Billing Meter – Covered Users.** Cisco licenses Cisco Offer subscriptions based on the number of Covered Users – individual Cloud Service billing meters do not apply. In addition, when You purchase the Cisco Offer, You must purchase a subscription for each Covered User even if that Covered User is not protected by all the individual Cloud Services included in the Cisco Offer.
- 5.3 **Subscription Start Date; Claim Code.** When Cisco receives and accepts Your order, You will receive a claim code via email. The claim code enables You to (i) set up your subscription in Security Cloud Control, and (ii) commencing on the requested start date (RSD) in the order, provision and access the Cloud Services included in the purchased tier. 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 **Mid-Term Changes.** During the Cisco Offer subscription term, You can upgrade Your subscription to a higher tier by placing an upgrade order through Your Approved Source, but You cannot downgrade Your subscription to a lower tier.
- 5.5 **Secure Endpoint Usage.** Suite packaging assumes that You have, on average, two (2) endpoints per Covered User for purposes of Cisco Secure Endpoint. You understand that if Your average endpoint to Covered User ratio is significantly higher than two to one (2:1) on a recurring basis, Cisco will work with You to assess utilization/consumption and may require You to purchase additional Covered User licenses.
- 5.6 **Launchpad Offer.** The Launchpad Offer is a promotional offer where eligible customers agree to limit their use of the Secure Private Access ("**SPA**") entitlement under the User Protection Suite in exchange for a discount from Cisco. In consideration of the discount extended to the Approved Source for Your purchase, You will limit use of the SPA entitlement under the User Protection Suite to no more than 20% of the purchased Covered User licenses. For example: You purchase 100 Covered User licenses for the User Protection Suite. You agree to only use up to 20 Covered User licenses for SPA. If You exceed this 20% limitation, You will pay for such excess usage at a price mutually agreed upon by You and the Approved Source.
- 5.7 **Acceptable Use.** You will not (and will not allow any third party to): (i) establish regular and frequent automated queries to an external site, such as port scanning of a third-party entity not in Your control, or use offensive security technologies against a third party through the use of Umbrella (because these actions could reasonably be viewed by the external site as a denial of service attack or a violation of the third party's terms and could lead to Cisco being blacklisted); (ii) use a Cloud Service to access websites or blocked services in violation of applicable law and/or regulation; or (iii) use a Cloud Service for the purpose of intentionally masking Your identity in connection with the commission of unlawful activities or to otherwise avoid legal process. If Cisco receives a third-party request for information, demand letter, or other similar inquiry in connection with Your use of a Cloud Service relating to alleged unlawful activity on Your network, Cisco may disclose Your name to such third party as necessary to comply with legal process or meet national security requirements; protect the rights, property, or safety of Cisco, its business partners, You, or others; or as otherwise required by applicable law.
- 5.8 **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 cloud services will guarantee absolute security or that it will protect all your files, network, or endpoints from all malware, viruses, or third-party malicious attacks.

5.9 Definitions

Term	Meaning
Covered User	An Internet-connected employee, subcontractor, and any other authorized individual covered (i.e., protected) by Your deployment of any of the included Cloud Services.