



Offer Description

Cisco XDR

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 Cisco XDR (a Cloud Service) and any Cisco Offer that references this Offer Description (collectively, the “**Cisco Offer**”).

2. Support and Other Services

- 2.1 **Support.** Your purchase of the Cisco Offer includes Enhanced Support. Premium Support is an optional add-on. Cisco will provide You with support for the Cisco Offer as described here: <https://www.cisco.com/c/en/us/products/se/2019/8/Services/cx-cisco-software-support-for-security-data-sheet.html>.
- 2.2 **XDR Premier.** If you have purchased an XDR Premier license, Cisco will provide You with the services described in the [Cisco XDR Premier Services Service Description](#).
- 2.3 **Other Services.** An XDR subscription includes the right to access and use Cisco Security Provisioning and Administration. Cisco Security Provisioning and Administration provides You a unified experience in deploying and managing Your subscription. Cisco Security Provisioning and Administration is used as a single sign-on (SSO) across products and operates as the native Identity Provider (IdP) or delegated IdP across selected Cisco products.

3. Performance Standards

Service Level Objective. The [Cisco XDR Service Level Objective](#) applies to the Cisco Offer.

4. Data Handling

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

5. Special Terms

- 5.1 **Disclaimer.** Cisco does not represent or warrant that the Cisco Offer will guarantee absolute security 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 will protect all your files, network, or endpoints from all malware, viruses or third-party malicious attacks. Cisco does not make any representations or warranties regarding any third-party system or service to which a product integrates or to any ongoing integration support. Integrations made accessible to you that are not a generally available product included on your order are provided on an “AS IS” basis. XDR automate enables customers to program automated workflows. Customers are responsible for ensuring that workflows are programmed carefully, in accordance with the technical documentation supplied by cisco and with consideration for how that workflow might operate under potential differing circumstances. Cisco recommends all workflows be tested in a non-production environment prior to implementation in production.
- 5.2 **Subscription Start Date; Claim Code.** When Your order for Cisco XDR is received and accepted by Cisco, You will receive a subscription 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 Cisco Offer. 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.