



Offer Description Acknowledgment

Cisco cDVR/TSTV Solution

The Cisco cDVR/TSTV service is a cloud services platform for customers to record and playback premium video from a central location to supported set top boxes and other supported consumer devices and is offered as Software-as-a-Service (“**SaaS**”). Depending upon the features ordered by the customer, the cDVR/TSTV service allows time shifted video services as well as subscriber initiated cloud DVR video services. Due to the nature and complexity of the Cisco cDVR/TSTV service, Cisco expects that a unique and separate cDVR/TSTV Offer Description will be necessary to conduct business with each of our customers. This unique and separate cDVR/TSTV Offer Description shall serve as the legal contract between Cisco and the customer. In addition to a unique and separate cDVR/TSTV Offer Description, the Customer also agrees to the terms of Cisco’s Universal Cloud Agreement located at <https://www.cisco.com/c/en/us/products/universal-cloud-agreement.html> (the “Agreement”).

By clicking on “**Accept**” as an order is entered into the Cisco Commerce Workspace, the customer acknowledges that they have reached a separate legal agreement with Cisco Systems, Inc. for the services that are part of the Cisco cDVR/TSTV Solution. This separate agreement includes but is not limited to the items listed below:

- Terms for Direct Sale from Cisco Systems, Inc.
- Terms for Sale through a Cisco-Authorized Reseller
- Summary of the Services Offered
- Fee Structure and Ordering Information
- Term of Agreement
- Summary of Services
 - Mandatory Services
 - Optional Services
- Detailed Description of Services
- Use Reports and Invoicing
- Excluded Services
- Customer Requirements
- Rights granted to Cisco Systems, Inc.
- Product Specifications
- Third Party Components
- Support Services
 - Customer Operations
 - Service Delivery
 - Service Assurance
 - Exceptions
 - Obligations of Customer