



Offer Description: Cisco CloudCenter Suite as a Service

This Offer Description (the “**Offer Description**”) describes CloudCenter Suite as a Service (the “**Cloud Service**” or “**Cisco CloudCenter Suite**”). Your subscription is governed by this Offer Description and the Cisco Universal Cloud Agreement located at www.cisco.com/go/uca (or similar terms existing between you and Cisco) (the “**Agreement**”), and any Software You install is licensed under the Cisco End User License Agreement located at www.cisco.com/go/eula (the “**EULA**”). Capitalized terms used in this Offer Description and/or the Order not otherwise defined herein have the meaning given to them in the Agreement.

Table of Contents

1. Offer Description.....	1	2.2. Third-Party Products.....	2
2. Supplemental Terms and Conditions ..	1	3. Data Protection	2
2.1. Term.....	1	4. Support & Maintenance.....	2

1. Offer Description.

Cisco CloudCenter Suite allows You to securely design, deploy, and optimize infrastructure and applications across multiple clouds. Leveraging a modular approach, CloudCenter Suite provides simplified lifecycle management of applications and underlying infrastructure, for both on-premise and the public cloud. This Offer Description currently includes the following integrated modules. Additional modules may be added over time.

- Suite Admin, the central administration point for all Cisco CloudCenter Suite modules, it provides common services such as managing cloud accounts, multitenancy, licensing, monitoring and logging, role-based access control, user authentication, and single sign-on integration.
- Workload Manager, which provides multicloud management of infrastructure and applications so you can design, deploy, and optimize your deployments on premises and in public clouds with governance policies that provide centralized visibility and control.
- Action Orchestrator, which simplifies business processes through workflow automation and seamless integration with extended ecosystem solutions through a broad set of adaptors and standardized interfaces.
- Cost Optimizer, which analyzes consumption patterns of deployed workloads to provide visibility into your total cloud spend and identify cost-optimization strategies.

2. Supplemental Terms and Conditions

2.1. Term.

The initial term of Cisco CloudCenter Suite starts on the earlier of the date (i) the Software is made available for download or installation, or (ii) CloudCenter as a Service is available for Your use, and lasts for the period stated in the Order.

2.2. Integration with Third Party Products.

The Cloud Service may allow you to integrate with third-party products. Cisco does not support or warrant third-party products and disclaims all responsibility and liability for third-party products used with the Cloud Service, including any responsibility for customer data transferred to such third-party product through Your use of the applicable integration. If You use a third-party product, the terms of use for that third-party product are between You and the provider. Some third-party products may contain tracking technology. Accordingly, it is Your responsibility to read the third party's disclosures, terms of use, and privacy policy before using such third-party products with the Cloud Service.

3. Data Protection

Cisco's data protection obligations are set forth in the Agreement. Additionally, the Cisco CloudCenter as a Service Privacy Data Sheet (available [here](#)) supplements the Cisco Privacy Statement and describes the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Services.

4. Support & Maintenance.

The Cloud Services include online support and phone support. Cisco will respond as set forth in the table below and may require information from You to resolve service issues. You agree to provide the information requested and understand that a delay in providing the information to Cisco may delay resolution and response time.

Online Support allows access for support and troubleshooting via online tools, email and web case submission only. No telephone access is provided. Case severity or escalation guidelines are not applicable. Cisco will respond to a submitted case no later than the next business day during standard business hours.

Phone Support provides Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or web case submission and online tools with use and troubleshooting issues. Cisco will respond within one (1) hour for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond no later than the next business day.

You will also have access to Cisco.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.

For Software, Cisco will provide (i) work-around solutions or patches to reported problems and (ii) major, minor and maintenance releases of the licensed Software version, which can be accessed on Cisco Software Central. You may be required to update to the latest Software release to correct a reported Software problem.

The below table outlines Cisco's response objectives based on case severity. Cisco may adjust assigned case severity to align with the Severity definitions below.

Software Service	Support	Technical Coverage	Support	Response Objective for Severity 1 or 2	Time Case	Response Objective for Severity 3 or 4	Time Case
Basic Support	with Phone	24x7 via Phone & Web		Response within 1 hour		Response within next Business Day	
Basic Support	with Online	Web		Response to all cases within next Business Day during Standard Business Hours			

The following definitions apply to this Section.

Response time means the time between case submission in the case management system to support engineer contact.

Severity 1 means the Cloud Service is unavailable or down or there is a critical impact to a significant impact to Case Submitter's business operation. Case Submitter and Cisco both will commit full-time resources to resolve the situation.

Severity 2 means the Cloud Service is degraded or significant aspects of Case Submitter's business operation are negatively impacted by unacceptable software performance. Case Submitter and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.

Severity 3 means the Cloud Service is impaired, although most business operations remain functional. Case Submitter and Cisco both are willing to commit resources during Standard Business Hours to resolve the situation.

Severity 4 means minor intermittent functionality or performance issue, or information is required on the Cloud Service. There is little or no impact to Case Submitter's business operation. Case Submitter and Cisco both are willing to provide resources during Standard Business Hours to provide assistance or information as requested.

Business Day means the generally accepted days of operation per week within the relevant region where the Cloud Services will be performed, excluding local holidays as observed by Cisco.

Local Time means Central European Time for support provided in Europe, Middle East and Africa, Australia's Eastern Standard Time for support provided in Australia, Japan's Standard Time for support provided in Japan and Pacific Standard Time for support provided in all other locations.

Standard Business Hours means 8am to 5pm Local Time at the location of the respective Cisco TAC, on Business Days, for the handling of TAC calls.

Your access to and use of the Cloud Services may be suspended for the duration of unanticipated or unscheduled downtime, including as a result of catastrophic events, external denial of service or other security breach, or operational incidents.