Offer Description: Cisco Cloudlock

This Offer Description (the “Offer Description”) describes Cisco Cloudlock (the “Cloud Service”). 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”). Capitalized terms used in this Offer Description and/or the Order not otherwise defined herein have the meaning given to them in the Agreement.

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1. Offer Description

Cisco Cloudlock is a cloud-based Cloud Access Security Broker (CASB) and cloud cybersecurity platform that helps organizations securely leverage use of applications in the cloud. Cisco Cloudlock delivers visibility and control for cloud application environments across users, data, and applications. The core functionality of Cisco Cloudlock covers the following four use cases:

Data Loss Prevention (“DLP“): Cisco Cloudlock provides DLP functionality that monitors cloud environments to detect and secure sensitive information through out-of-the-box policies as well as highly-tunable custom policies. Automated response actions can remediate risk in the instance of policy violation, including but not limited to, end-user notifications, transfer of ownership, and quarantines.

User and Entity Behavior Analytics (“UEBA“): Cisco Cloudlock provides cross-platform UEBA functionality for cloud application environments. Cisco Cloudlock leverages advanced machine learning algorithms to detect anomalies based on factors such as activities outside of whitelisted countries and actions across distances.

Apps Firewall (“Apps Firewall“): Certain Cisco Cloudlock applications enable discovery of cloud applications connected to Your corporate environment via an Oauth connection, and provide a crowd-sourced Community Trust Rating for individual applications, as well as the ability to ban or whitelist them based on risk profile and access scope, increase employee awareness with email alerts, and revoke application use in bulk across the entire user base.

App Discovery (“App Discovery“): App Discovery is an optional add-on service that provides visibility into cloud applications (SaaS, PaaS, IaaS) used or visited by individuals through a customer’s network (applications accessed outside of an OAuth connection) via the then current supported data sources.

2. Supplemental Terms and Conditions

2.1. Disclaimers
CISCO DOES NOT REPRESENT OR WARRANT THAT THE CLOUD SERVICES 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 CLOUD SERVICES 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 CLOUD SERVICE 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.

2.2. Service Availability Commitment

Cisco shall use commercially reasonable efforts to maintain Cisco Cloudlock availability of 99.9% of each calendar month. Availability will be calculated by dividing the total number of minutes of Uptime (defined below) during the applicable calendar month by the total number of minutes in such month, minus minutes of Cisco Cloudlock Outages (defined below) occurring due to scheduled maintenance and attributable to Third Party Actions (defined below), and multiplying that amount by 100. The formula for this calculation is as follows:

\[
\text{Availability} = \left( \frac{X}{Y} \right) \times 100
\]

where:

- \(X\) = Total # of minutes of Uptime during calendar month
- \(Y\) = (Total # of minutes in such calendar month) - (Total # of minutes of Outages from scheduled maintenance and Third Party Actions)

For the purposes of this calculation, (i) An "Outage" means Cisco Cloudlock is completely unreachable when Your Internet connection is working correctly, (ii) "Uptime" means the number of minutes where there were no Cisco Cloudlock Outages, excluding Outages for scheduled maintenance and Third Party Actions, and (iii) "Third Party Action" means any action beyond Cisco’s reasonable control including, without limitation, the performance of Internet networks controlled by other companies or traffic exchange points that are controlled by other companies, labor strikes or shortages, riots, insurrection, fires, flood, storm, explosions, acts of God, war, terrorism, governmental action, labor conditions, earthquakes and material shortages. If a dispute arises about whether or not an Outage occurred, Cisco shall make a determination in good faith based on its system logs, monitoring reports and configuration records, and as between customer records and Cisco records, Cisco records shall control. Cisco shall not be responsible for any Cisco Cloudlock Outages arising out of Third Party Actions.

2.3. Users and Usage

Please see Cloudlock Users for information on how to count users for your Cisco Cloudlock subscription and for other applicable usage based limitations.

2.4. Application Programming Interfaces ("APIs")

Application Programming Interfaces (APIs). APIs supplied or made accessible through Cisco Cloudlock are subject to change and You assume the associated risks of using API’s for development purposes if You elect to do so. All such APIs are provided on an AS-IS basis.

3. Data Protection

Cisco’s data protection obligations are set forth in the Agreement. Additionally, the Cisco Cloudlock Privacy Data Sheet(s) (available here) supplement the Cisco Privacy Statement and describe the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Services.

4. Support & Maintenance
Technical support for Cisco Cloudlock will be provided in accordance with the applicable Technical Support Level and Priority/Response Targets set forth below, unless You are receiving support directly from the applicable Approved Source. The embedded support option for Cisco Cloudlock is the Basic level described below.

Cisco may adjust assigned case severity or priority to align with the definitions herein.

<table>
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<tr>
<th>Technical Support Level</th>
<th>Description</th>
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| Basic                   | • Email Access Only  
• Access to online tools (e.g. knowledgebase, forums, Documentation, case portal, and notifications) |
| Gold                    | • Email Access  
• Access to online tools (e.g. knowledgebase, forums, Documentation, case portal, and notifications)  
• 24x7 phone support for P1 requests  
• 24x5 phone support for P2 – P3 requests (Sunday 4pm PST – Friday 5pm PST) |

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<tr>
<th>Support Priority</th>
<th>Response Target</th>
<th>Description</th>
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| P1: Outage (as defined in Availability SLA) | - ~30 minutes for phone request  
- ~2 hours for email request | Cisco will work on the resolution on a 24x7 basis to either resolve the issue, or develop a reasonable workaround. |
| P2: Technical Issue | 1 business day | An issue occurs if the Cloud Service is available but response times are slow while Your Internet connection is working correctly. Issues include technical questions or configuration issues related to Your account that moderately impact Your ability to use the Cloud Service. Cisco will work on the resolution continuously during business hours until either the issue has been resolved, or a plan has been developed and mutually agreed upon between You and Cisco. |
| P3: Information Request | 2 business days | Information requests include account questions, password resets, and feature questions. Cisco personnel will be assigned to work on the resolution at the time of response or as soon as practicable thereafter. |

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.