Offer Description: Cisco Cloudlock

This Offer Description (the “Offer Description”) describes Cisco Cloudlock (“Cloudlock” or “Cisco Technology”). Your subscription is governed by this Offer Description and the Cisco End User License Agreement located at www.cisco.com/go/eula (or similar terms existing between you and Cisco) (the “Agreement”). If capitalized terms are not defined in this Offer Description, then they have the meaning given to them in the Agreement or order(s).

1. 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. Depending upon the applicable Cisco Cloudlock subscription, customers may be afforded the right on an opt-in basis to access and use Cisco Umbrella features as part of their Cisco Cloudlock subscription, including by way of example, DNS monitoring, Umbrella App Discovery and Umbrella Cloud Malware. The core functionality of Cisco Cloudlock covers data loss prevention (“DLP”), user and entity behavior analytics (“UEBA”) and apps firewall and apps discovery.

2. Supplemental Terms and Conditions

2.1 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 SERVICE WILL GUARANTEE ABSOLUTE SECURITY OR THAT IT WILL PROTECT ALL YOUR FILES, NETWORK, OR ENDPOINTS FROM ALL MALWARE, VIRUSES, OR THIRD-PARTY MALICIOUS ATTACKS.

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:

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

\[
X = \text{Total \# of minutes of Uptime during calendar month; and}
\]

\[
Y = (\text{Total \# of minutes in such calendar month}) - (\text{Total \# of minutes of Outages from scheduled maintenance and/or Third-Party Actions}).
\]
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

For information on how to count users for your Cisco Cloudlock subscription and for other applicable usage-based limitations, please see Cisco Cloudlock Users and Usage Policy.

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

The Cisco Cloudlock and Cisco Umbrella Privacy Data Sheets describe the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Services. Please see the applicable Privacy Data Sheets available on the Trust Portal. For further details on how Cisco processes, uses and protects all categories of data, please visit Cisco’s Security and Trust Center.

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>
<thead>
<tr>
<th>Technical Support Level</th>
<th>Description</th>
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</table>
| 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  
<pre><code>                    | • 24x5 phone support for P2 – P3 requests (Sunday 4pm PST – Friday 5pm PST) |
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<table>
<thead>
<tr>
<th>Support Priority</th>
<th>Response Target</th>
<th>Description</th>
</tr>
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<tbody>
<tr>
<td>P1: Outage (as defined in Availability SLA)</td>
<td>--30 minutes for phone request --2 hours for email request</td>
<td>Cisco will work on the resolution on a 24×7 basis to either resolve the issue or develop a reasonable workaround.</td>
</tr>
<tr>
<td>P2: Technical Issue</td>
<td>1 business day</td>
<td>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.</td>
</tr>
<tr>
<td>P3: Information Request</td>
<td>2 business days</td>
<td>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.</td>
</tr>
</tbody>
</table>

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.