



Offer Description: Cisco DNA Spaces

This Offer Description (the “**Offer Description**”) describes Cisco DNA Spaces (“Cisco DNA Spaces” or “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 DNA Spaces uses location data to gain insights into the behavior of people and things in any place with wireless connectivity, allowing customers to make informed business decisions, optimize operations, and improve experiences. Cisco DNA Spaces brings together multiple location-based services’ capabilities in a unified platform and user interface, including some or all of the following:

- **Business Insights:** Track the effectiveness of guest wireless infrastructure by measuring Wi-Fi adoption. Measure how frequently people visit a property and how much time they spend at a property. Compare and benchmark the performance of properties historically or by group.
- **Operational Insights Toolkit:** Monitor, manage, and optimize assets, Internet of Things (IoT) sensors, alert systems, and operational workflows (collectively, the “**Assets**”). The toolkit gives real-time visibility to tags and sensors, including Wi-Fi, Bluetooth Low Energy (BLE), RFID, and environmental monitors to give insights into Your operations, and enables actions to optimize operational processes.
- **Engage Toolkit:** Onboard users onto Wi-Fi, build location-based customer personas, and engage directly with customers in real-time through multiple channels. The toolkit delivers context-aware mobile experiences that allows You to acquire customers and enhance the customer experience through personalized services and content delivered to a user’s mobile device.
- **Location Hierarchy:** Allows IT and LoB (Line of Business) administrators to map the Wi-Fi network and BLE beacons infrastructure to the business physical location hierarchy for use within rules engines and reports and insights. Sync SSIDs and access points between Cisco DNA Spaces and WLAN infrastructure.
- **License and Access to On-premises Location Compute (the “Location Compute Software”):** Determine the location of Wi-Fi clients, and use Hyperlocation and FastLocate capabilities to improve location accuracy.

For customers based in Mainland China, only the on-premises components and features of Cisco DNA Spaces

are currently available as a term-based subscription software product distributed to the customer under Cisco's end user license terms, and not as a hosted Cloud Service offered elsewhere in the world under this Offer Description.

2. Supplemental Terms and Conditions

2.1. Term

The initial term of Cisco DNA Spaces starts on the earlier of the date (i) the Cloud Service is available for Your use, and lasts for the period stated in the Order, or (ii) the Location Compute Software is made available for download or installation.

2.2. Trial Versions

Trial access to the Cloud Service is available for a period of up to ninety (90) days.

2.3. Authorization

You are solely responsible for obtaining all necessary authorizations from the owner(s) of the Assets that are monitored and managed by the Cloud Service. Cisco has no obligation to confirm that such authorizations have been obtained, and assumes no liability with respect thereto.

3. Data Protection

Cisco's data protection obligations are set forth in the Agreement. Additionally, the Cisco DNA Spaces 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

The Cloud Service 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 the licensed Software version, 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 Support Service	Technical Support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Basic with Phone Support	24x7 via Phone & Web	Response within 1 hour	Response within next Business Day
Basic with Online Support	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 Your business operation. You and Cisco both will commit full-time resources to resolve the situation.

Severity 2 means the Cloud Service is degraded or significant aspects of Your business operation are negatively impacted by unacceptable software performance. You 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. You 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 Your business operation. You 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. Please visit <https://www.cisco.com/c/en/us/support/web/tsd-cisco-worldwide-contacts.html> for Support contact information.