



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**”), 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	2.3. Authorization.....	2
2. Supplemental Terms and Conditions	2	3. Data Protection	2
2.1. Term.	2	4. Support & Maintenance.....	2
2.2. Trial Versions.	2		

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-premise Location Compute (the “Location Compute Software”):** Determine the location of Wi-Fi clients, and use Hyperlocation and FastLocate capabilities to improve location accuracy.

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 Services include phone and e-mail 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.

Support team access is available 24 hours per day, 7 days per week by phone (1-877-330-9746) or e-mail (dna-spaces-support@external.cisco.com). Cisco will respond within one (1) hour for Severity 1 calls, and eight (8) hours for Severity 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.

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	Response Time/Target
--------------------------	----------------------

Severity 1	Within one (1) hour
Severity 2	Within eight (8) hours
Severity 3	Next Business Day
Severity 4	Next Business Day

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.

