Offer Description: Cisco Stealthwatch Cloud

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

Note: Cisco security products are being renamed under our Cisco Secure brand. Stealthwatch Cloud Private Network Monitoring will be renamed Cisco Secure Network Analytics SaaS. Stealthwatch Cloud Public Cloud Monitoring will be renamed Cisco Secure Cloud Analytics. New product names will be updated in phases. You can find a map of our current and new names, and additional information regarding the Cisco Secure naming updates at https://www.cisco.com/c/en/us/products/security/index.html.

1. Description

1.1. Cisco Stealthwatch Cloud
Cisco Stealthwatch Cloud Private Network Monitoring and Cisco Stealthwatch Cloud Public Cloud Monitoring are cloud security services that perform behavior anomaly detection on network connected devices and users in the data center and/or the cloud. Their cloud-native, machine learning techniques help you to identify insider and external threats through modeling algorithms that detect changes in behavior and identify policy violations, misconfigured cloud assets and user error and misuse.

1.2. Cisco SecureX
Your CES and CRES subscriptions include access to Cisco SecureX, Cisco’s integrated security platform that aggregates threat intelligence (through SecureX threat response, also known as Cisco Threat Response), unifies visibility across various Cisco and third party security products, enables automated workflows, and more. For more information on SecureX, please see the SecureX Offer Description at https://www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html.

2. Supplemental Terms and Conditions

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.

3. Data Protection

The Cisco Stealthwatch Cloud and SecureX Privacy Data Sheets (available here) describes the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Services. 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

The Cloud Services include online 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.

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.

<table>
<thead>
<tr>
<th>Software Support Service</th>
<th>Technical Support Coverage</th>
<th>Response Time Objective for Case Severity 1 or 2</th>
<th>Response Time Objective for Case Severity 3 or 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Basic with Online Support</td>
<td>Web</td>
<td>Response to all cases within next Business Day during Standard Business Hours</td>
<td></td>
</tr>
</tbody>
</table>

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.