



Offer Description: Cisco Tetration SaaS

This Offer Description (the “**Offer Description**”) describes Cisco Tetration SaaS. 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.

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1. Offer Description.

Cisco Tetration SaaS.

The Tetration SaaS platform provides workload protection for multicloud data centers, enabling customers to manage workloads securely and consistently. Tetration is cloud & infrastructure agnostic, providing consistent protection in heterogeneous environments. Users of the Tetration SaaS platform can choose to purchase add-on features as described in the Tetration SaaS Ordering Guide and Documentation.

2. Supplemental Terms and Conditions

2.1. Cisco Tetration APIs and Tetration Apps.

Tetration includes “Tetration APIs” and “Tetration Apps,” additional functionality that are subject to these additional terms, which you agree to if you make use of the Tetration APIs or Tetration Apps. Cisco hereby grants to you a worldwide, non-exclusive, non-transferable, non-sublicensable license to use and make calls to the Tetration APIs and Tetration Apps for the sole purpose of developing and implementing software applications that work, communicate, or interact with Your licensed Tetration products. You agree not to assert any of your intellectual property developed with use of and/or used with the Tetration APIs or Tetration Apps against Cisco or any of its affiliates, customers, resellers, distributors, or other licensees of the Tetration APIs and Tetration Apps for making, having made, using, selling, offering for sale, or importing: (i) any products or services implementing, interfacing with or operating in combination with the Tetration APIs or Tetration Apps; or (ii) any applications developed using the Tetration APIs or Tetration Apps. If You do not agree with the foregoing terms for Tetration APIs and Tetration Apps, do not make use of such functionality as you are not licensed to use the Tetration APIs or Tetration Apps.

2.2. Cisco Content.

If Your use of Tetration SaaS requires or permits You to use any Cisco Content, then You (and Your agents acting on your behalf) may only use such Cisco Content for use with Tetration SaaS and with those third-

party products or services offerings that Cisco has identified as being compatible. You agree not to extract Cisco Content from or use any Cisco Content separate from Tetration SaaS, or provide Cisco Content to a third party.

3. Data Protection

Cisco's data protection obligations are set forth in the Agreement. Additionally, the Cisco Tetration SaaS 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 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 Software, 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 Service	Support	Technical Coverage	Support	Response Objective for Severity 1 or 2	Time for Case	Response Objective for Severity 3 or 4	Time for Case
Basic with Phone Support		24x7 via Phone & Web		Response within 1 hour	1	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 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.

Definitions.

Cisco Content means any Cisco-provided content or data including, but not limited to, geographic and domain information, rules, signatures, threat intelligence or other threat data feeds, suspicious URLs and IP address data feeds.