Offer Description: Cisco Umbrella

This Offer Description (the “Offer Description”) describes Cisco Umbrella (the “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 Umbrella is a cloud-based security platform at the DNS (domain name system) layer that provides the first line of defense against threats on the Internet by blocking requests to malicious destinations (domains, IPs, URLs) before a connection is established. It provides protection against threats over all ports and protocols, and can protect Internet access across all devices on Your network, all office locations, and roaming users. Cisco Umbrella Investigate provides access to certain Cisco Threat Content about malicious domains, IPs, networks, and file hashes. Using a diverse dataset of billions of daily DNS requests and live views of the connections between different networks on the Internet, Cisco Umbrella Investigate applies statistical models and human intelligence to identify attackers’ infrastructures. Cisco Umbrella Investigate’s data can be accessed via a web-based console or an API.

Your Cisco Umbrella subscription includes access to Cisco Threat Response. Cisco Threat Response is a cloud based aggregator of threat intelligence collected or generated by Cisco security products as well as other third party security products. Cisco Threat Response allows You to pull together critical threat intelligence and add context from Your organization so You know which systems and devices are infected.

2. Supplemental Terms and Conditions

   2.1. Restrictions

If You are an authorized Cisco service provider whose contract with Cisco authorizes You to utilize Cisco cloud services on behalf of end customers, You may use the Cloud Service only for the benefit of such end customers.

   2.2. 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.

2.3. Cisco Umbrella Cloud Delivered Firewall ("CDFW")
In connection with Your use of CDFW (to the extent applicable), You will not (and will not allow any third party to): (i) use the Cloud Service to run automated queries to external websites; (ii) use the Cloud Service to access websites or blocked services in violation of applicable law and/or regulation; or (iii) use the Cloud Service for the purpose of intentionally masking Your identity in connection with the commission of unlawful activities or to otherwise avoid legal process. Additionally, by using CDFW, you acknowledge that in the event that Cisco receives a third party request for information, demand letter, or other similar inquiry with regards to alleged unlawful activity on Your network, Cisco may disclose Your name to such third party as necessary to comply with legal process or meet national security requirements; protect the rights, property, or safety of Cisco, its business partners, You, or others; or as otherwise required by applicable law.

CDFW Bandwidth: CDFW is licensed by mega bits per second ("Mbps") and the total amount of Mbps that You are licensed to use is Your "Subscribed Bandwidth." Cisco will continuously measure Your usage of CDFW throughout a given month by analyzing the previous thirty (30) day period for peaks in Mbps on Your network. If at any time, Cisco determines that Your 95th Percentile Bandwidth (defined below) has exceeded Your Subscribed Bandwidth, Cisco reserves the right, in its sole discretion and at any point during the thirty (30) day monitoring period, to throttle Your bandwidth or require You to increase Your Subscribed Bandwidth at Your cost.

Your 95th Percentile Bandwidth is calculated by observing Your Mbps peaks over the course of thirty (30) days, with the first thirty (30) day period beginning upon activation of the Cloud Service, and discarding the top 5% of the Mbps peaks observed in that time frame. The next highest Mbps peak value after discarding the top 5% Mbps peaks is Your "95th Percentile Bandwidth." For example, if there are one hundred (100) Mbps peaks observed, Cisco would discard the top five (5) Mbps peaks and the next highest Mbps peak is Your 95th Percentile Bandwidth. So, if the highest six (6) Mbps peaks were measured as 22Mbps, 25Mbps, 28Mbps, 35Mbps, 27Mbps, and 24Mbps for that thirty (30) day period, Your 95th Percentile Bandwidth would be 22Mbps.

2.4. Cisco Umbrella Secure Internet Gateway Essentials ("SIG Essentials")
The following use limitations apply in connection with Your use of Cisco Umbrella Secure Internet Gateway Essentials and Cisco Umbrella Secure Internet Gateway SIG Essentials Add-On (collectively, "SIG Essentials").

SIG Essentials is licensed based on the quantity of Users and is subject to an Average Bandwidth (as defined below) limit of 50 kilobits per second ("kbps"). “Users” means the total number of internet-connected users licensed to use the Cloud Service under Your subscription. Cisco will continuously measure Your usage of SIG Essentials throughout a rolling thirty (30) day period to determine Your Average Bandwidth. If at any time Cisco determines that Your Average Bandwidth has exceeded 50 kbps, Cisco reserves the right to require You to purchase additional licenses as required to reduce Your Average Bandwidth to 50 kbps. The formula for Average Bandwidth is:

\[
\text{Average Bandwidth} = \frac{95\text{th Percentile Bandwidth}}{\text{Number of Users}}
\]
The 95th Percentile Bandwidth is calculated by: (i) observing Your traffic samples over the course of thirty (30) days at each Cisco Umbrella data center Your traffic is sent to, (ii) discarding the top 5% of the traffic samples at each such data center and taking the next highest traffic sample value ("Peak Value"), and (iii) adding together the Peak Value for each data center.

For example, if the Peak Value at one data center is 1,000,000 kbps and the Peak Value at a second data center Your traffic is sent to is 10,000 kbps, the 95th Percentile Bandwidth is 1,000,000 + 10,000 = 1,010,000 kbps. The Average Bandwidth would be 1,010,000 kbps divided by the number of Users licensed under Your subscription. If You have 25,000 users covered by Your subscription. Your Average per user Bandwidth for the monitored period is 1,010,000 / 25,000 = 40.4 kbps.

2.5. Cisco Umbrella DNS Security Essentials and DNS Security Advantage ("DNS Security")

The following use limitations apply in connection with Your use of Cisco Umbrella DNS Security Essentials and DNS Security Advantage (collectively, "DNS Security").

DNS Security is licensed based on the quantity of Users and is subject to a Monthly DNS Query Average (as defined below) limit of three thousand (3,000) DNS queries per User per day. Cisco will continuously monitor Your usage of DNS Security on a monthly basis to determine Your Monthly DNS Query Average. If at any time Cisco determines that Your Monthly DNS Query Average has exceeded three thousand (3,000) DNS queries per User per day, Cisco reserves the right to require You to purchase additional licenses as required.

Monthly DNS Query Average = \( \frac{\text{number of DNS queries in applicable month} \times \text{number of days in applicable month}}{\text{number of licensed Users}} \)

For example, if You purchased licenses for 1,000 Users and Your Users submitted a total of 3,000,000 DNS queries in the prior 30-day month, Your Monthly DNS Query Average is as follows:

\( \frac{3,000,000}{30} \times 1,000 = 100 \)

2.6. Cisco Umbrella Investigate for MSSP

Notwithstanding the license grant in the Acceptable Use section of the UCA, if You purchased a Cisco Umbrella Investigate for MSSP SKU labeled UMB-INV-CONSOLE-SP and/or UMB-INV-INT-API-SP (collectively, "Investigate for MSSP"), You may use Investigate for MSSP as a tool to perform research and generate reports for the benefit of Your third party customers solely as part of connectivity, management, and/or administrative services You provide to Your third party customers.

Any co-branding of Investigate for MSSP by You shall be subject to the guidelines located here: https://www.cisco.com/c/dam/en/us/products/collateral/security/umbrella/umbrella-sps-co-branding-guidelines.pdf and any additional intellectual property and trademark guidelines set forth in the UCA. For clarity, if You provide any research, data, or results generated from Your use of Investigate for MSSP to Your third party customers, You must at all times credit Cisco as the source of such information following the above guidelines.

3. Service Level Agreement

For purposes of this Service Availability Commitment, "Service" shall be defined as Cisco’s recursive DNS service and does not include web-based user interfaces, configuration systems or other data access or manipulation methods. Cisco shall use commercially reasonable efforts to maintain Cisco Umbrella Service availability of 99.999% 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 Umbrella Service 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:

\[
\text{Availability} = \frac{X}{Y} \times 100
\]

X = Total # of minutes of Uptime during calendar month

Y = (Total # of minutes in such calendar month) - (Total # of minutes of Outages from scheduled
maintenance and Third Party Actions)

For the purposes of this calculation, (i) An "Outage" means Cisco Umbrella is completely unreachable
when Your Internet connection is working correctly, (ii) "Uptime" means the number of minutes where
there were no Cisco Umbrella Service 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 Umbrella Outages arising out of Third Party Actions.

4. Data Protection

Cisco’s data protection obligations are set forth in the Agreement. The Cisco Umbrella and Cisco Threat
Response Privacy Data Sheets (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. Additionally, the
Cisco Umbrella Insights, Cisco Umbrella Platform, Cisco Umbrella Secure Internet Gateway (SIG) Essentials,
and Cisco Umbrella Secure Internet Gateway (SIG) Essentials Add-on package(s) leverage(s) AMP for Networks
technology. Please see the AMP for Networks Privacy Data Sheet (available here).

5. Support & Maintenance

5.1. Cisco Umbrella Technical Support

Except for SIG Essentials and DNS Security, technical support for Cisco Umbrella 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 Umbrella 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>
</tr>
</thead>
</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 |
### Technical Support Level

<table>
<thead>
<tr>
<th>Technical Support Level</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>• 24x5 phone support for P2 – P3 requests (Sunday 4pm PST – Friday 5pm PST)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Platinum</th>
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</thead>
<tbody>
<tr>
<td>• Dedicated technical account manager (TAM)</td>
</tr>
<tr>
<td>• Email Access</td>
</tr>
<tr>
<td>• Access to online tools (e.g. knowledgebase, forums, Documentation, case portal, and notifications)</td>
</tr>
<tr>
<td>• 24x7 phone support for P1 requests</td>
</tr>
<tr>
<td>• 24x5 phone support for P2 – P3 requests (Sunday 4pm PST – Friday 5pm PST)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Support Priority</th>
<th>Response Target</th>
<th>Description</th>
</tr>
</thead>
<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 24x7 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.

### 5.2. SIG Essentials and DNS Security Technical Support

SIG Essentials and DNS Security 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.

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 thirty (30) minutes for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond within two (2) 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 Service</th>
<th>Support</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>Enhanced</td>
<td></td>
<td>24x7 via Phone &amp; Web</td>
<td>Response within 30 minutes</td>
<td>Response within 2 hours</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 SIG Essentials 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 SIG Essentials 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 SIG Essentials 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 SIG Essentials. 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.