



Offer Description

Cisco Crosswork Cloud

This Offer Description is part of the [General Terms](#) or similar terms existing between You and Cisco (e.g., the End User License Agreement) (the “**Agreement**”). Capitalized terms, unless defined in this document, have the meaning in the Agreement. Any references to the Supplemental End User License Agreement or SEULA mean Offer Description.

1. Summary

This Offer Description applies to Cisco Crosswork Cloud, Crosswork Cloud Trust Insights, Crosswork Cloud Network Insights, Crosswork Cloud Traffic Analysis, and any Cisco Offers that reference this Offer Description (collectively, the “**Cisco Offer**”).

2. Support and Other Services

Your purchase of the Cisco Offer includes [Cisco Software Support Services](#) as described in Your Order.

3. Performance Standards

Service Level Objective. The [Cisco Crosswork Cloud Service Level Objective](#) applies to the Cisco Offer.

4. Data Handling

The [Disclosure Documents](#) for Cisco Crosswork Cloud provide information about data handling practices, security controls, and other features specific to this Cisco Offer.

5. Special Terms

4.1 Network Traffic Flow Data. Cisco makes no warranty as to the accuracy, completeness, or the availability of the Network Traffic Flow Data obtained from Your network routers. If You reduce or stop the amount of traffic flow data (described in the Documentation) from Your routers, the quality of analytics of Network Traffic Flow Data will be similarly reduced.

4.2 Internet Number Resources. Your access to the contact information of internet number registrants may only be used (a) to ensure the uniqueness of internet number resource usage; or (b) in Your normal course of business in providing network and internet services. If You wish to use such contact information for other purposes, You must obtain permission from the applicable Regional Internet Registry entity. You agree that you will not resell, repackage, distribute, publish, or otherwise make publicly available such contact information. Additionally, You may not use such contact information in any manner that (a) violates or infringes the rights of others, including privacy rights; or (b) is unlawful, threatening, abusive, defamatory, obscene, or otherwise objectionable.

4.3 Data Storage Location. The Cisco Offer leverages Amazon Web Services ([AWS](#)) in the United States as a default. If You wish to use AWS data centers located elsewhere, You will need to pay an additional fee.

4.4 Out of Scope Features. You may only use the programs, features and functionality that are within the scope of the Use Rights that Cisco grants you and is identified in the applicable Documentation.

4.5 Definitions

Term	Meaning
Network Traffic Flow Data	A collection of aggregated traffic sum measurements of one or more IP address blocks that provide the usage and path information about the IP Address Block.