Offer Description: Cisco Crosswork Cloud

Your use of Cisco Crosswork Cloud ("Cisco Crosswork Cloud" or the "Cisco Technology") is governed by these Product Terms (the "Terms") and the Cisco End User License Agreement located at www.cisco.com/go/eula (the "EULA") (or similar terms existing between you and Cisco) (the "Agreement"). If capitalized terms are not defined in this Offer Description, then they have the meaning given to them in the Agreement or Order(s).

1. Description

Cisco Crosswork Cloud uses SaaS-based services to help improve routing health, increase network visibility, maintain trustworthy infrastructure, and generate network traffic insights. The Cisco Technology may contain one or more of the following services depending on the license you have purchased:

1.1. Cisco Trust Insights

The Cisco Crosswork Cloud Trust Insights™ module is a cloud service that provides operational intelligence on integrity and security posture of Cisco IOS® XR devices. The service brings together Cisco’s Knowledge and Trust Anchor technologies combined with customer devices to help provide a holistic view of the trustworthy status of their network assets.

1.2. Crosswork Network Insights-External Route Analysis

The Cisco Crosswork Cloud Network Insights™ platform addresses routing event security and awareness challenges by providing comprehensive global monitoring and analysis capability and unprecedented insights across a hybrid cloud infrastructure.

1.3. Crosswork Cloud Traffic Analysis

The Cisco Crosswork Cloud Traffic Analysis™ platform addresses Traffic Analysis, Peering Prospecting, and Peering Engineering challenges by providing a detailed network view and analysis of traffic at network peering boundaries designed to visualize and optimize traffic flows.

2. Supplemental Terms and Conditions

2.1. 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 from Your routers, the quality analytics of Crosswork Network Insights and richness of Network Traffic Flow Data will be similarly reduced, and Cisco is not liable for such reduction.

2.2. 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.

2.3. Data Storage Location

The Cisco Technology leverages AWS Americas data centers as a default. If You wish to use AWS data centers located elsewhere, You will need to pay an additional fee.

2.4. Out of Scope Features

The Cisco Technology that You have purchased may contain additional programs, features, and functionality outside Your license scope. The programs, features and functionality that are within Your license scope for Your particular Software purchase are identified in the applicable Documentation. If you wish to Use out of scope items, You will need to purchase separate licenses.

3. Data Protection

The Cisco Crosswork Optimization Engine Privacy Data Sheet (available here) describes the Personal Data that Cisco collects and processes as part of the delivery of the Cisco Technology. For further information on how Cisco processes, uses and protects all categories of data, please visit Cisco’s Security and Trust Center.

4. Support & Maintenance

We will provide You with Support and Maintenance for the Cisco Technology based on the tier of services purchased, as described here: https://www.cisco.com/c/dam/en_us/about/doing_business/docs/cisco-software-support-service.pdf.


5. Definitions

“Device” means, as applicable, a single, physical or virtual router, switch, or network function in Your network.

“Interface Traffic Data” means Simple Network Management Protocol (SNMP) measurements of interface utilization from a Device.

“Network Routing Data” means a collection of one or more IP address blocks that provide availability and path information.

“Network Traffic Flow Data” means 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.

“Public Data Sources” means the data made publicly available on the websites hosted by Reseaux IP Europeans Network Coordination Center, the University of Oregon, any successor website to one or both of these websites, and any additional public website that hosts data substantially similar to these websites.