



Offer Description: Duo

This offer description (“**Offer Description**”) describes supplemental terms and conditions that will govern Your use of Duo (“Duo” or the “Cisco Technology”). 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) (“**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

Multi-factor authentication from Cisco’s Duo is a cloud-based solution that protects your applications by using a second source of validation, such as a phone or token, to verify user identity before granting access. Please consult the Duo Documentation located at <https://duo.com/docs>, which Cisco may amend from time to time, for further information on technical specifications, configuration requirements, features and functionalities.

2. Supplemental Terms and Conditions

2.1. Telephony

Your Order will indicate an initial allotment of telephony credits, if applicable. You may purchase additional telephony credits separately via the billing section of the Duo administrator panel or by contacting a sales representative. U.S. and international rates for telephony can be found at https://www.duo.com/docs/telephony_credits.

2.2. Hardware Tokens

If You have purchased Hardware Tokens as part of the Cloud Service, Cisco warrants to You only that Hardware Tokens will be free of hidden defects in material and workmanship at the time of sale and for a period of six (6) months thereafter. This Hardware Token warranty is limited to replacement of defective Hardware Tokens and is Your exclusive remedy for defective Hardware Tokens. Title in the Hardware Tokens transfers to You upon shipment from Cisco’s applicable fulfillment facility in the United States.

2.3. Service Level Agreement

The description of the availability of the Cloud Service (“SLA”) is located at: <https://www.duo.com/legal/sla>. The SLA is subject to full compliance with the terms and conditions of this Offer Description and the Agreement and includes the sole and exclusive remedies related to the SLA.

3. Data Protection

The Duo Privacy Data Sheet (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

Support for the Cloud Service is described at <https://duo.com/support>.