



Offer Description – Product

Duo

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

Multi-factor authentication from Cisco’s Duo (the “**Product**”) 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](#) for further information on technical specifications, configuration requirements, features, and functionalities. Cisco may revise the Documentation from time to time.

2. Support and Other Services

Your purchase of the Product includes [Duo Support](#).

3. Performance Standards

Service Level Agreement. This Product is subject to the Service Level Agreement available at <https://duo.com/legal/sla>.

4. Data Protection

Privacy Data Sheet. The [Duo Privacy Data Sheet](#) describes the Personal Data that Cisco collects and processes as part of delivering the Product.

5. Special Terms

5.1 **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.

5.2 **Hardware Tokens.** If You have purchased Hardware Tokens as part of the Product, Cisco warrants only to You that Hardware Tokens will be free of hidden defects in material and workmanship lasting for 6 months from the time of sale. This Hardware Token warranty is limited to replacement of defective Hardware Tokens and is Your only 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.