



Offer Description

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

This Offer Description applies to Duo (a Cloud Service) and any Cisco Offers that reference this Offer Description (collectively, the “**Cisco Offer**”). 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 Cisco Offer includes [Duo Support](#).

3. Performance Standards

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

4. Data Handling

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

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 Cisco Offer, 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.
- 5.3 **Usage Limits.** With Duo Advantage and Duo Premier, each user license allocates up to five (5) identities in Cisco Identity Intelligence (CII). An identity is one “user” listed within the CII interface. If You exceed this allocation, Cisco will work with You in good faith to try to resolve that excess usage. You may be required to purchase additional Duo user licenses to obtain additional CII identities.
- 5.4 **Limited Use Cisco Duo Licenses.** With a Cisco Secure Access or Cisco XDR entitlement accessed via Cisco Security Cloud Control, you are eligible to use Cisco Duo Essentials Edition at no cost through your organization, with feature and quantity usage limitations as outlined [here](#). Cisco will work with You in good faith to try and resolve any excess usage. If You cannot sufficiently reduce Your excess usage, You may be required to purchase a paid account.