Product Description for Duo

This Product Description is for Duo and is a part of the End User License Agreement or General Terms (as applicable) located at https://www.cisco.com/c/en/us/about/legal/cloud-and-software/end_user_license_agreement.html. Capitalized terms, unless defined in this document, have the meaning in the applicable agreement above. For clarity, this Product Description has historically been referred to as an Offer Description or Supplemental End User License Agreement. References to those documents should be interpreted as a reference to this Product Description.

1. Summary

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, 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

Support for Duo is described at https://duo.com/support.

3. Performance Standards

Duo provides a Service Level Agreement (“SLA”), including a right to terminate for Persistent Failure, as defined and found at: https://www.duo.com/legal/sla.

4. Data Protection

The Duo Privacy Data Sheet https://trustportal.cisco.com/c/r/ctp/trust-portal.html?doctype=Privacy%20Data%20Sheet 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 https://trustportal.cisco.com/c/r/ctp/home.html

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 Cloud Service, 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.