



Offer Description: Cisco IoT Operations Dashboard

This Offer Description (the “Offer Description”) describes Cisco IoT Operations Dashboard, a suite of services including Cisco Edge Device Manager, Cisco Secure Equipment Access, Cisco Industrial Asset Vision, and Cisco Edge Intelligence (the “Cloud Services”). 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) (the “Agreement”). Capitalized terms used in this Offer Description and/or Your order and not otherwise defined herein have the meaning given to them in the Agreement.

1. Description

1.1. Cisco Edge Device Manager

Cisco Edge Device Manager is a management dashboard for industrial networks and sensors. It provisions, monitors, and manages Cisco hardware products including the Cisco Industrial Routers and Gateways listed here: <https://developer.cisco.com/docs/iotod/#!supported-devices-and-firmware> (collectively the “Supported Hardware”). The Edge Device Manager enables customers to bring new gateways online in minutes instead of days — and manage them remotely. It also streamlines provisioning and provides ongoing visibility and control of Cisco Supported Hardware.

1.2. Cisco Secure Equipment Access

Cisco Secure Equipment Access enables customers to remotely access to devices connected to Supported Hardware which is managed in the IoT Operations Dashboard. This can be used to directly troubleshoot and monitor the connected devices via a range of supported protocols, including HTTP/S, SSH, Telnet, RDP, and VNC.

1.3. Cisco Industrial Asset Vision

Cisco Industrial Asset Vision is an all-in-one solution that simplifies asset and facility monitoring in outdoor or industrial indoor environments. It supports a family of industrial sensors that provide telemetry and location information for assets and facilities. The industrial sensors are preintegrated with the Cisco Wireless Gateway for LoRaWAN and IoT Operations Dashboard. With the Industrial Asset Vision mobile application (available for Apple IOS and Android), You can onboard some of the Supported Hardware (like Cisco Wireless Gateways for LoRaWAN and the Cisco IoT Industrial Sensors) to IoT Operations Dashboard and view device status information.

1.4. Cisco Edge Intelligence

Cisco Edge Intelligence is designed for the edge devices listed at <https://developer.cisco.com/docs/iotod/#!edge-intelligence-overview-supported-devices-and-firmware>, which simplifies the secure delivery of IoT data to the right applications at the right time, either on premises or in the cloud. It includes developer-friendly tools to create intelligent data logic for IoT edge execution, the ability to govern the flow of IoT data at granular levels before data leaves the operational environments, and preintegration with certain IoT platforms and applications to easily share data from the IoT edge to multicloud destinations.

2. Supplemental Terms and Conditions

2.1. IoT Operations Dashboard – Scheduled and Unscheduled Maintenance

Cisco will provide notification of unscheduled maintenance resulting from urgent circumstances and will also provide at least seven days notice of scheduled maintenance, both on the systems status site located at <https://status.ciscoiot.com/>. There You can subscribe to receive notifications about maintenance activities and status updates via email or SMS.

2.2. IoT Operations Dashboard - Service Level Objectives

Cisco endeavors to deliver the Cloud Service to meet or exceed the KPIs and KPI Targets in this Service Level Objective. The KPIs are used solely for the parties to monitor the performance of the Cloud Service. Cisco is not liable whatsoever if the KPIs fail to meet their KPI Targets.

Performance Measurement. Cisco will measure and determine whether it has achieved the KPI Targets.

Performance Reports. Upon Your written request within 30 days after the end of the applicable Measurement Period, Cisco will provide a report on the KPIs for the relevant Measurement Period (as defined in Exhibit A below).

Key Performance Indicators

Cisco will use the KPIs in the following Exhibits:

KPI Name	Exhibit
Service Availability	A
Recovery Point Objective	B
Recovery Time Objective	B

Excused Events

Any failure by Cisco to meet the KPI Target is excused if caused by:

- a. A material act or omission You make in breach of the terms and conditions of the Agreement;
- b. Your failure to comply with its obligations under the Customer Responsibilities listed below;
- c. Problems outside of the applications and data centers that Cisco manages and controls
- d. Maintenance or updates as described in Section 2;
- e. Unscheduled emergency maintenance due to factors outside of Cisco's control as described in Section 2;
- f. Any delays or faults caused by Your or a third party's (a) equipment, (b) services, (c) business logic (including, without limitation, all scripts, natural language, third party application integration, API logic, etc.), (d) applications, or (e) platform customizations that are outside of Cisco's direct control;
- g. Your failure to implement the actions that Cisco recommends You take to remediate incidents; or
- h. Force Majeure Events.

Customer Responsibilities

Customer will:

- a. make available to Cisco a single point of contact to cooperate with Cisco and respond to any Cisco requests with respect to verifying an outage or KPI performance;
- b. provide such information as may be reasonably requested by Cisco to help Cisco in resolving an outage;
- c. provide Cisco with such cooperation and assistance as may be reasonably required to help verify the accuracy of Cisco's measurements and analysis of its performance consistent with the KPI Targets.

3. Data Protection

The Privacy Data Sheet for the Cloud Services describe the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Services. For further information on how Cisco processes, uses and protects all categories of data, as well as obtain the Privacy Data Sheet for the Cloud Services, please visit [Cisco's Security and Trust Center](#).

4. Support & Maintenance

The Cloud Services include online support and phone support. Cisco will respond as set forth in the table below and may require information from you to resolve service issues. You agree to provide the information requested and understand that a delay in providing the information to Cisco may delay resolution and response time.

Online Support allows access for support and troubleshooting via online tools, email and web case submission only. No telephone access is provided. Case severity or escalation guidelines are not applicable. Cisco will respond to a submitted case no later than the next business day during standard business hours.

Phone Support provides Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or web case submission and online tools with use and troubleshooting issues. Cisco will respond within one (1) hour for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond no later than the next business day.

You will also have access to Cisco.com, which provides helpful technical and general information about Cisco products, as well as access to Cisco's on-line knowledge base and forums. Please note that access restrictions identified by Cisco from time to time may apply.

If you have access to Software with the Cloud Services, Cisco will provide (i) work-around solutions or patches to reported problems and (ii) major, minor and maintenance releases of the licensed Software version, which can be accessed on Cisco Software Central. You may be required to update to the latest Software release to correct a reported Software problem.

The below table outlines Cisco's response objectives based on case severity. Cisco may adjust assigned case severity to align with the Severity definitions below.

Software Support Service	Technical Support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Basic with Phone Support	24x7 via Phone & Web	Response within 1 hour	Response within next Business Day
Basic with Online Support	Web	Response to all cases within next Business Day during Standard Business Hours	

The following definitions apply to this Section.

Response time means the time between case submission in the case management system to support engineer contact.

Severity 1 means the Cloud Service is unavailable or down or there is a critical impact to a significant impact to Case Submitter's business operation. Case Submitter and Cisco both will commit full-time resources to resolve the situation.

Severity 2 means the Cloud Service is degraded or significant aspects of Case Submitter's business operation are negatively impacted by unacceptable software performance. Case Submitter and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.

Severity 3 means the Cloud Service is impaired, although most business operations remain functional. Case Submitter and Cisco both are willing to commit resources during Standard Business Hours to resolve the situation.

Severity 4 means minor intermittent functionality or performance issue, or information is required on the Cloud Service. There is little or no impact to Case Submitter's business operation. Case Submitter and Cisco both are willing to provide resources during Standard Business Hours to provide assistance or information as requested.

Business Day means the generally accepted days of operation per week within the relevant region where the Cloud Services will be performed, excluding local holidays as observed by Cisco.

Local Time means Central European Time for support provided in Europe, Middle East and Africa, Australia's Eastern Standard Time for support provided in Australia, Japan's Standard Time for support provided in Japan and Pacific Standard Time for support provided in all other locations.

Standard Business Hours means 8am to 5pm Local Time at the location of the respective Cisco TAC, on Business Days, for the handling of TAC calls.

Your access to and use of the Cloud Services may be suspended for the duration of unanticipated or unscheduled downtime, including as a result of catastrophic events, external denial of service or other security breach, or operational incidents.

Exhibit A: Service Availability KPI

Service Level Target	The Availability Percentage will be 99.5% or greater for each Measurement Period (as defined below).
Measurement Period	One calendar month
Service Level BusinessObjective	To help maintain availability of the Cloud Service.
Service Level Calculation and Related Definitions	<p>“Availability Percentage” will be calculated as follows, converted to a percentage:</p> $\frac{\text{Total Service Minutes} - \text{Total Qualifying Outage Minutes}}{\text{Total Service Minutes}}$ <p>where:</p> <p>“Total Service Minutes” equals the total number of minutes in a Measurement Period (calculated by multiplying 60 (minutes) by 24 (hours) by the number of calendar days in the Measurement Period).</p> <p>“Qualifying Outage” means an outage that: (a) results in an outage of all of the Cloud Service; (b) is not specified under the Excused Events listed in Section 2.2 of this Offer Description; (c) is directly attributable to a failure of the Cloud Service; and (d) is not due to any failure of the Cloud Service to interoperate with Your or any third-party components.</p> <p>“Total Qualifying Outage Minutes” equals the aggregate sum of the downtime minutes of time that are attributable to all Qualifying Outages during the Measurement Period. For the purposes of calculating Total Qualifying Outage Minutes, each Qualifying Outage will (i) commence upon the earlier of (a) Cisco’s detecting the outage or (b) Cisco’s logging an incident ticket upon Customer’s notice to Cisco of the outage with sufficient information for Cisco to confirm the outage; and (ii) end when the Cloud Services are fully restored. The duration of a Qualifying Outage will be rounded upward or downward to the nearest minute.</p> <p>The following will not be included in the calculation of Total Qualifying Outage Minutes:</p> <p>(a) outages during scheduled maintenance windows, (b) emergency operational changes or (c) Force Majeure Events.</p>

Exhibit B: Disaster Recovery KPIs

Recovery Point Objective (“RPO”):

RPO is defined as the maximum targeted period in which data might be lost from the Cloud Service due to a major incident. The target for the RPO for the Cloud Service is 24 hours.

Recovery Time Objective (“RTO”):

RTO is the targeted duration of time and a service level within which the Cloud Service must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity. The target for the RTO for the Cloud Service is 12 hours.