Buying Program Offer Description for

Services Portfolio

Capitalized terms, unless defined in this document, have the meaning in the Cisco Enterprise Agreement 3.0 Program Terms – End Users.

You automatically receive access to basic or embedded software support with the purchase of any Suites and Add-Ons in the EA Program.   When You purchase available services for Your underlying Suite from the Services Portfolio, this basic support is upgraded to include premium service deliverables for Your Hardware and Software assets.

Suites within the Services Portfolio enable You to streamline services contracts and costs, expand service coverage, and get data-driven lifecycle support to easily manage Your solutions. The Services Portfolio provides You with access to Enterprise Agreement Management Support, which includes onboarding and regular quarterly touchpoints to help you efficiently manage Your installed base and growth via True Forward.

1. Adding Services

When You purchase a Suite or Add-On from any Portfolio ("underlying Suite") You may choose to add the corresponding Services Suite through your Approved Source. If You choose to purchase from the Services Portfolio, all initial and subsequent Suites purchased (or included in your Entitlement) within the associated Portfolio(s) will be enrolled under the Services Portfolio at the same commitment levels (Full Commit Suite or Partial Commit Suite) as Your underlying Suite(s). This means that if You choose to upgrade to premium support services, Your new associated services will be added at the premium support tier. If Your Use grows or You purchase new Suites within the Suite Term, the associated Services Suite will be automatically added to Your Entitlement and You will be charged for these associated services. If an underlying Suite upgrades from a Partial Commit Suite to Full Commit Suite, the associated Services Suite coverage will also move to Full Commit Suite. Upgrades will require a new installed base assessment.

2. Determination of Services Entitlement

Prior to the service start date for an initial purchase of Your Services Suite, Cisco will perform an installed base assessment. This assessment will establish the baseline coverage of all Hardware assets based on their location and assigned service levels. Additionally, baseline coverage of Software assets will be established to cover the entire quantity of licenses purchased through the EA Program. Any subsequent changes to this baseline Entitlement will be tracked, managed, and captured through the True Forward process.

3. Reconciliation Period

For Full Commit Suites any assets removed from the final quote will be entitled to services immediately after the subscription activation. If coverage is not desired, previously removed assets must be decommissioned within the first six months of the services start date. After this reconciliation period, all assets present in the installed base will be included as overage during the next True Forward event.

4. True Forward

Your Services Suites True Forward calculations will be done separately from those in Your underlying Suite, but the True Forward date for your Services Suites and Your underlying Suite(s) will be the same. The purchase of a Services Suite does not modify any obligations in Your underlying Suite(s). For the avoidance of doubt, any increase in Use of a Suite in the Services Portfolio after the initial Services Suite Entitlement shall be measured from the date of Hardware or Software shipment.

Growth Allowance will automatically be applied to eligible Services Suites (as indicated in the table below) at True Forward. No support Services on Hardware are eligible for Growth Allowance.

5. Value Shift

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During the Suite Term, Your payment obligation will not decrease below the commitment established by the initial Services Suite Entitlement. However, if You incur a True Forward payment obligation in the Services Suite, as a result of an increase in the underlying Suite meter count for the corresponding Suites and Add-Ons or an increase in Your Hardware assets, Your True Forward payment obligation may be offset by any applicable Value Shift, subject to the conditions below.

Your True Forward payment obligation associated with support services on Hardware may be reduced by applying Value Shift if either of the following occur: (i) decommissioning of Hardware in connection with a Technology Refresh; or (ii) Hardware asset site moves to a location where Cisco does not offer the Services Suite purchased and available at the prior hardware location. "Technology Refresh" means that You are replacing decommissioned Hardware with other Hardware on a one-for-one, like-for-like (or better), or capacity-for-capacity basis, with no gap in Service coverage, provided that You may not decommission any Hardware that shipped after the last True Forward event under Technology Refresh.

Any unused eligible Services Suite value shall be shifted among the changes in Hardware assets, it does not shift to corresponding software services.

Any True Forward reduction applied will be reflected in the True Forward invoice from the Approved Source and any unused eligible Services Suite value that is not shifted at such True Forward is not eligible to be shifted at a later True Forward date.

6. Portfolio Features

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Portfolio	Solution	Suite Name [1]	Software Services [2,3]	Hardware Services [2]	Full Commit Suite (Annual TF)	Partial Commit Suite (Quarterly TF)	Full Commit Suite Eligibilities				
							5% Initial Growth Cap	15% Growth Allowance[4] (excl. HW)	15% Exceptional Growth	Intra Suite Value Shift	Cross Suite Value Shift
Services	Networking Support & Lifecycle Services	DNA Switching	ST L1	ST L1	✓	✓	✓	✗	✓	✓	✗
			ST L2	ST L2	✓	✓	✓	✗	✓	✓	✗
		DNA Wireless	ST L1	ST L1	✓	✓	✓	✗	✓	✓	✗
			ST L2	ST L2	✓	✓	✓	✗	✓	✓	✗
		SD-WAN & Routing	SSPT	SSPT	✓	✓	✓	✗	✓	✓	✗
		SD-WAN FedRAMP	SSPT	SSPT	✓	✓	✓	✗	✓	✓	✗
		SAN Switching (MDS)	SSPT-Embedded	SSPT	✓	✓	✓	✗	✓	✓	✗
		Nexus Switching (ACI)	SSPT-Embedded	SSPT	✓	✓	✓	✗	✓	✓	✗
		DNA Spaces for Wireless	SSPT	N/A	✓	✓	✓	✗	✓	✓	✗
	Applications Support & Lifecycle Services	Intersight	STL1	STL1	✓	✓	✓	✗	✓	✓	✗
			STL2	STL2	✓	✓	✓	✗	✓	✓	✗
		Hyperflex	SSPT-Embedded	SSPT	✓	✓	✓	✗	✓	✓	✗
		AppDynamics	SSPT	N/A	✓	✓	✓	✗	✓	✓	✗
	Protection	User Protection	SWSS Enhanced	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	N/A	✓	✓	✓	✓	✓	✓	✗
		Cloud Protection	SWSS Enhanced	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	N/A	✓	✓	✓	✓	✓	✓	✗
		Breach Protection	SWSS Enhanced	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Enhanced	N/A	✓	✓	✓	✓	✓	✓	✗

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Portfolio	Solution	Suite Name [1]	Software Services [2,3]	Hardware Services [2]	Full Commit Suite (Annual TF)	Partial Commit Suite (Quarterly TF)	Full Commit Suite Eligibilities				
							5% Initial Growth Cap	15% Growth Allowance [4] (excl. HW)	15% Exceptional Growth	Intra Suite Value Shift	Cross Suite Value Shift
		User & Breach Protection Combination	SWSS Premium	N/A	✓	✓	✓	✓	✓	✓	✗
	Zero Trust Services	Duo	SSPT	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Enhanced	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	N/A	✓	✓	✓	✓	✓	✓	✗
		Identity Services Engine (ISE)	SSPT	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Enhanced	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	SSPT	✓	✓	✓	✓	✓	✓	✗
		Secure Workload	SSPT	SSPT	✓	✓	✓	✓	✓	✓	✗
	Cloud & Networking Security Services	Umbrella	SSPT	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Enhanced	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	N/A	✓	✓	✓	✓	✓	✓	✗
		Secure Access	SWSS Enhanced	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	N/A	✓	✓	✓	✓	✓	✓	✗
		Secure Firewall	SSPT	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Enhanced	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	SSPT	✓	✓	✓	✓	✓	✓	✗
		Secure Web	SSPT	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Enhanced	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	SSPT	✓	✓	✓	✓	✓	✓	✗
		Secure Email	SSPT	SSPT	✓	✓	✓	✓	✓	✓	✗

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Portfolio	Solution	Suite Name[1]	Software Services[2,3]	Hardware Services[2]	Full Commit Suite (Annual TF)	Partial Commit Suite (Quarterly TF)	Full Commit Suite Eligibilities				
							5% Initial Growth Cap	15% Growth Allowance[4] (excl. HW)	15% Exceptional Growth	Intra Suite Value Shift	Cross Suite Value Shift
Secure Platform & Response Services			SWSS Enhanced	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	SSPT	✓	✓	✓	✓	✓	✓	✗
		Secure Endpoint	SSPT	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Enhanced	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	SSPT	✓	✓	✓	✓	✓	✓	✗
		Secure Cloud & Network Analytics	SSPT	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Enhanced	SSPT	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	SSPT	✓	✓	✓	✓	✓	✓	✗
		Extended Detection and Response (XDR)	SWSS Enhanced	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	N/A	✓	✓	✓	✓	✓	✓	✗
		Kenna	SWSS Enhanced	N/A	✓	✓	✓	✓	✓	✓	✗
			SWSS Premium	N/A	✓	✓	✓	✓	✓	✓	✗
	Add-On Services	Cloudlock	SWSS Enhanced	N/A	✗	✓	✗	✗	✗	✗	✗
			SWSS Premium	N/A	✗	✓	✗	✗	✗	✗	✗
		DDoS Protection	SWSS Enhanced	N/A	✗	✓	✗	✗	✗	✗	✗
		Security Add-ons	SWSS Enhanced	N/A	✗	✓	✗	✗	✗	✗	✗
			SWSS Premium	N/A	✗	✓	✗	✗	✗	✗	✗

1. The applicable meter for all Services is the meter count for the underlying Suite.
2. SSPT means Solution Support and its Service Description is available at
   https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/solution-support-smart-total-care.pdf. ST means Success Tracks and its

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Service Description is available at https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/cisco-success-tracks.pdf. SWSS means Software Support Services and its Service Description is available at https://www.cisco.com/c/dam/en_us/about/doing_business/docs/cisco-software-support-service.pdf.

3. Services for Webex, Meraki, ThousandEyes, and Cloud Mailbox Defense are not currently available.

4. Any associated software Services, excluding Add-Ons, within the Security and Collaboration portfolio will also offer 15% Growth Allowance. **No support Services on Hardware are eligible for this benefit.**

5. For Umbrella, Cloudlock, and Secure DDoS Protection Suites, the corresponding Services Suite must be purchased at one of the license tiers reflected in the applicable Portfolio Features table.

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