



MSLA Product Terms

Cisco Identity Services Engine MSLA Proof of Concept

Product Terms

Managed Service Provider's use of Cisco Identity Services Engine as part of the ISE MSLA Proof of Concept includes these Product Terms, which take precedence over anything in the Program Terms that conflicts. Capitalized terms used but not defined in these Product Terms are defined in the Program Terms. For purposes of this document, "Product" means Cisco Identity Services Engine. Participation in the Proof of Concept is by invitation only.

Product Description

Cisco Identity Services Engine (ISE) is an identity-based network access control and policy enforcement system. It functions as a common policy engine that enables endpoint access control and network device administration for enterprises.

1. Supplemental Terms

- 1.1 Scope of Use/Limitations. Managed Service Providers will use the Product as a Cisco-branded Product to provide Software Services to End Users and will not alter or modify the Product except at Cisco's request or with Cisco's authorization.
- 1.2 Warranties. Cisco warrants that it will provide the Product in a manner consistent with general industry standards reasonably applicable to the provision thereof. CISCO DOES NOT REPRESENT OR WARRANT THAT THE PRODUCT WILL GUARANTEE ABSOLUTE SECURITY DUE TO THE CONTINUAL DEVELOPMENT OF NEW TECHNIQUES FOR INTRUDING UPON AND ATTACKING FILES, NETWORKS AND ENDPOINTS. CISCO DOES NOT REPRESENT OR WARRANT THAT THE PRODUCT WILL PROTECT ALL YOUR FILES, NETWORK, OR ENDPOINTS FROM ALL MALWARE, VIRUSES OR THIRD-PARTY MALICIOUS ATTACKS. CISCO DOES NOT MAKE ANY REPRESENTATIONS OR WARRANTIES REGARDING ANY THIRD-PARTY SYSTEM, SERVICE, OR PLATFORMS TO WHICH A PRODUCT INTEGRATES OR TO ANY ONGOING INTEGRATION SUPPORT.
- 1.3 License Fee Calculation. There are no fees for the ISE MSLA Proof of Concept.
- 1.4 Proof of Concept Term and Permitted Use. This Proof of Concept has a term of six (6) months counted from the first time the Product is Used. Managed Services Providers can only enroll in this Proof of Concept once for a maximum period of six (6) months. Cisco shall have no obligation to provide ISE as part of the MSLA program following the completion of this Proof of Concept. A Managed Service Provider shall only use licenses distributed for this Proof of Concept as part of an MSLA deployment.
- 1.5 Telemetry Feature. As part of this Proof of Concept, a Managed Service Provider is required to always have the Product configured so that the ISE Telemetry feature is "on."



- 1.6 Single-Tier Deployment. Managed Service Providers may only use one tier of the Product per deployment under this Proof of Concept.
- 1.7 Additional Reporting. Upon Request, a Managed Service Provider must share identification details (including, but not limited to, Smart Account name, Virtual Account name, Domain ID, Deployment ID, and Serial No. of a device) of all this Proof of Concept deployments.
- 1.8 License Limit. Managed Service Provider may use up to 400 licenses in the Proof of Concept.

2. Program Requirements

- 2.1 Training. Prior to using the Product to provide Software Services, any of the Managed Service Provider's employees or Authorized Third Parties engaged in providing the Software Services must complete, at Managed Service Provider's cost (as applicable), any and all required Product training courses required by Cisco.
- 2.2 Security. When providing the Software Services to End Users, Managed Service Provider and/or its Authorized Third Parties will implement and maintain appropriate industry standard technical and organizational measures to protect End User data against accidental or unlawful use or destruction, accidental loss, alteration, and unauthorized disclosure or access.
- 2.3 Data Protection. The ISE Privacy Data Sheet (available at <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 delivering the Product.

3. Support

Managed Service Provider and its Authorized Third Parties (as applicable) are the sole entities authorized to engage Cisco for support services related to the Product. Cisco's support obligations to Service Provider or its Authorized Third Parties are solely set forth in the Solution Support document located at https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/solution-support-smart-total-care.pdf. In no event shall Cisco have any obligation to respond to any support requests initiated by an End User.