



MSLA Product Terms

Cisco ThousandEyes

Additional Product Terms

Service Provider's use of the Cisco ThousandEyes Cloud Service under the MSLA Program Terms is subject to these Product Terms. In the event of a conflict, the order of precedence will be (a) these Cisco ThousandEyes Product Terms; and (b) the Program Terms. Capitalized terms used but not defined in these Product Terms are defined in the Program Terms or the Master Agreement.

Cloud Service Description

The Cisco ThousandEyes Cloud Service will help You measure and monitor the availability and performance of web applications, hosted services and networks. The Documentation describing the Cisco ThousandEyes Cloud Service in greater detail is located at: <https://docs.thousandeyes.com/>.

Supplemental Terms

1. Support

Support Services will be provided to Service Provider only. Service Provider's End Users will not be entitled to receive support directly from Cisco in accordance with the Support Services Policy listed in the Cisco ThousandEyes Cloud Service Product Description. Service Provider will provide all direct support to End Users.

2. Service Provider's Right to Use Cisco Content

Service Provider may not aggregate the provided Cisco Content amongst its End Users in order to offer or provide aggregated Cisco Content to its End Users. For the purposes of this Cisco ThousandEyes MSLA Product Terms document, "Cisco Content" will include content or data that the Cisco ThousandEyes Cloud Service generates or derives in connection with Service Provider's use of the Cisco ThousandEyes Cloud Service.

3. Branding

Service Provider is not allowed to remove or hide any pre-existing branding on the Cisco ThousandEyes Cloud Service. In Service Provider's marketing materials and documentation for the Software Services, Service Provider will inform End Users that its Software Services are "Powered by Cisco ThousandEyes". Except as stated in this Section 3, all use of the Cisco ThousandEyes trademark and/or logo must be approved by Cisco in writing.

4. Restrictions

In addition to any restrictions in the MSLA Program Terms:

- 1.1 If Service Provider uses the Cisco ThousandEyes Cloud Service to provide Software Services to any End User who is a current Cisco ThousandEyes customer or has been a Cisco ThousandEyes customer within the past ninety (90) days (either, a "Prior ThousandEyes Customer"), Service Provider will be required to purchase additional migration services for the migration of such End User's service into the Service Provider's MSLA subscription service (the "Migration Services") based upon the number of Users or Units, as applicable, previously purchased by such Prior ThousandEyes Customer as more specifically set forth on the table below. For example, if Prior ThousandEyes Customer previously had a subscription to 3000 Users from Cisco ThousandEyes, the maximum number of Migration Services bundles required to transition End User to Service Provider's subscription service would be five (5).

| Migration Services CCW SKU | Prior ThousandEyes Customer Users/Units per Bundle of Migration Services | Maximum Total Number of Bundles of Migration Services |
|-------------------------------|--|--|
| ASF-CORE-TE-USERS | per 500 Users | 5 |
| ASF-CORE-TE-UNITS | per 7200 Units | 5 |

1.2 Service Provider and its Authorized Third Parties may not use the Cisco ThousandEyes Cloud Service for their own internal use unless approved in writing by the ThousandEyes Director of Channel Sales.

5. Available Offers

Service Provider shall only be entitled to offer Enterprise Agents (Units), Cloud Agents (Units) or Endpoint Agents (Users) to End Users under the MSLA (each as further described in the Documentation).

6. Training

Prior to using the Cisco ThousandEyes Cloud Service to provide the Software Services, Service Provider is required to have a minimum of four (4) sales and two (2) presales employees or Authorized Third Parties engaged in providing the Software Services complete the Cisco ThousandEyes Black Belt Sales Stages 1 and 2 curriculum or the Presales Stages 1 and 2 and Deployment curriculum, as applicable. Service Provider shall be responsible for any applicable costs associated with the selected training method (e.g. instructor led training).