MSLA Product Terms
Cisco Tetration

Additional Product Terms

Service Provider's use of Cisco Tetration under the MSLA Program Terms is subject to these Product Terms and limited to the latest Tetration version that Cisco makes available under the MSLA Program. The MSLA only extends to Tetration workload protection and endpoint visibility functionality deployed from an on-premise Tetration-appliance based solution (8RU or 39RU offering) and/or the Tetration virtual appliance offering. These terms take precedence over any conflicting terms in the Program Terms. Capitalized terms used but not defined in these Product Terms are defined in the Program Terms or the Master Agreement.

Product Description

Cisco Tetration on-premises *
Cisco Tetration virtual appliance *
Cisco Tetration – Endpoint Visibility license*
* See Table 1 below for calculation of Workload Equivalents and Endpoints that are the Metric used in calculating License Fees.

License Fees

License Fees for the Tetration product are based upon: (a) Workload Equivalents deployed by the Service Provider in the prior month; and (b) the number of Endpoints streaming telemetry to Tetration in the prior month. Workload Equivalents are calculated in accordance with Table 1 & Table 2 below.

Table 1. Workload Equivalents based upon sensor type and Workload count usage

Sensor type	Number of Workload Equivalents for Workload Protection
Enforcement enabled full visibility sensor	1 per sensor (deep visibility or enforcement)
Containers	10 Workload Equivalents per container host
ERSPAN/NetFlow	50 Workload Equivalents per sensor (visibility only as enforcement is not available for this source of telemetry)
F5/Citrix sensor	Number of server IPs behind F5/Citrix load balancer that do not have a Tetration deep visibility, universal or enforcement sensor installed
Nexus 9k Hardware Sensor	Not supported**

**Only software sensors are supported.

Table 2. Tetration MSLA Endpoint Visibility Metrics

Sensor type	Endpoints streaming telemetry to Tetration
VDI (Windows desktop 7, 8 or 10)	1 per Endpoint

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Endpoints	1 per Endpoint (e.g. one endpoint license per Cisco AnyConnect agent running on a device for visibility. Cisco AnyConnect and NVM licenses apply and need to be purchased separately)

1. **Supplemental Terms**

   1.1. **Updates/Limitations.** Service Provider agrees to promptly implement any updates, modifications and/or changes to the Software as requested by Cisco.

   1.2. **Endpoint Visibility.** Tetration Endpoint Visibility is licensed (on a per Endpoint basis) separately from, and in addition to, the Tetration Workload Protection license. Tetration Endpoint Visibility integrates telemetry from an End User's Endpoints running the Cisco AnyConnect Network Visibility Module. End Users must purchase a subscription to the Cisco AnyConnect Network Visibility Module and Cisco AnyConnect Secure Mobility Client Apex License outside of this MSLA in order for Service Provider to use Tetration Endpoint Visibility as part of its Software Services to those End Users.

   1.3. **Additional Features.** Cisco may in its sole discretion make available additional Tetration features to Service Provider under the MSLA on terms and conditions, and at a fee, to be determined.

   1.4. **Support.** The Licenses Fees include Cisco Solution Support Services when Service Provider uses Tetration to provide Software Services. The terms and conditions governing Solution Support are set forth at https://www.cisco.com/c/dam/en_us/about/doing_business/legal/service_descriptions/docs/Cisco_Solution_Support_Services.pdf. For clarity, the SSSS set forth in Section 6 of the Program Terms does not apply to Tetration. Service Provider and its Authorized Third Third Parties (as applicable) are the sole entities authorized to engage Cisco for support services related to the Software Services. Cisco's support obligations to Service Provider or its Authorized Third Parties are solely set forth in the Program Terms and these Product Terms. In no event shall Cisco have any obligation to respond to any support requests initiated by an End User.

2. **Program Requirements**

   2.1. **Provisioning.** Upon the expiration or termination of any Software Services, Service Provider or its Authorized Third Parties will be responsible for uninstalling the Tetration Workload Protection software agents/sensor(s) to terminate such End User's access to the Software Services.

   2.2. **Invoicing Model.** Notwithstanding Section 7 of the MSLA, Cisco will bill Service Provider based on the monthly Workload Equivalent quantities reflected in the usage data provided to Cisco.

   2.3. **Telemetry Data.** Cisco requires that Service Provider enable and open up necessary ports for Cisco to collect Telemetry Data, which includes UAS (usage analysis and statistics), from the platform. Service Provider cannot opt out of the collection of Telemetry Data for Tetration under the MSLA. If Service Provider does not enable the connection to share this Telemetry Data, Cisco may terminate these Product Terms upon 30 days written notice to Service Provider. Telemetry Data is used by Cisco to maintain, improve, analyze the effectiveness of Tetration, provide technical support and for effective invoicing. Such Telemetry Data does not identify any of Service Provider's End Users.

   2.4. **Branding.** This MSLA does not permit the Service Provider to white-label or re-brand the Tetration product. Any co-branding must be approved by Cisco in writing. Service Provider may not offer its service to their End Users using the name "Tetration SaaS," which is reserved for Cisco's hosted Tetration SaaS offering.

   2.5. **Program Expectation: Training.** Service Providers are expected to have a working knowledge of Cisco Tetration software. This can be obtained by, among other ways, taking Tetration training courses on-site or online, at Service Provider's cost (as applicable).

3. **Definitions**

   "Endpoint(s)" means a computer, VDI (Virtual Desktop Infrastructure) instance, smartphone or other mobile device running Cisco AnyConnect Secure Mobility Client 4.x (or above) Software and the Cisco AnyConnect Network Visibility Module.

"Workload" means a Server, Virtual Machine (or **"VM"**) or another server equivalent. The number of Workloads is based upon "Workload Equivalents" depending on the source of Telemetry Data (sensor), as described in Table 1 above.

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