



MSLA Product Terms

Umbrella Easy Protect

Additional Product Terms

Service Provider's use of the Umbrella Easy Protect Cloud Service under the MSLA Program Terms is subject to these Product Terms. In the event of a conflict, the order of precedence is (a) these Umbrella Easy Protect 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. Umbrella Easy Protect includes the following two license options: Consumer and Enterprise. For purposes of these Product Terms, reference to an End User may mean Consumer End Users and/or Enterprise End Users, depending on the license option selected. Cloud Service will mean Umbrella Easy Protect for the purposes of these Product Terms.

Cloud Service Description

Umbrella Easy Protect is a cloud-based security platform at the DNS (domain name system) layer that provides the first line of defense against threats on the Internet by blocking requests to malicious destinations (domains, IPs, URLs) before a connection is established. It provides protection against threats over all ports and protocols, and can protect Internet access across all devices on Your network, all office locations, and roaming users. Please consult the Umbrella Documentation for further information on its technical specifications, configuration requirements, features and functionalities.

1. Supplemental Terms

- 1.1. Scope of Use/Limitations.** Service Provider may only sell the Cloud Service to Enterprise End Users with 25 or fewer employees. A Consumer End User may use one Circuit for no more than six users per Circuit. In no event will Service Provider provide to Cisco, or allow Cisco to access, any End User data. Service Provider further agrees to promptly implement any updates, modifications and/or changes to the Software as requested by Cisco. Service Provider will use the Cloud Service as a Cisco-branded Cloud Service to provide Software Services to End Users and shall not alter or modify the Cloud Services except at Cisco's request or with Cisco's authorization. Additionally, Easy Protect cannot be used for Consumer End Users in Russia.
- 1.2. Support.** The Licenses Fees include the support levels set forth below when Service Provider uses the Cloud Service to provide the Software Services. For clarity, the SSSS set forth in Section 6 of the Program Terms does not apply to the Umbrella Easy Protect Cloud Service. Service Provider is responsible for providing front-line support for the Cloud Service to its End Users with respect to their use, maintenance, support, training and technical assistance; provided that Service Provider may escalate support to Cisco as necessary and in compliance with any support guidelines provided by Cisco. In no event will Cisco have any obligation to provide support directly to, or respond to support requests from an End User.

Technical Support Level

Gold	<ul style="list-style-type: none">• Email Access• Access to online tools (e.g. knowledgebase, forums, Documentation, case portal, and notifications)• 24x7 phone support for P1 requests• 24x5 phone support for P2 – P3 requests (Sunday 4pm PST – Friday 5pm PST)
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Priority Levels and Response Targets

Support Priority	Response Target	Description
P1: Outage (An "Outage" means the Cloud Service)	30 minutes for phone request	Cisco will work on the resolution on a 24x7 basis to either resolve the issue, or develop a reasonable workaround.

is completely unreachable when Your Internet connection is working correctly)	2 hours for email request	
P2: Technical Issue	1 Business Day	An issue occurs if Cloud Service is available but response times are slow while Your Internet connection is working correctly. Issues include technical questions or configuration issues related to Service Provider’s account that moderately impact Service Provider’s ability to use and/or manage the Cloud Service. Cisco will work on the resolution continuously during business hours until either the issue has been resolved, or a plan has been developed and mutually agreed upon between You and Cisco. “Business Hours” means 8am to 5pm local time at the location of the respective Cisco support personnel, Monday through Friday. “Business Day” means Monday through Friday, excluding local holidays as observed by Cisco.
P3: Information Request	2 Business Days	Information requests include account questions, password resets, and feature questions. Cisco personnel will be assigned to work on the resolution at the time of response or as soon as practicable thereafter.

1.3. Warranties. In addition to the warranties and disclaimers set forth in the Master Agreement, Cisco warrants that it will provide the Cloud Service in a manner consistent with general industry standards reasonably applicable to the provision thereof. CISCO DOES NOT REPRESENT OR WARRANT THAT THE CLOUD SERVICE 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 CLOUD SERVICES 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 OR SERVICE TO WHICH A CLOUD SERVICE INTEGRATES OR TO ANY ONGOING INTEGRATION SUPPORT. INTEGRATIONS MADE ACCESSIBLE TO YOU THAT ARE NOT A GENERALLY AVAILABLE PRODUCT INCLUDED ON YOUR ORDER ARE PROVIDED ON AN “AS IS” BASIS.

1.4. End User Terms. Notwithstanding Section 4.2 of the Program Terms, Service Provider is not required to inform its End Users that Cisco’s End User License Agreement applies to the Cloud Service unless Service Provider gives End Users access to the Cloud Services console.

2. Program Requirements

2.1. Training. Prior to using the MSLA Software to provide the Software Services, any of Service Provider’s employees or Authorized Third Parties engaged in providing the Software Services must complete, at Service Provider’s cost (as applicable), all required Cloud Service training courses required by Cisco. In addition, Service Provider must comply with Section 2.2 of the Program Terms related to Authorized Third Parties.

2.2. Eligibility. Service Provider must be able to provide connectivity, management and/or administrative services along with the Cloud Service in order to provide the Software Services, such that Service Provider fully manages the Cloud Service for the End User.

2.3. Network Identifier Obligations. Service Provider must de-identify and anonymize each Network Identifier such that Cisco is unable to determine the name or identity of an End User or an End User’s employee.

2.4. Reporting. Service Provider must provide an accurate monthly report of the number of Circuits deployed with the Cloud Service for that month (“**Monthly Report**”). Service Provider will provide such Monthly Report in the Cloud Service dashboard by the last day of each month. Notwithstanding Section 4.3.2 of the MSLA, all Circuit Licenses deployed in a given month will be charged for the entire month even if the Licenses were used for 15 days or less.

2.5. Co-branding. Any co-branding of the Cloud Service will be subject to the guidelines located here <https://www.cisco.com/c/dam/en/us/products/collateral/security/umbrella/umbrella-sps-co-branding-guidelines.pdf> and any additional trademark guidelines in its Master Agreement.

2.6. Security. When providing the Software Services, 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 of, or access to, any End User data.

2.7. Ordering. Service Provider will follow the ordering process as instructed by Cisco. Cisco may change or update its ordering process at any time, upon prior written notice to Service Provider.

3. Definitions

“Circuit” means a single instance of business or residential internet connectivity supported by Service Provider to one unique Consumer End User or Enterprise End User.

“Consumer End User” means an individual that obtains the Cloud Service from Service Provider on a home-use (e.g. non-business) basis.

“Enterprise End User” means a commercial business entity that obtains the Cloud Service from a Partner on a commercial (e.g. non-residential) basis.

“Network Identifier” is the name or other identifying set of characters assigned to an End User.