



## Offer Description – Product

# Accedian Skylight

This Offer Description is part of the [General Terms](#) or similar terms existing between You and Cisco (e.g., the End User License Agreement) (the “**Agreement**”). Capitalized terms, unless defined in this document, have the meaning in the Agreement. Any references to a Supplemental End User License Agreement or SEULA mean Offer Description

### 1. Summary

Accedian Skylight is a virtualized performance assurance platform (the “**Product**”), delivering end-to-end network, application and service performance visibility from the user edge to the core network and cloud. The Product is offered on a subscription basis. It is composed of the following elements: (i) Skylight Performance Analytics, a Cloud Service which may be hosted in Cisco’s cloud or on Your premises, and (ii) Skylight Orchestrator and Skylight Sensors which are Software downloaded and used on Your premises. The Product is more fully described in the Documentation (which Cisco may update from time to time).

### 2. Support and Other Services

Your purchase of a subscription to use the Product includes [Cisco Solution Support for Service Providers](#) for Software and as described in Your Order. The support services for the Cloud Service will be provided as follows:

- You should open a case through the on-line chat service located in the interface of the Cloud Service;
- The support coverage applies only to the Cisco Infrastructure. Any issues related to failure or non-performance of Your Infrastructure are not supported by Cisco;
- If the Cloud Service is hosted on Your premises, Cisco requires that remote connectivity is always available for the deployment and management of the Cloud Service and of the Cloud Materials (defined below).

### 3. Data Protection

**Privacy Data Sheet.** The [Accedian Skylight Solution Privacy Data Sheet](#) describes the Personal Data that Cisco collects and processes as part of delivering the Product.

### 4. Special Terms

**4.1 Geographic Restrictions.** In addition to restrictions contained in the Agreement, the Cloud Service is not available for customers mainly based or headquartered in mainland China, and You will not use the Cloud Service and such features in this jurisdiction, unless otherwise agreed, and under the conditions provided, by Cisco.

#### 4.2 Terms Specific to the Cloud Service

- (A) Cisco controls the operation, provision, maintenance, and management of the Cloud Materials.
- (B) You control the operation, maintenance, and management of, and all access to and use of, Your Infrastructure.

(C) Cisco is not liable for any damage that may arise from any decision or action that You may take based on the results obtained from the use of the Product.

**4.3 Limited Availability.** The Product is generally available on a subscription basis. In limited cases, the Product may be offered for license on a perpetual basis. Purchase of a perpetual license to the Product does not include support or maintenance services or access to subsequent releases of the Product. In the event You purchase a perpetual license to the Product, you must also purchase (i) Software Support without Upgrades (described in the [Cisco Solution Support for Service Providers](#)) for the Product, and (ii) access to Feature Releases of the Product through a Software Innovation Access subscription. “Feature Releases” has the meaning set forth in the Software Innovation Access (SIA) Supplemental Terms.

**4.4 Free Trials.** You may use a Free Trial of the generally available version of the Product in a production environment. You may use a Free Trial of beta or non-generally available versions of the Product in a production environment only with the prior written consent of Cisco.

#### 4.5 Definitions

| Term                        | Meaning   |
|-----------------------------|---|
| <b>Cisco Infrastructure</b> | Cisco’s information technology infrastructure used to provide the Cloud Service, including all software, hardware, databases, electronic systems (including database management systems) and networks.  |
| <b>Cloud Materials</b>      | The Cisco Infrastructure and all other information, documents, materials, works, devices, methods, processes, hardware, software and other technologies and inventions, including any deliverables, technical or functional descriptions, requirements, plans or reports, that are provided or used by Cisco in connection with the Cloud Service. Cloud Materials exclude Your Infrastructure.   |
| <b>Your Infrastructure</b>  | Your information technology infrastructure, including software, hardware, databases, electronic systems (including database management systems) and networks, whether operated directly by You or a third party. If You purchase the subscription model where the Cloud Service is hosted on Your premises, Your Infrastructure includes the infrastructure used to host the Cloud Service on Your premises or on the premises of Your suppliers. |