



## Offer Description

# Cisco Crosswork Assurance

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

This Offer Description applies to Cisco Crosswork Assurance and any Cisco Offer that references this Offer Description (individually or collectively, “**Cisco Offer**”). The Cisco Offer is a Subscription Offer that may include (i) Cisco Crosswork Assurance (a Cloud Service which may be hosted in Cisco’s cloud or on Your premises), (ii) sensor orchestration capabilities, and (iii) sensor component deployed in Your environment, including one or more of the following components: Crosswork Assurance Sensors, Crosswork Assurance Sensor Agents, Crosswork Assurance Sensor Capture, Crosswork Assurance Sensor Control, Cisco LT, LT-S, LX, GT, and/or GT-S, Cisco Assurance Sensor Module, Cisco Assurance Sensor Module Dock, Cisco Assurance SFPs, Crosswork Assurance User Experience (“**UE**”) Traffic Processor, Crosswork Assurance UE Management System and/or Crosswork Assurance UE Control Traffic Processor. The Cisco Offer 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 Cisco Offer 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. Performance Standards

**Service Level Objective.** The [Crosswork Assurance Service Level Objective](#) applies to the Cisco Offer.

### 4. Data Protection

The [Crosswork Assurance Offer Disclosure](#) provides information about data handling practices, security controls, and other features specific to this Cisco Offer.

### 5. Special Terms

**5.1 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.

#### 5.2 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 Cisco Offer.

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

5.4 **Trial Offers.** You may use a Trial Offer of the generally available version of the Cisco Offer in a production environment. You may use a Trial Offer of beta or non-generally available versions of the Cisco Offer in a production environment only with the prior written consent of Cisco.

## 6. 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.