Cisco Customer Experience Cloud (CX Cloud) Supplemental End User License Agreement

This Cisco Customer Experience Cloud (CX Cloud) Supplemental End User License Agreement ("Supplemental Terms") is incorporated into and made part of Cisco’s End User License Agreement ("EULA"). If you do not agree to the EULA and these Supplemental Terms do not access or use Cisco CX Cloud.

1. **Supported Offers.** CX Cloud is a cloud-based platform designed to be used by Cisco customers in support of one or more Cisco Products and Services ("Supported Offers"). In addition to the EULA and these Supplemental Terms, the Supported Offers’ terms and conditions continue to apply, including the terms and conditions found in any applicable Service Description or Offer Description.

2. **Use of CX Cloud.** Cisco will provide you with administrative account(s) from which you can manage users’ access to CX Cloud. Your administrative responsibility includes granting, denying or limiting your users’ access to CX Cloud on an ongoing basis. Additionally, you may grant, deny or limit your Authorized Channel partners access to your CX Cloud data. We may also assign your Authorized Channel partners access to CX Cloud on your behalf. By assigning users with administrative rights, you authorize and designate those administrators to receive notifications related to CX Cloud on your behalf, including without limitation, notifications related to vulnerabilities and data breaches.

3. **Sources of Information.** CX Cloud may include data gathered from other Cisco Products and Services you use to help provide you with an in-depth view of your networks and systems. This information may include System Information gathered from Data Collection Tools that you may have operating as part of a Cisco CX Service. Please see the Service Descriptions for your CX Services for more information.

4. **Third-Party Content.** From within CX Cloud, you may choose to access certain content made available to you by third parties ("Third-Party Content"). For example, if you purchased certain CX Services, such as Success Tracks or Business Critical Services, your Authorized Channel partner may provide you with its own "Ask-the-Expert" and "Accelerator" content. If you choose to access Third-Party Content, your use of that Third-Party Content will be governed by terms between you and the third party and any questions about those terms and Third-Party Content should be addressed directly to the Third-Party Content provider. Cisco does not warrant the availability, accuracy, reliability, completeness, usefulness, non-infringement, or quality of any Third-Party Content and hereby disclaims all express and implied warranties, including any implied warranties of merchantability or fitness for a particular purpose, relating to the Third-Party Content. The Third-Party Content provider retains all right, title and interest it may have in the Third-Party Content, including all copyright and other intellectual property rights.

5. **CX Cloud APIs.** Cisco may provide you a limited license to use an Application Programming Interface with CX Cloud ("CX Cloud API"). By accessing, downloading, copying, distributing, calling, or otherwise making any use of the CX Cloud API, you accept and agree to be bound by the Cisco API License with respect to the CX Cloud API.

6. **Other Cisco Platforms.** CX Cloud may provide you with the ability to access other Cisco platforms, dashboards and portals ("Platforms"). These Platforms will be considered separate Supported Offers for purposes of these Supplemental Terms. Each user must separately have access rights assigned to these Platforms in order to access these Platforms.

7. **Changes to CX Cloud.** We may enhance or change CX Cloud features at our discretion as long as we do not materially reduce your access (either in CX Cloud or elsewhere) to the core functionality we are obligated to provide as part of your Supported Offers.

8. **Recommendations.** CX Cloud may contain guidance, training, recommendations or advice (collectively, "Recommendations"), which we provide based on Cisco and industry practices as well as the information you provide to Cisco. You remain responsible for determining (i) the suitability of the Recommendations for your business, network design, regulatory compliance, security requirements, privacy and other requirements, and (ii) whether the Recommendations comply with laws applicable to your business. When making any changes based on the Recommendations, we strongly recommend you take the necessary steps to protect your network environment, including data back-ups or, if applicable, testing in a non-production environment.
9. EXCEPT AS EXPRESSLY SET FORTH AS PART OF AN AGREEMENT WITH CISCO FOR THE PURCHASE AND USE OF SUPPORTED OFFERINGS, CISCO PROVIDES CX CLOUD TO YOU ON AN “AS IS” BASIS WITHOUT ANY WARRANTIES, EXPRESS OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

10. **How We Use Data.** We will access, process and use data in connection with your use of CX Cloud and will do so in accordance with applicable privacy and data protection laws and the Data Briefs located in [Cisco’s Security and Trust Center](#). The [Customer Experience (CX) Cloud Privacy Data Sheet](#) describes the specific Personal Data that Cisco collects and processes as part of the delivery of CX Cloud.