Cisco ThousandEyes

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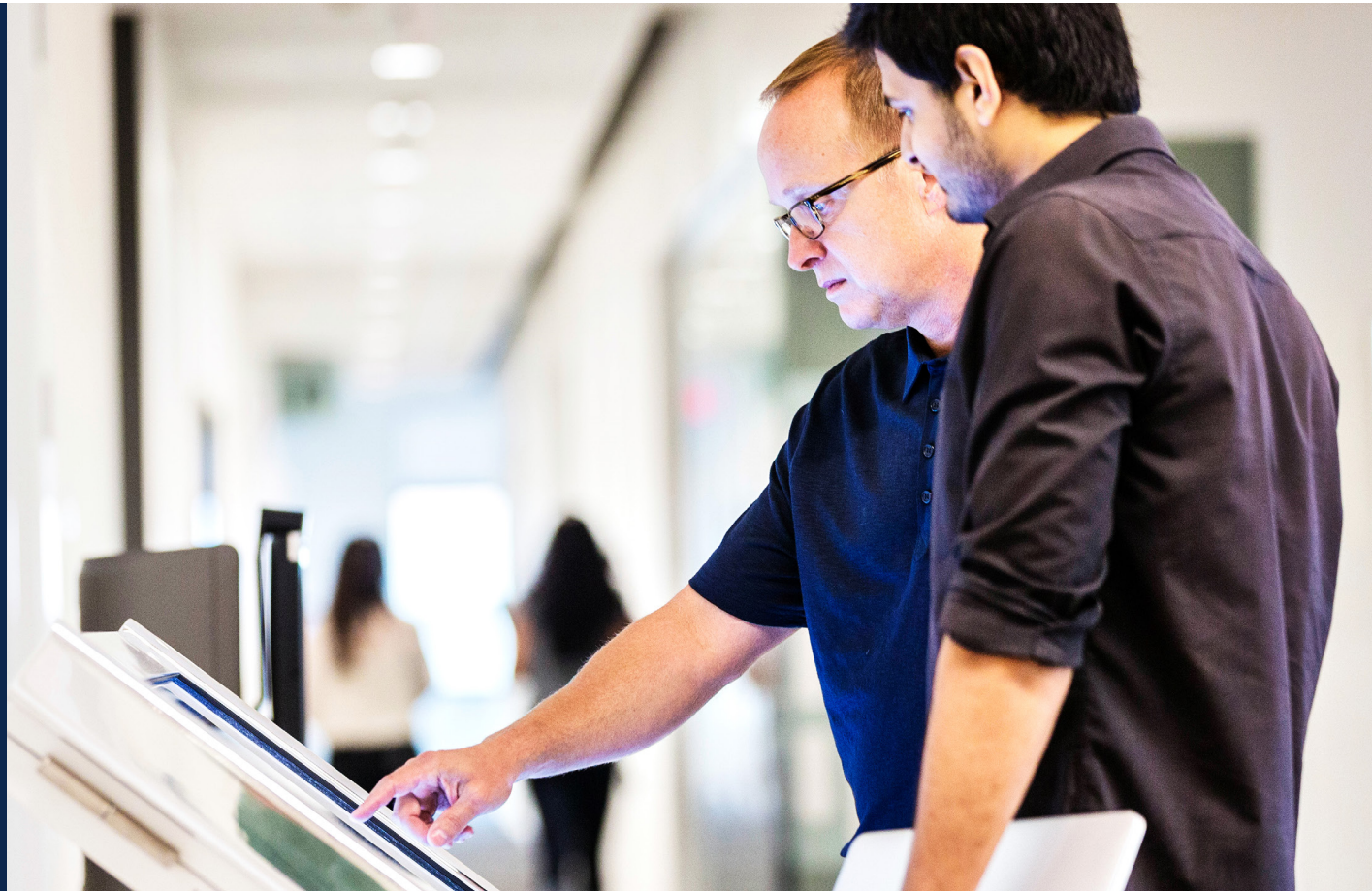

1. Introduction

1.1 Purpose, audience, and scope

This document describes the pricing, packaging structure, and ordering for Cisco ThousandEyes as an a la carte item.

Audience: This guide is for the Cisco field and any customer, distributor, or partner that can use Cisco Commerce. Cisco Commerce (CCW) provides an integrated commerce experience that allows you to register deals, configure and price products, software, and related services, and order from a single platform.

Scope: This ordering guide describes the pricing and ordering for the following products and services:

- Cisco ThousandEyes – End User Monitoring
- Cisco ThousandEyes – Internet Insights
- Cisco ThousandEyes – Network and Application Synthetics
- Cisco ThousandEyes – Connected Devices
- Cisco ThousandEyes – Cloud Insights

For more detailed information on Cisco ThousandEyes products, go to www.thousandeyes.com.

1.2 Ordering and quoting tools

Cisco Commerce provides a Deals and Quotes application that enables specialized channel partners to build a system quote with:

- Products, required modules, and software
- Auto-derived services based on products
- Design documentation

For additional information about the Cisco Commerce experience, go to: https://apps.cisco.com/Commerce/home.

Cisco Commerce includes several helpful tools to estimate, configure, and order solutions, enabling you to configure products and view lead times and prices for each selection. It also allows you to view lead time and price changes under a variety of price lists and service contract terms. You can also track your order.

The following Cisco products and applications are supported in the Cisco Estimates and Configurations Tool:

- Cisco ThousandEyes – End User Monitoring
- Cisco ThousandEyes – Internet Insights
- Cisco ThousandEyes – Network and Application Synthetics
- Cisco ThousandEyes – Connected Devices
- Cisco ThousandEyes – Cloud Insights

1.3 Orderability and First Customer Order (FCO)

Orderability for the following products and applications was enabled on April 5, 2021:

- Cisco ThousandEyes – Network and Application Synthetics
- Cisco ThousandEyes – End User Monitoring
- Cisco ThousandEyes – Internet Insights

The FCO date for the products and applications listed above was April 5, 2021.

Orderability for the following products and applications was enabled on August 15th, 2024:

- Cisco ThousandEyes – Connected Devices

Orderability for the following products and applications was enabled on December 20th, 2024:

- Cisco ThousandEyes – Cloud Insights

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2. Cisco software subscription

2.1 Product description

The Cisco ThousandEyes Cloud Service is a suite of cloud services designed to help you measure and monitor the availability and performance of web applications, hosted services, and networks.

The ThousandEyes internet and cloud intelligence platform expands visibility, insights, and action into digital delivery of applications and services over the internet and cloud. ThousandEyes enables organizations to visualize any network as if it was their own, quickly surface actionable insights, and collaborate and solve problems with service providers.

2.2 Editions

ThousandEyes provides a SaaS-based service. Customers contract to pay for x units on a monthly basis, with a minimum contract length of 12 months.

Cisco ThousandEyes Network and Application Synthetics

Enterprise Agents probe your network at regular intervals to determine the health of your infrastructure and network devices and the performance of key applications. Enterprise Agents simulate network layer traffic destined to TCP or UDP ports or application layer traffic that simulates real browsing sessions or phone calls. In parallel, Enterprise Agents also probe network devices within the WAN to collect interface metrics such as throughput, errors, and discards. With Enterprise Agents you can understand the performance of on-premises and SaaS applications across any network segment while visualizing the impact of network device health on application performance. Enterprise Agents are available as software appliances for virtualized environments, packages for Linux distributions, or containers for use with Docker. They are most commonly installed in branch sites and data centers to provide a detailed understanding of the WAN, LAN topology, network devices, and internet connectivity.

For more information, please visit https://www.thousandeyes.com/product/browser-synthetics.

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Cisco ThousandEyes End User Monitoring

ThousandEyes End User Monitoring delivers both on-demand and real-time visibility into each employee's experience of SaaS and internally hosted applications, as well as underlying wireless LAN, WAN, internet connectivity, and system health. This empowers your network and IT teams to quickly troubleshoot performance issues related to Wi-Fi, bandwidth capacity, ISP routing, VPN gateways, SaaS availability, and other sources while measuring web page load times and other key performance indicators.

End User Monitoring licenses come in two tiers – Advantage and Essentials.

Table 1. Functionality differences of Endpoint Advantage and Essentials licenses

Specific property	Endpoint Agent – Advantage	Endpoint Agent - Essentials
Number of concurrent tests on one license	Up to 10 tests	Up to 4 tests
Test data retention policy	30 days	14 days

For more information, please visit https://www.thousandeyes.com/product/end-user-monitoring.

Cisco ThousandEyes Connected Devices

ThousandEyes Connected Devices enhances visibility for Service Providers and Enterprises into the last mile of the network. By monitoring a consumer's home gateway and other internet-connected devices, Customer Care teams can pinpoint issues more precisely. This capability allows them to determine whether a problem lies with the consumer's device, their Wi-Fi, the broader internet, or the specific application they are trying to access. Additionally, this extended visibility provides macro insights into large groups of devices and networks, aiding in the identification and resolution of widespread issues.

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Cisco ThousandEyes Cloud Insights

Cloud Insights automatically discovers cloud resources across your accounts, creating a full inventory of services that may impact the digital experiences of your end users. For teams with multiple AWS cloud accounts, this provides an account-agnostic layer to view your AWS resources.

The new Cloud Topology view provides service-level insight into infrastructure that is configured in your AWS account(s), and it is deeply integrated with other layers of the Network and Application Synthetics views—effectively stitching together an Internet-centric or private network Path Visualization complete with AWS cloud topology.

Cloud Insights also correlates configuration changes (and other operational or provider events) with application and network response times to help you pinpoint the source of issues faster. This capability addresses one of the most common causes of downtime: automated or user-inflicted configuration change that causes unintended consequences.

Additionally, Operations teams can now also use Cloud Insights to analyze user traffic flowing through their AWS network to instantly see a sudden increase (or decrease) in traffic, looking at VPC flow logs that are embedded in the Network and Application Synthetics views. This can help you reduce the time it takes for you to identify the root cause of an issue by offering a centralized view across cloud resources and troubleshooting domains, which enables you to quickly pivot to further action.

Users can also use a new, general purpose cloud-based VPC flow log analysis engine to aid in traffic discovery across regions, VPCs, or Internet egress. ThousandEyes' new Cloud Insights Views provide filters to help users focus on a historical trend of traffic volume between any two entities in the cloud. Users can filter by AWS account, region, availability zone, subnet, AWS tags, and more.

For more information, please visit https://www.thousandeyes.com/product/cloud-insights/.

Cisco ThousandEyes Internet Insights

ThousandEyes leverages its global collective view of service delivery paths across the internet to provide a macro view of network outages, called Internet Insights. ThousandEyes agents located across the internet perform more than 8 billion measurements each day, yielding a massive data set that includes network interface-level information on when and where traffic flows are disrupted in the internet. Once Internet Insights detects outage behavior, it isolates it to an Autonomous System (AS) and

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location, and then visualizes it in near real time via a variety of global, macro, and topological views. Internet Insights enables operations teams to leverage anonymized internet telemetry data—rather than public rumor—to rapidly identify, escalate, and remediate issues, as well as communicate more effectively with customers. By visualizing and correlating outages to user experience and other signals, enterprises can dramatically reduce their Mean Time To Identify (MTTI) from hours to minutes.

For more information, please visit https://www.thousandeyes.com/product/internet-insights.

2.3 Cisco ThousandEyes licensing model

ThousandEyes provides 4 flexible pricing methods based on your visibility needs.

ThousandEyes Units (also known as Test Units)

Test Units are available on a model that enables active monitoring for your network and applications from Cloud Agents, Enterprise Agents, and Device Agents. Units are consumed based on configuration of tests that run against Cloud, Enterprise, and Device Agents. Each time a test is run by either a Cloud, Enterprise, or Device Agent, a quantity of units will be consumed. A minimum of 1,500 units is required.

ThousandEyes Users for Endpoint Agents

ThousandEyes End User Monitoring is available on a per-user basis to provide end-user monitoring for on-demand and real-time visibility into each employee's experience of SaaS and internally-hosted applications, as well as underlying wireless LAN, WAN, internet connectivity and system health. End User Monitoring is available in two tiers – Essentials and Advantage. Customers can purchase both licenses simultaneously and following minimums are applicable (1) 100+ users Advantage and 0 users Essentials, or (2) 80+ users Advantage and 50+ users Essentials, or (3) 20+ users Advantage and 200+ users Essentials, or (4) 0 users Advantage and 250+ users Essentials. Customers will be able to assign an End User Monitoring license to a specific EndPoint Agent from the ThousandEyes platform. Note that once an user license is assigned to an Endpoint Agent, the license cannot be assigned to a different Endpoint Agent for a 30 day period.

The licensing for ThousandEyes End User Monitoring follows a tiered pricing model: the pricing depends on the number of user licenses purchased. Sales and partner representatives should determine the correct sizing for each customer deployment so that the appropriate user count is selected. Cisco Commerce will dynamically determine the correct price associated with the user count entered.

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ThousandEyes Connected Device Agents

Connected Device Agents is a per device license that enables last mile network monitoring for Enterprises and Service Providers. Customers must purchase a minimum of 250 Connected Device Agent licenses.

ThousandEyes Internet Insights

Internet Insights provides collective intelligence into the real-time health of the Internet at the macro level. Internet Insights is licensed based on packages that are categorized by provider type on one axis (ISP, CDN, DNS provider, IaaS, SECaaS and UCaaS) and geographic region on the other (North America, EMEA, APAC and LATAM). Each package represents provider type and region, for example Asia Pacific CDN Providers is one package. Customers can purchase up to 12 individual packages or upgrade to Global Insights Bundle, which includes all 28 packages.

ThousandEyes Cloud Insights

ThousandEyes Cloud Insights license enables functionality on ThousandEyes platform and comes in two tiers – Essentials or Advantage that are mutually exclusive (i.e. customers can only buy one or another). Customers cannot buy more than 1 quantity of the selected license tier and once provisioned it will provide customers with the ThousandEyes platform functionality matching the description of the tier.

ThousandEyes Cloud Insights can utilize ThousandEyes Units to run traffic flow analysis by defining Flows per Second (FPS). The cost is 1 FPS/m = 0.3 Units/m and customers can utilize a built in Cisco Commerce calculator to help translate the required FPS into the equivalent number of ThousandEyes Units. Note: the Cisco Commerce calculator overwrites the number of Units already entered, so if units are required for multiple purposes other than Cloud Insights then the process should be as follows.

Enter the number of FPS required to note down the equivalent number of units

- Add the resulting number to the additional units required for other use cases
- Enter the new total into the quantity field for the ThousandEyes Units product

Note: ThousandEyes Units are a universal currency within ThousandEyes and are not tied to a specific use case, each unit purchase can be used for any functionality within ThousandEyes that accepts Units for utilization.

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Table 2. ThousandEyes license part numbers

Part number	Description	Price
TE-UNITS	Cisco ThousandEyes – ThousandEyes Units	$0.85/unit/month
TE-USERS	Cisco ThousandEyes - End User Monitoring Advantage	Starting at $14.60/user/month
TE-USERS-ES	Cisco ThousandEyes - End User Monitoring Essentials	Starting at $6.00/user/month
TE-INSIGHTS	Cisco ThousandEyes – Internet Insights	Starting at $2750.00/package/month
TE-DEVICES	Cisco ThousandEyes – Connected Device Agent License	Starting at $5.00/user/month
TE-CLOUD-ES	Cisco ThousandEyes – Cloud Insights Essentials	$6,000/license per month
TE-CLOUD-ADV	Cisco ThousandEyes – Cloud Insights Advantage	$12,000/license per month

12 months minimum. End User Monitoring and Connected Devices require 12 months minimum with volume pricing levels.

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2.4 Cisco support services

Cisco Basic Support is included with the purchase of a Cisco ThousandEyes subscription. No additional products or fees are required to receive these support services with a software subscription.

Cisco Basic Support includes:

- Access to support and troubleshooting via phone, online tools, and web case submission
- Access to Cisco.com for online knowledge base, communities, and tools
- Patches, Maintenance Releases, Minor Releases, and Major Releases of the application software

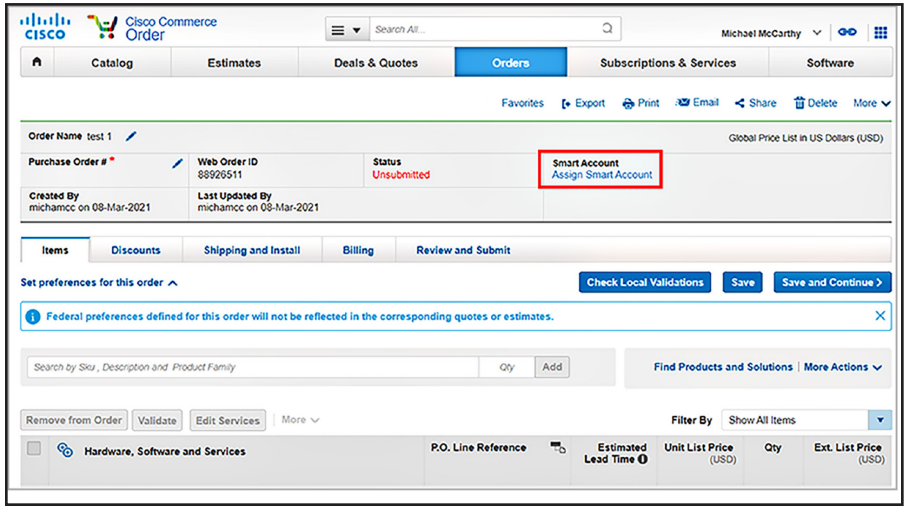
Refer to the service description for more detailed information regarding Basic Support.

ThousandEyes assistance is also available via our application. Access to ThousandEyes Customer Engineering resources is available at https://app.thousandeyes.com/support and can be accessed via the help and support link on the application 24x7.

3. Ordering process

3.1 Assign or Set up Smart Account

The first step in ordering is to log into Cisco Commerce and select Assign Smart Account.



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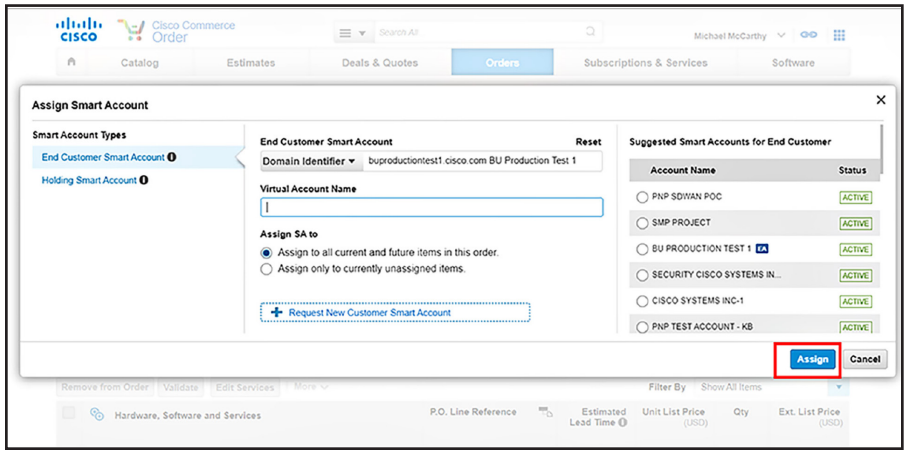
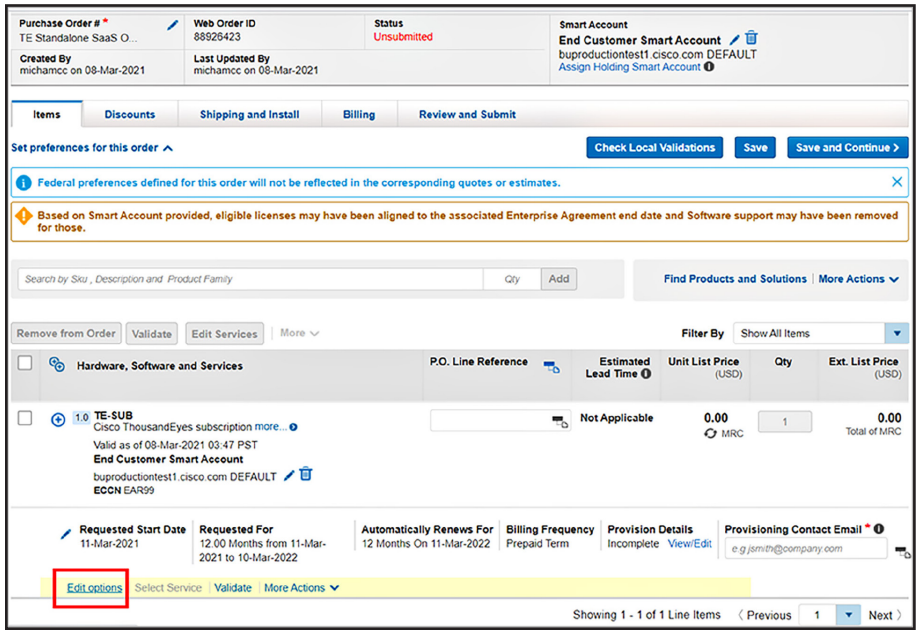


If you do not have a Smart Account, please visit the Cisco website for instructions and training [Cisco Software Smart Account Request and Setup for Customers – Cisco Community](#).

3.2 Selecting the subscription PID

There is one Cisco ThousandEyes subscription PID (TE-SUB)



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There is no price for the subscription PID. Pricing is determined when product PIDs are added and configured. User license quantity will be entered when the product PIDs are added to the subscription.

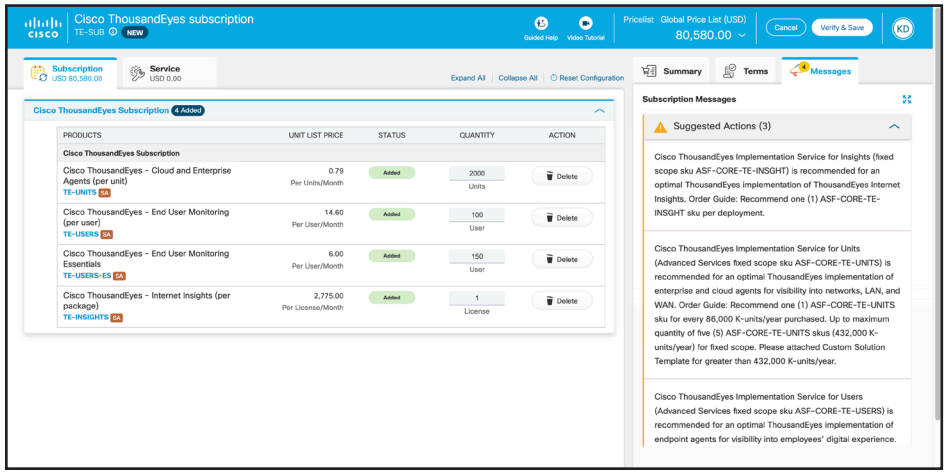
Note: Each end customer may have only one active subscription of Cisco ThousandEyes.

This means that:

- Each order may contain only one line item of TE-SUB
- Each end customer may have only one active order for TE-SUB

Attempts to place multiple concurrent orders for TE-SUB or to place an order with multiple line items of TE-SUB will result in a warning message.

Then select “Edit Options” to configure. There are four Cisco ThousandEyes products (TE-UNITS, TE-USERS, TE-USERS-ES, TE-DEVICES, TE-CLOUD-ES, TE-CLOUD-ADV, and TE-INSIGHTS).



IF TE-UNITS is selected without any other products selected, the minimum quantity is 2000.

IF TE-UNITS is selected along with TE-USERS, TE-USERS-ES, TE-INSIGHTS, or any combination of those products, the minimum quantity is lowered to 500.

A minimum quantity of Endpoint Agent licenses is required to proceed with the purchase. Following minimums are applicable (1) 110+ TE-USERS and 0 TE-USERS-ES, or (2) 90+ TE-USERS and 50+ TE-USERS-ES, or (3) 30+ TE-USERS and 200+ TE-USERS-ES, or (4) 0 TE-USERS and 270+ TE-USERS-ES

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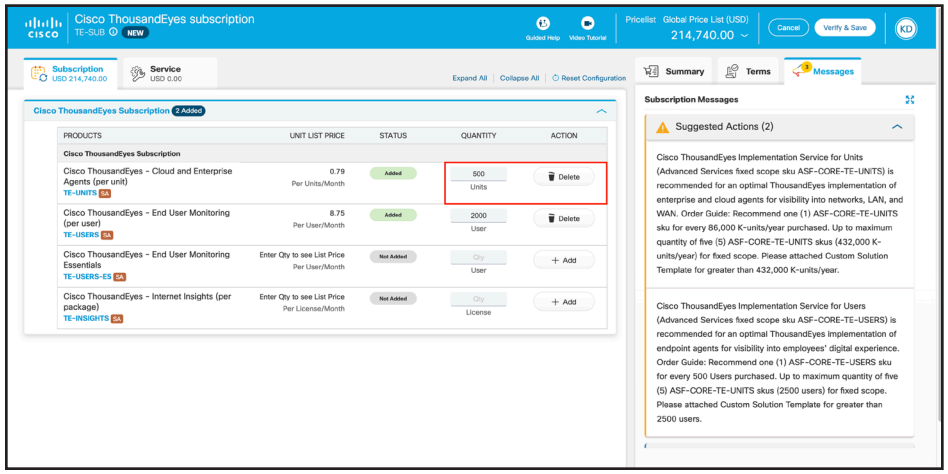
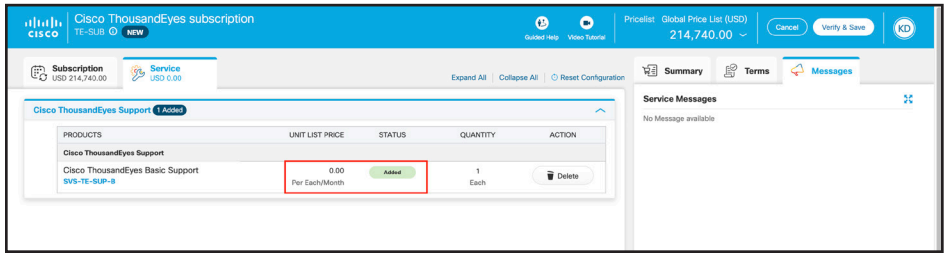
IF TE-DEVICES is selected then a minimum purchasable quantity is 250 TE-DEVICES.



Basic Support is included with the subscription at no extra charge. ThousandEyes assistance is also available via our application. Access to ThousandEyes Customer Engineering resources is available at https://app.thousandeyes.com/support, and can be accessed via the help and support link on the application 24x7.



After selecting the subscription PID, choose Terms and Billing to edit the subscription term and the requested start date.

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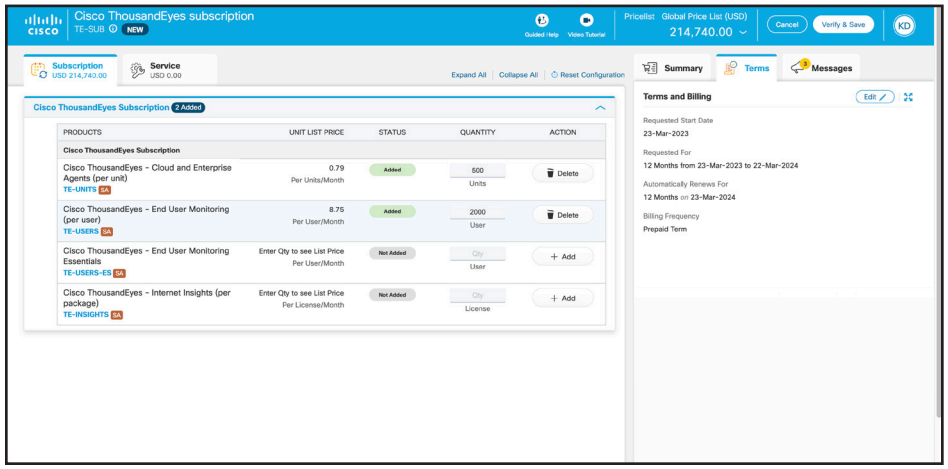


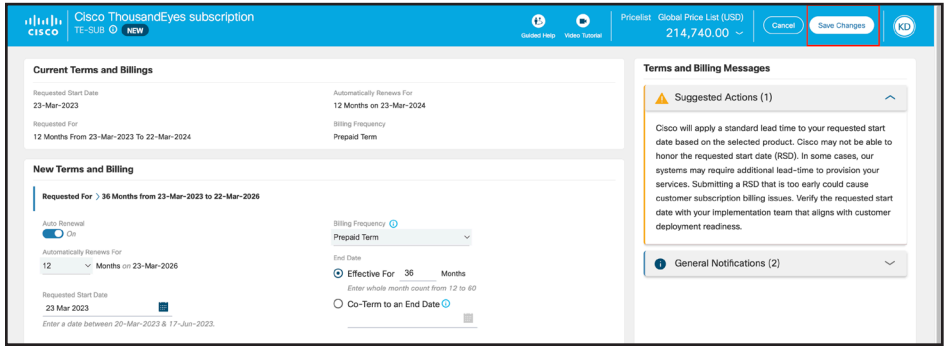
The subscription term will default to a 12-month term and Prepaid Term Billing. The Requested StartDate may also be changed at this time.

Note: Annual billing option.

Only terms that are 12 to 60 months are allowed (1 to 11 months require nonstandard approval).

A purchase order needs to be issued for the full amount, and billing will occur annually before the start date of each service year.

While billing is annual, the subscription is for the entire term, and cannot be cancelled midterm. The service is provisioned, and the subscription starts on the service start date. The provisioning of the service may take up to 72 hours, assuming the order information is complete and correct.



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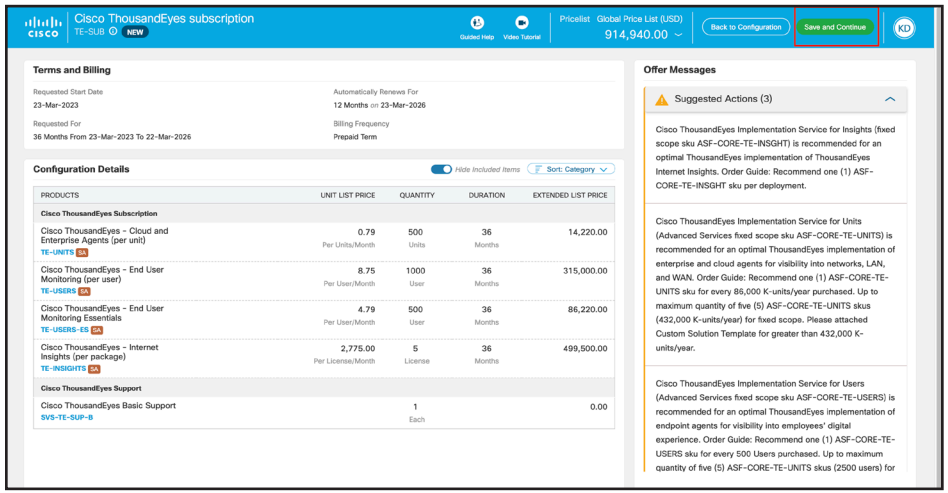
For user-based subscriptions of Cisco ThousandEyes, pricing is determined dynamically according to the quantity ordered based on a tiered pricing model. Per-month prices are displayed for the selected PID. However, billing is either annual or prepaid for the term of the subscription, and the term amount is shown in the subtotal.



3.3 Provisioning

ThousandEyes uses only the administrator email address included in the order to map it to an existing ThousandEyes organization, if one exists. The information of the person placing the order, or the Cisco Smart Account admin users, are not used to map orders to ThousandEyes organizations. If an existing ThousandEyes organization is not found, the system provisions a new ThousandEyes organization with the end user information provided in the order.End-customer administrator email address

If the end customer already has a ThousandEyes user account, please skip to section 3.3.2. Otherwise proceed to section 3.3.1.

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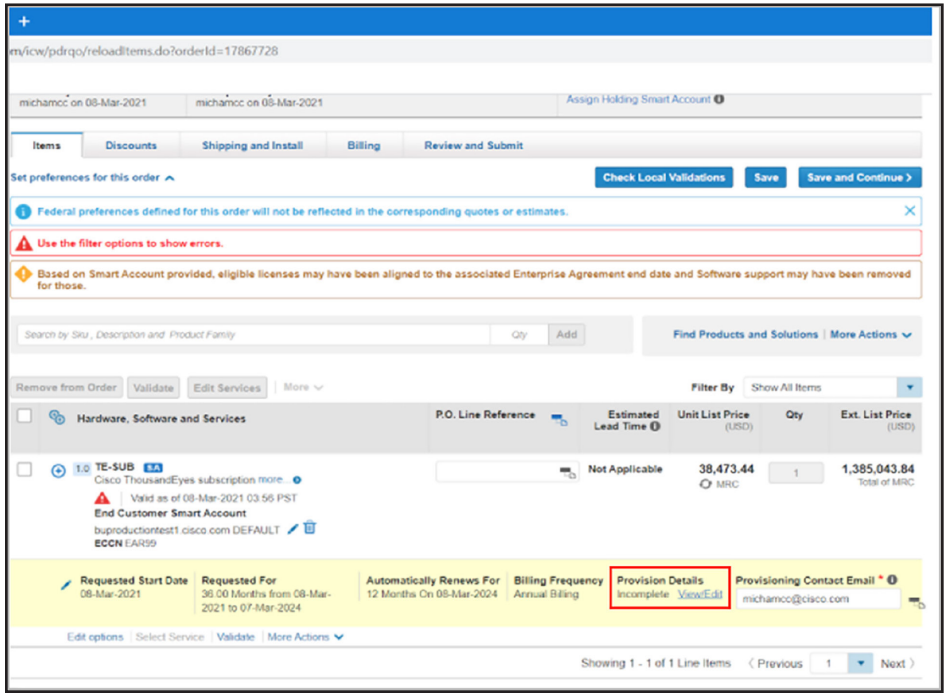
3.3.1 First-Time ThousandEyes Customers

All orders for first-time ThousandEyes customers require a purchaser to provide the following end customer information during order entry under Provision Details to properly provision a ThousandEyes account to the end customer, i.e. the person who will be the ThousandEyes administrator responsible for initially activating and accessing the new ThousandEyes account.

- End-customer administrator first name
- End-customer administrator last name
- End-customer administrator email address

***This email address must be correct in order for the administrator to receive their account activation email**

Failure to provide this information will delay the order provisioning process



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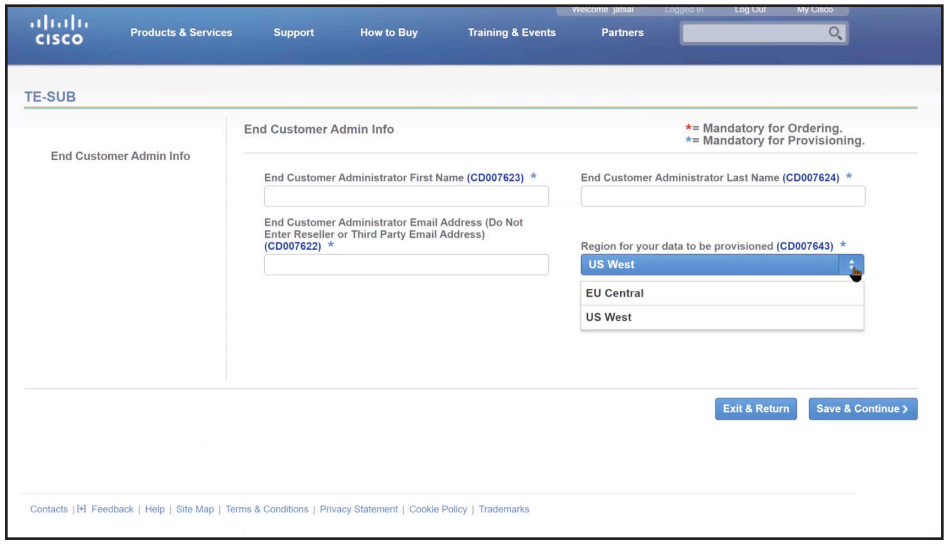

3.3.2 Existing ThousandEyes Customers

Orders for existing ThousandEyes customers are automatically linked to the customer's existing ThousandEyes organization. Therefore, the end customer will not receive an activation email. The existing admin users in the organization are responsible for creating new users as needed.

If you believe you are a new ThousandEyes customer and should have received an activation email but didn't, please contact support@thousandeyes.com as well as your associated ThousandEyes sales team.

3.3.3 All Customers

A Provisioning Contact Email is required in case the order provisioning details need to be added or modified. This email must be associated with a valid CCO ID with access to the order in CCW.

Region is required for provisioning purposes. For first-time ThousandEyes customers this would create an organization in the region selected. For existing ThousandEyes customers it will provision the order to your existing organization.

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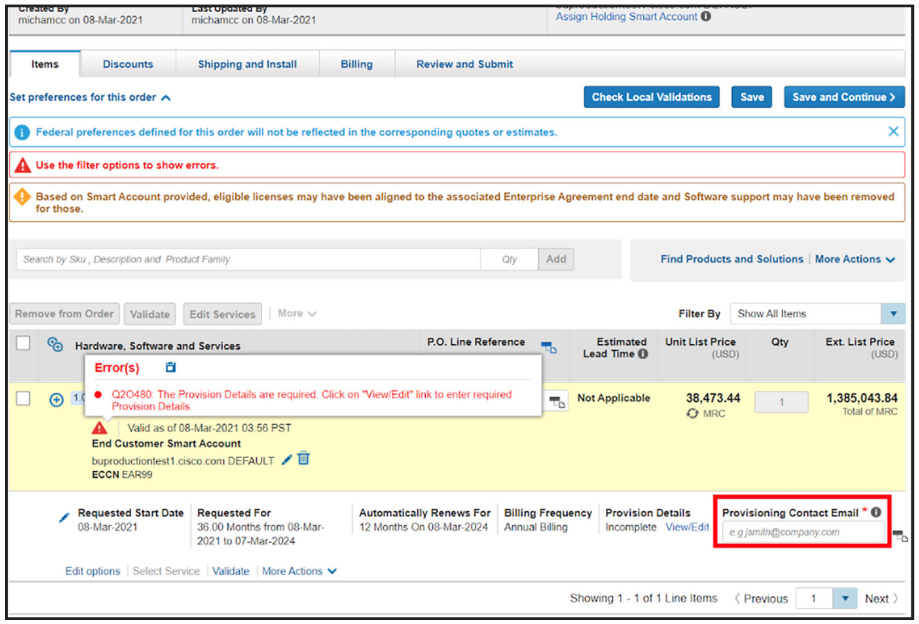

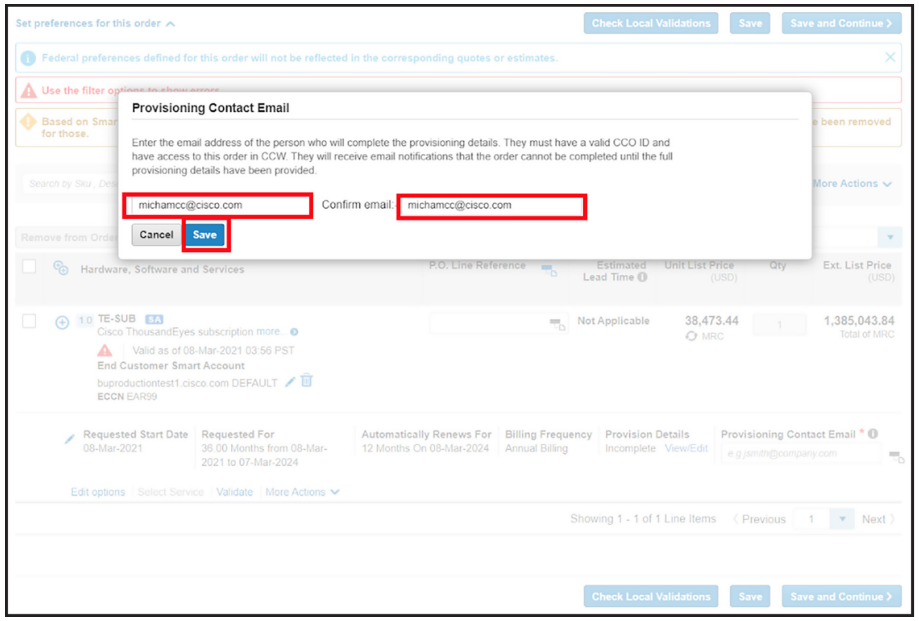

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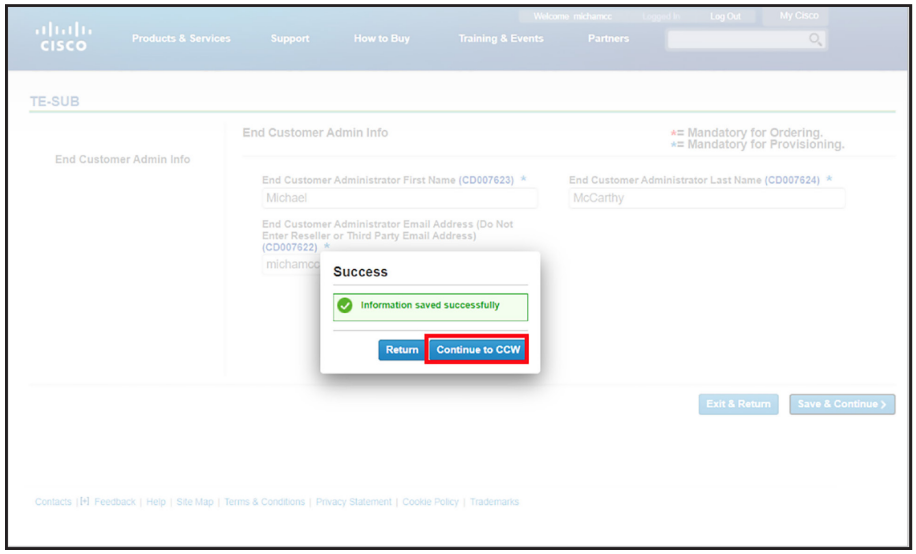

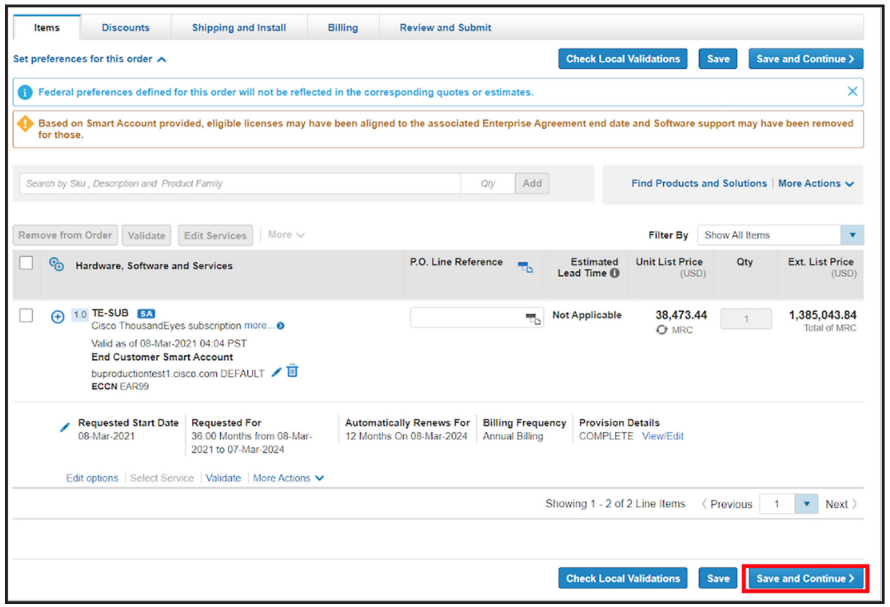

After the order has been placed, Cisco ThousandEyes services will be provisioned, and the subscription will begin on the service start date specified in the order.

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4. Cisco Services

4.1 Cisco Advanced Services

Cisco ThousandEyes Implementation Services help customers accelerate their journey to a digital ready network. With proven experience, best practices, and innovative tools, Cisco works with customers to implement their ThousandEyes solution.

Cisco ThousandEyes Implementation Service for Users is an Advanced Services – Fixed offer that helps customers monitor the availability and performance of applications and services and gain visibility into their networks and LAN. ThousandEyes Implementation Service for Users is required to attach at the point of the ThousandEyes End User Monitoring product sale (product ID: TE-USERS or TE-USERS-ES) so that customers get the products properly installed and maximize their return on investment for the solution. Note that same services are offered for both Advantage and Essentials license tiers.

This service is limited to five ThousandEyes deliverables as listed in the table below.

Recommend one (1) ASF-CORE-TE-USERS sku for every 500 Users (TE-USERS and/or TE-USERS-ES) purchased. Up to maximum quantity of five (5) ASF-CORE-TE-USERS skus (2,500 Users) for fixed scope.

Table 3. Scope of ThousandEyes Implementation Service for Users

Deliverable	Limited to
Guidance in Endpoint Agents installation	Up to 500 Endpoint Agents
Test creation	Up to 10 tests
Alert rules	Up to 10 rules
Dashboards	Up to 2 dashboards
Reports	Up to 2 reports

For more information about the **Cisco ThousandEyes Implementation Service for Users**, refer to the Service and Support Descriptions.

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Cisco ThousandEyes Implementation Service for Units is an Advanced Services – Fixed offer that helps customers monitor the availability and performance of applications and services and gain visibility into their networks, LAN, and WAN. ThousandEyes Implementation Service for Units is required to attach at the point of the ThousandEyes Cloud and Enterprise Agents product sale (product ID: TE-UNITS) so that customers get the products properly installed and maximize the return on investment of the solution.

This service is limited to six ThousandEyes deliverables as listed in the table below.

Recommend one (1) ASF-CORE-TE-UNITS sku for every 86,000 K-units/year purchased. Up to maximum quantity of five (5) ASF-CORE-TE-UNITS skus (432,000 K-units/year) for fixed scope.

Table 4. Scope of ThousandEyes Implementation Service for Units

Deliverable	Limited to
Enterprise Agents configuration	Up to 5 Enterprise Agents
Test creation (not synthetic)	Up to 60 tests
Test creation (synthetic)	Up to 1 test
Alert rules	Up to 10 rules
Dashboards	Up to 2 dashboards
Reports	Up to 2 reports

For more information about the Cisco ThousandEyes Implementation Service for Units, refer to the Service and Support Descriptions.

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Cisco ThousandEyes Implementation Service for Insights is an Advanced Services – Fixed offer that helps customers monitor the availability and performance of applications and services and to gain visibility into public networks. ThousandEyes Implementation Service for Insights is required to attach at the point of the ThousandEyes Internet Insights product sale (product ID: TE-Insights) so that customers get the products properly installed and maximize the return on investment of the solution.

This service is limited to four ThousandEyes deliverables as listed in the table below.

Recommend one (1) ASF-CORE-TE-INSGHT sku per deployment.

Table 5. Scope of ThousandEyes Implementation Service for Insights

Deliverable	Limited to
Catalog configuration	All
Alert rules	Up to 10 rules
Dashboards	Up to 2 dashboards
Reports	Up to 2 reports

For more information about the Cisco ThousandEyes Implementation Service for Insights, refer to the Service and Support Descriptions.

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Service structure and global bookings policy for Advanced Services – Fixed offers

One Fixed service description is associated with each Advanced Services – Fixed part number. See the table below.

There is a one-to-one-to-one relationship between the service description, the part number, and the SKU. When the Fixed service is ordered in the Cisco Commerce ordering tool, the associated SKU is automatically created. The Advanced Services delivery personnel that are responsible for delivering the Fixed service are automatically notified of the new project and use that project to track their delivery activities for the fulfillment of the service.

The current global bookings policy for Advanced Services – Fixed offers defines specific time parameters for starting, delivering, and invoicing all Fixed service projects.

Important Advanced Services – Fixed booking policy note: Cisco booking policy for Advanced Services – Fixed services requires that every project must be started and completed within 90 days of ordering the service. Therefore, an Advanced Services – Fixed part number must be used only when the customer understands and agrees that each line item on a given order must be delivered within 90 days of the original order.

Table 6. Part numbers for Advanced Services – Fixed

Cisco service name	Service part number
Cisco Implementation Service for ThousandEyes Users	ASF-CORE-TE-USERS
Cisco Implementation Service for ThousandEyes Units	ASF-CORE-TE-UNITS
Cisco Implementation Service for ThousandEyes Internet Insights	ASF-CORE-TE-INSGHT

Services for Cisco ThousandEyes Connected Devices Ordering Guide – CX Content

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Cisco Advanced Services

Cisco Advanced Services enable customers to get the most value from Connected Devices products and achieve business outcomes faster. The services are focused on implementing the solution and accelerating outcomes with expert guidance at every step of the IT lifecycle.

Cisco Sales staff is responsible for creating an accurate Advanced Services quote and SOW and must engage a Cisco Enterprise Networking Services Business Development Manager to effectively build a properly scoped SOW.

Cisco Design and Implement for ThousandEyes Connected Devices are Advanced Services – Transaction offers that help customers deploy ThousandEyes. Advanced Services – Transaction offers are custom scoped and priced and written on a Statement of Work (SOW). Customers and partners need to engage a Cisco Account Manager to purchase the services.

Table 7. Cisco Design and Implement for ThousandEyes Connected Devices

Service name	Description	Service Part Number
Cisco Design and Implement Service	Customer scoped and priced services	CX-PDIC-NW-CSM

Subject Matter Expert Quick Start Consulting Service is a consulting Service where Cisco provides general consultative advice and guidance ("SME Consulting Services") in areas such as product installation, configuration, setup, migration, onboarding, and enablement as specified in the SME Quote. SME Consulting Services do not include the provision of any Deliverables.

The SME Consulting Service may be delivered remotely and/or on-site (at locations where Cisco makes such onsite Services available and as permitted by applicable law) on Business Days as specified in the SME Quote. A Business Day is consumed if Cisco performs any SME Consulting Services on that day.

For more information refer to the Cisco Subject Matter Expert Consulting Service Description.

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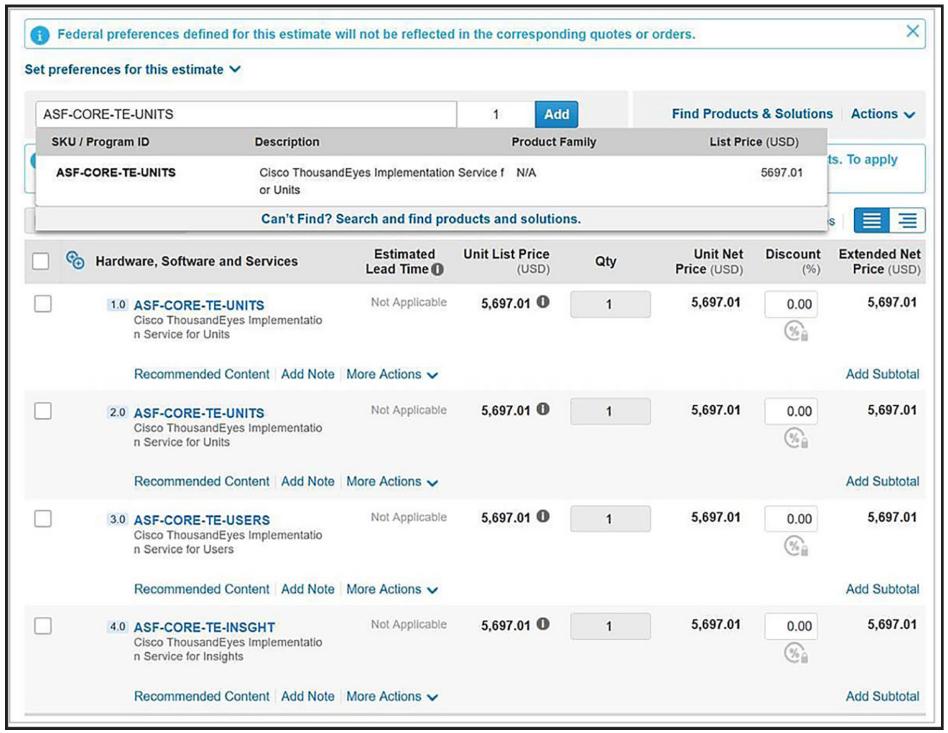
Table 8. Subject Matter Expert Quick Start Consulting Service

Service name	Description	Service Part Number
Subject Matter Expert Quick Start Consulting Service	Offered as a block of time for a Cisco Expert.	CX-ATCS-NW-QSME

Ordering Advance Service -Fixed Scope SKUs

Select appropriate ASF SKUs and Add number of times as Qty as needed. Do not change Qty field in the SKU.

For example, 2 instances of same ASF-CORE-TE-UNITS need to be Added two times.



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Cisco ThousandEyes Implement Services are Advanced Services – Transaction offers that help customers deploy ThousandEyes. Advanced Services – Transaction offers are custom scoped and priced and written on a Statement Of Work (SOW). Customers and partners need to engage a Cisco account manager to purchase the services.

Table 9. Part numbers for Advanced Services – Transaction

Cisco service name	Service part number
Cisco ThousandEyes Implement Service	CX-PDIC-NW-CSM

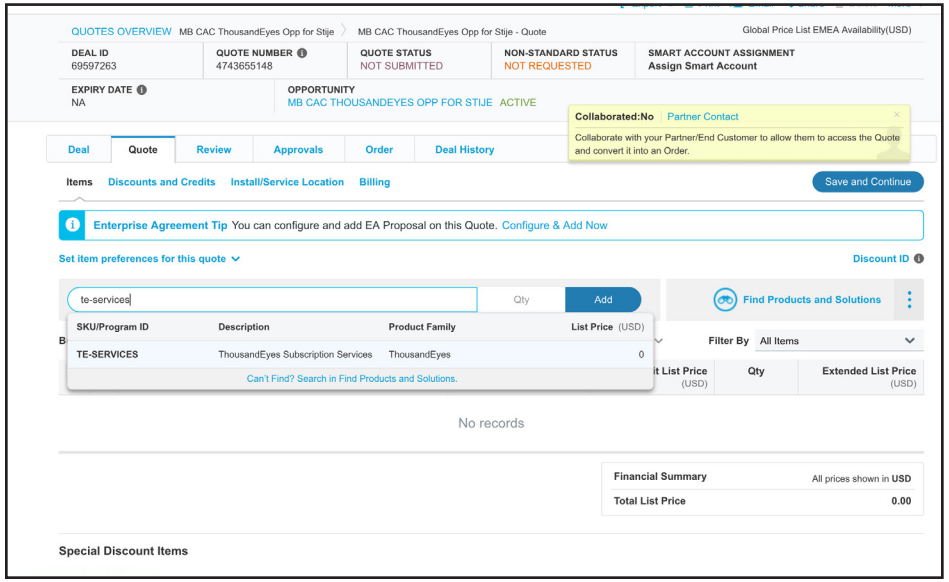
Cisco Sales staff is responsible for creating an accurate Advanced Services – Transaction quote and SOW.

4.2 Cisco Advanced Services through CCW

Cisco ThousandEyes Implementation Service hours, Account Check, and Technical Account Management Service hours are available to quote through CCW.

Ordering through CCW

Seach for TE-SERVICES in the search bar and click “ADD”



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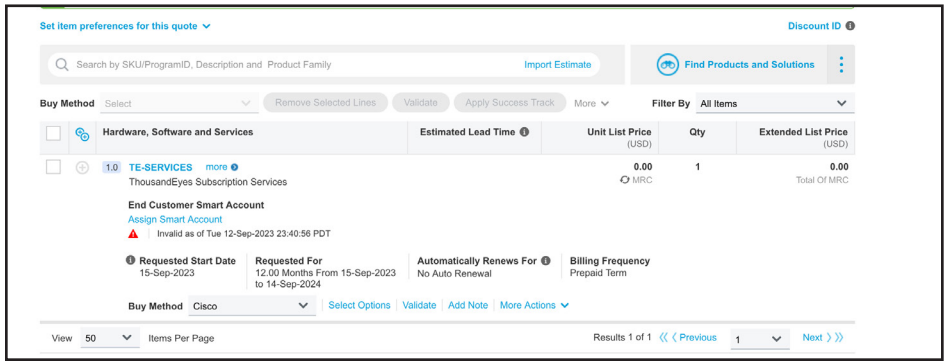
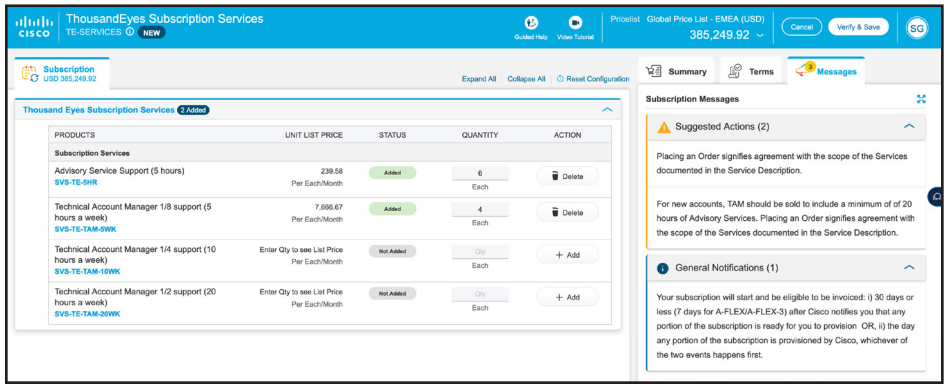
Click “Select Options”



Make selections for desired services

*Review the subscription messages to confirm you have made the correct selection.



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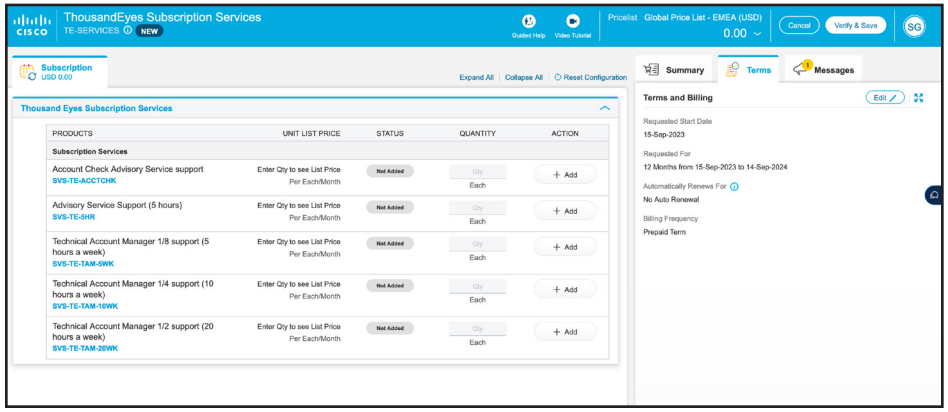
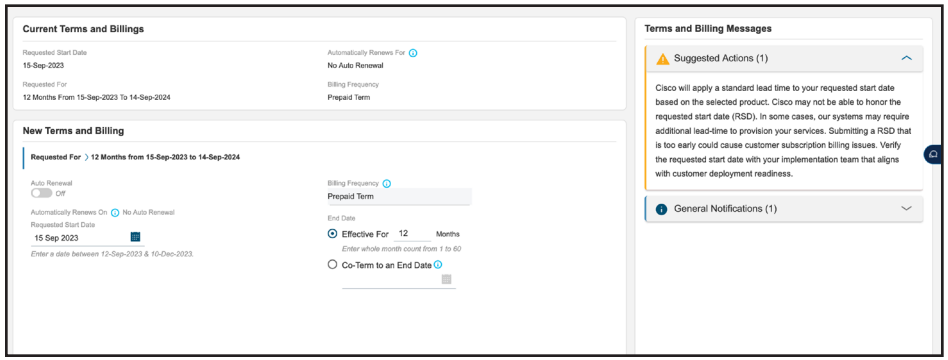
Click “Terms” tab and confirm contract terms and start date.



To adjust the terms, click “Edit”



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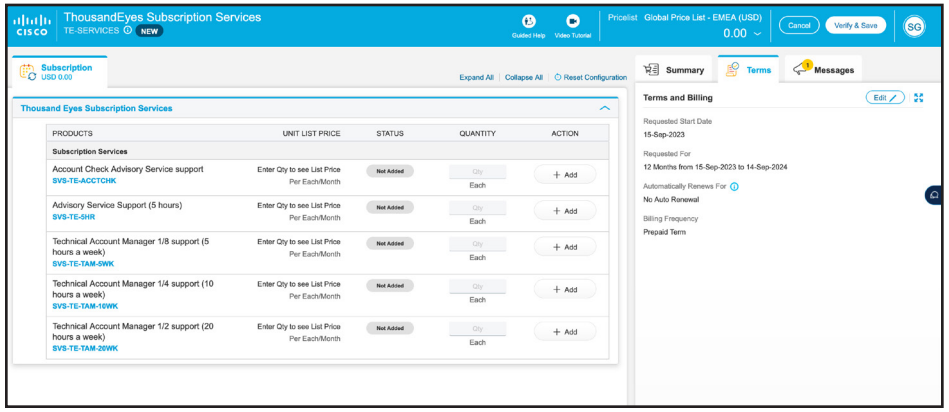
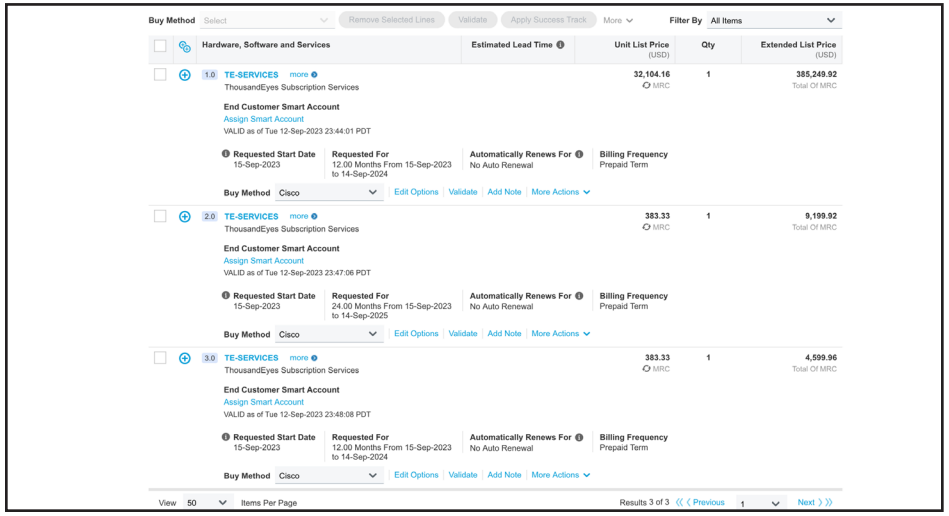
Click Save and Continue to close out



Review the details and save for booking



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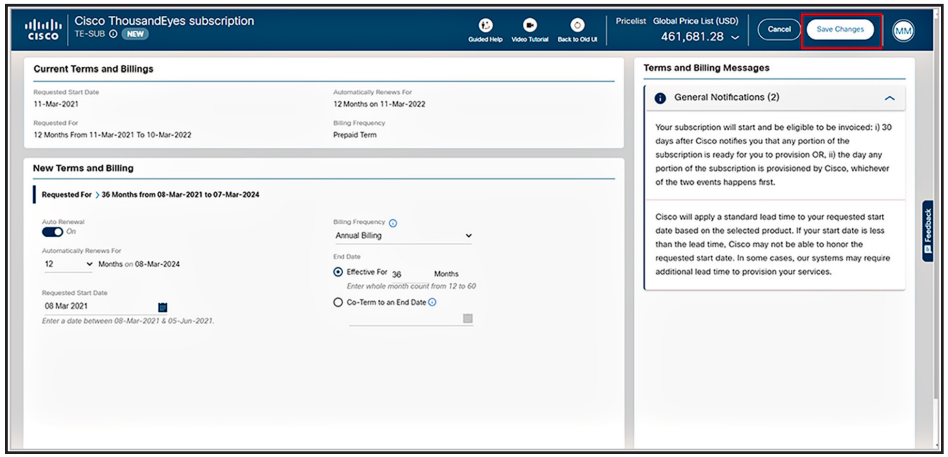
5. Subscription renewals, changes, and cancellations

5.1 Subscription renewals

Cisco ThousandEyes subscriptions automatically renew for an additional 12-month term by default. No quoting or ordering is required. Starting 90 days before the end of the initial term, renewal notices will be sent to the purchaser, informing them that their subscription is moving from the initial term to be auto-renewed. The customer or partner will receive an invoice at the start of each new annual term.

To opt-out of auto-renewal, go to Terms and Billings and change the Auto Renewal radio button to “off”



5.2 Subscription changes

Customers who purchased ThousandEyes on Cisco GPL on or after April 5, 2021, and who would like to change their subscription, must do so via the CCW change subscription portal. For further partner guidance: https://forums.cisco.com/OperationsExchange/s/article/Cisco-Software-Cloud-SaaS-Subscriptions-Management.

Customers who purchased ThousandEyes before April 5, 2021 can contact their ThousandEyes seller for further assistance.

Partners can make changes to the products, quantities, or terms of a subscription at any time during the term of the subscription. To change the subscription, select Cloud/SaaS

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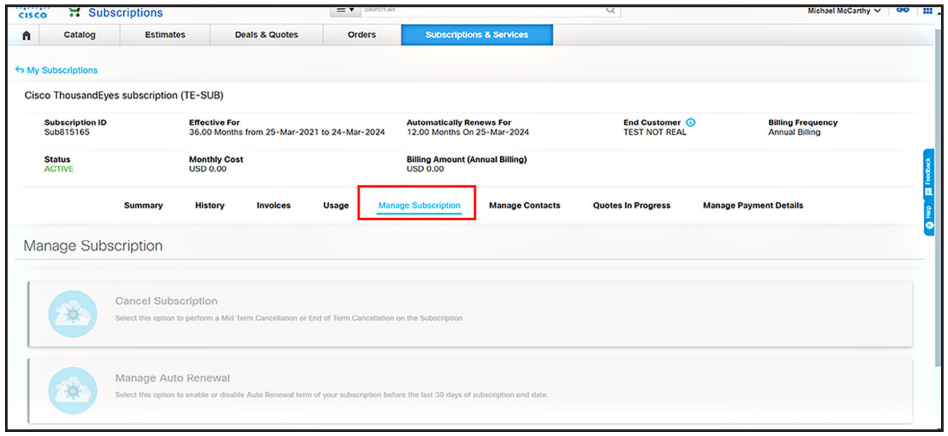
Subscriptions under the Services and Subscriptions tab. Attempting to add products or seats by creating a new subscription will result in an ordering error.



5.3 Subscription cancellations

Renewals may be canceled up to 60 days before the start date of the new term. If the subscription is not canceled, the subscription will automatically renew. Midterm cancellations of subscriptions for credit are not allowed.

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6. Cisco Capital financing

The significant benefits offered by ThousandEyes make it the natural choice for measuring and monitoring the availability and performance of web applications, hosted services, and networks. As with any technology investment, the question is the affordability of the new system. The answer is financing from Cisco Capital. Whether through flexible repayments to match expenditures to benefits and help mitigate cash flow issues, or an operating lease to help negate capital expenditures, we can give customers the financing solution that works best for them.

Cisco Capital can help remove or reduce the barriers preventing organizations from obtaining the technology they need. Total solution financing programs help customers and partners:

- Achieve business objectives
- Accelerate growth
- Acquire technology to match current strategies and future needs
- Remain competitive

Cisco Capital also helps your customers achieve financial goals such as optimizing investment dollars, turning CapEx into OpEx, and managing cash flow. And there's just one predictable payment. Cisco Capital operates in more than 100 countries, so regardless of location, customers and partners have access to a trusted means to secure Cisco products and services.

For more information about Cisco Capital financing, visit:

For channel partners: www.ciscocapital.com.

7. Availability

Cisco ThousandEyes is on the Global Price List in the following territories:

Country/region availability after April 5, 2021.

AMER

U.S.

Canada

Latin America (all countries except Cuba)

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EMEAR

Central Theatre (all countries except Russia, Belarus, Crimea and embargoed regions of Ukraine)

Germany Theatre

North Theatre (all countries)

South Theatre (all countries)

UKI Theatre (all countries)

Middle East (all countries except Yemen, Syria, and Iran)

Africa (Algeria, Botswana, Burkina Faso, Cameroun, Ethiopia, Ghana, Ivory Coast, Kenya, Libya, Mali, Mauritius, Morocco, Mozambique, Namibia, Nigeria, Senegal, South Africa, Tanzania, Tunisia, Zambia, Zimbabwe)

Note for Kingdom of Saudi Arabia: When selling into KSA, sales need to perform their due diligence into the customer entity type. If the customer is within the Public Sector/ Government, sales must engage with Cisco legal for review and approval. Transactions to Private Entities are not restricted.

Note for Egypt: When selling into Egypt, sales need to perform their due diligence into the customer entity type. If the customer is within the Public Sector/Government, sales must engage with Cisco legal for review and approval. Transactions to Private Entities are not restricted. All deals close in Egypt require an additional LOA.

Note for Arab League Countries: When selling into one of these countries (see list below), if the customer is transacting on modified Cisco paper or customer paper, sales must engage with Cisco legal for review and approval to ensure compliance with US Antiboycott Regulations.

Arab League Countries: Palestinian Authority and the following states: Algeria, Bahrain, Comoros, Djibouti, Egypt, Iraq, Kuwait, Jordan, Lebanon, Libya, Mauritania, Morocco, Oman, Qatar, Saudi Arabia, Somalia, Sudan, Syria, Tunisia, Yemen, and the United Arab Emirates.

APJC

ANZ (all countries)

ASEAN (all countries, except for North Korea)

Greater China (Taiwan, Hong Kong, Macau, and Mongolia; NOT available in mainland China)

India/SARC (all countries)

Japan

ROK

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