

Cisco Enterprise Agreement 3.0

Program Guide



Introduction

As the speed of digital transformation accelerates, organizations need more flexibility in how they buy and manage technology.

The Cisco Enterprise Agreement (EA) brings our enterprise software and services portfolio under a single agreement to scale rapidly and provide customers with a premium purchasing experience, offering more agility and value.

This guide is an overview of the Enterprise Agreement and its benefits to your organization and includes details on the catalog of software and services.

If you have additional questions, contact your Cisco account team or your Cisco EA authorized partner.

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Overview

The Cisco EA offers you a future-ready technology strategy that delivers greater value, agility, and flexibility for your enterprise.

Business Agility

Accelerate business transformation with easier access to technology.

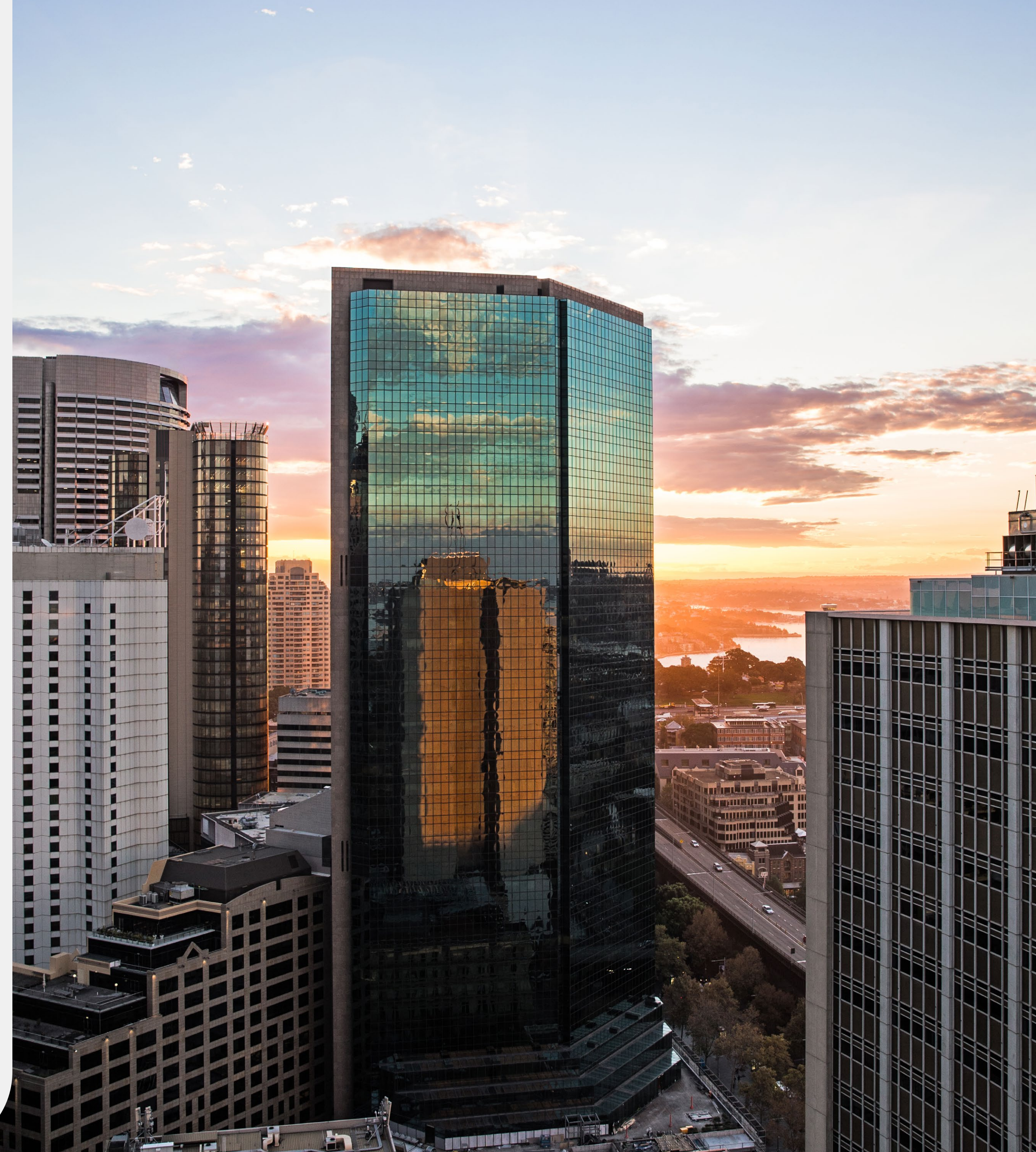
The Cisco EA makes it easy to invest in the technology when you need it. It includes flexible commitment levels and lower spending minimums so you can respond to business changes rapidly.

Premium Experience

Easily buy, manage, and consume your software and services. The Cisco EA gives you common terms and conditions for your enterprise software and services purchases, with a single renewal date for your organization. Plus, you can manage all your Cisco EA from one place with complete visibility and granular control in Cisco's EA management platform.

Unmatched Value

Maximize your investment with access to exclusive offers. The Cisco EA delivers preferred pricing that rewards increased commitment with invaluable benefits, including pricing incentives, True Forward financial predictability, and investment protection.



Getting started

The Cisco Enterprise Agreement is comprised of five portfolios that encompass our software and services suites. These include Networking Infrastructure, Applications Infrastructure, Collaboration, Security and Services.

Here are some basic elements of the Cisco Enterprise Agreement to get you started.

Enterprise-Wide Coverage

The Cisco Enterprise Agreement is designed to cover your entire enterprise. When you purchase through an Enterprise Agreement, the EA Program Terms will apply from your initial purchase to any future purchases you make within the term of the agreement.

This keeps key program dates consistent across all your purchases, like renewals and True Forward events, so you can grow your business, without growing complexity.

Price Predictability

Whether you are purchasing a Full or Partial Commit Suite, Cisco offers predictable pricing for the term of your agreement.

Full Commit Suites

All Full Commit Suites come with not-to-exceed pricing protection, which is our assurance that your price for that same product will not increase for the remainder of your suite term despite any future growth. Please contact your EA authorized partner for details.

Partial Commit Suites

All Partial Commit Suites and Add-on Suites have a fixed discount for the remaining term after your initial purchase, which means that the same discount will be applied (against then-current list price) for any future growth for that same product for the remainder of your suite term. Please contact your EA Authorized Partner for details.

The EA assures you that you will not be charged twice for the same software under the Cisco Enterprise Agreement. When you purchase two or more Full Commit Suites within a software portfolio, you may qualify for additional multi-suite discounts. For any questions or concerns about pricing, contact your EA authorized partner for details.

Access to Cisco Portfolio

When you purchase through the Cisco Enterprise Agreement, you get access to our industry-leading software and services portfolio.

Once you have met minimum requirements for a Full Commit Suite within a portfolio, all other suites and Add-ons in that portfolio are available to purchase with no minimum requirements. If you choose to purchase a suite without meeting the minimum requirement, those suites will be considered 'Partial Commit' Suites.

If the Full Commit Suite is within Collaboration, Networking Infrastructure or Applications Infrastructure Portfolios, you will also be able to purchase Partial Commit Suites within the Security with no minimum requirements. See the '[Portfolio](#)' section for more details.

The Services suites described in the Services Portfolio are only available if an Underlying Suite has been purchased. Your initial services entitlement and the pricing of your Services suite are based in part on

Getting started

your Underlying Suite(s) commitment. Your Underlying Suite refers to the product suite you have purchased which you are electing to cover with the Services suite.

When you purchase two or more Full Commit Suites within a software portfolio, you may qualify for additional multi-suite discounts through your EA authorized partner.

Growing within the Agreement

We know that business is dynamic, which is why the Cisco EA allows you flexibility to grow. The Cisco Enterprise Agreement has multiple features that provide you with more agility to respond to business needs, including Growth Allowances, our industry-leading True Forward process, and the ability to Value Shift.

Growth Allowance

The Collaboration and Security portfolios offer a one-time 15% growth allowance on top of your entitlement for the term of your agreement. See the [‘Portfolio’](#) section for more detail.

True Forward

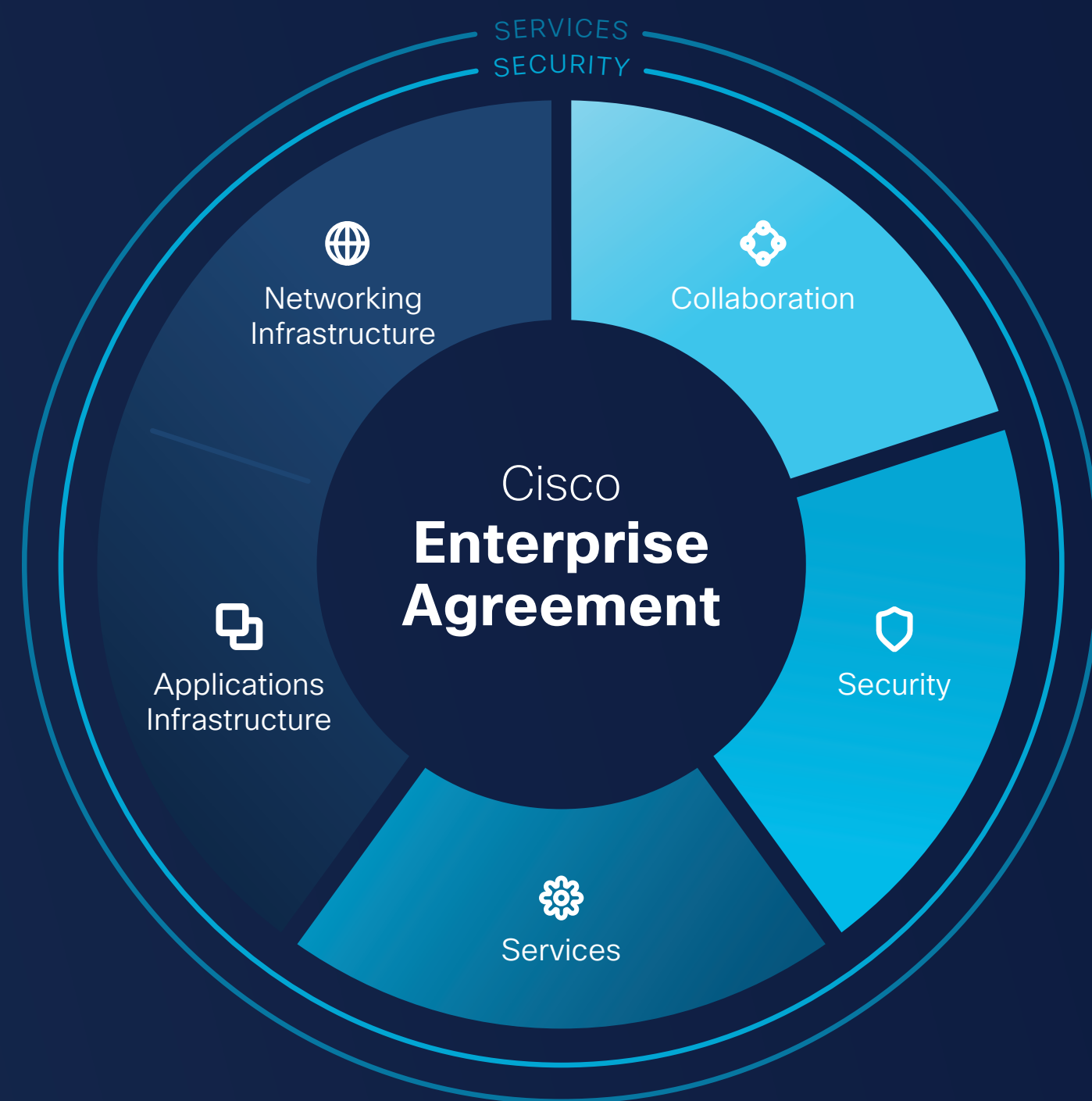
True Forward is Cisco’s periodic billing process during a Cisco Enterprise Agreement term. Unlike other enterprise license agreements that require a “true up” every year that charges you for past use, Cisco’s EA program allows customers to grow without a retroactive, surprise bill. Instead, your growth (after an allowance, if applicable) is periodically reviewed and included in the next “True Forward” event, and you only pay on a going-forward basis as part of your predictable billing period.

Value Shift

Just as you have flexibility to grow, the Cisco Enterprise Agreement also offers flexibility to transfer unused license values (and their associated service values) to other licenses within the same suite, or between suites if eligible. This Value Shift is applied by your EA authorized partner at your annual True Forward event. See the [‘How True Forward works’](#) section for more details.



Cisco Enterprise Agreement Portfolios



Portfolio Overview

The Cisco Enterprise Agreement is comprised of five portfolios that encompass our software and services suites. These include Networking Infrastructure, Applications Infrastructure, Collaboration, Security, and Services.

To qualify for the Cisco Enterprise Agreement, you must commit to spend at least \$100K in Full Commit Suite(s) over the course of their 3 or 5-year term. Each portfolio has qualifications for Full Commit and enterprise coverage, where applicable.

Full Commit Requirements

Portfolio	Spend or Unit Quantity Minimum	Usage Meter	Enterprise Coverage*
Networking Infrastructure	\$50K	Units, User, Access Points, Endpoint Sessions, Switch Node and Meraki Device	Yes
Applications Infrastructure	\$50K Thousand Eyes also requires min 250 users and/or min 5000 capacity units	Correction: Intersight Managed Device, Workload, HX Node, Units, User, and Package	No, except Hyperflex
Collaboration	250 Knowledge Workers	Knowledge Workers	Yes
Security	Based on tier – see detail in ‘Security’ section	User, Device, Covered User, Workload, Endpoint, Flows, Effective MegafloWS and SW Capacity	No
Services	Coverage of hardware and software for entire underlying product suite	Aligned to product coverage**	Yes

*Represents most of the suites included in a portfolio.

Review each portfolio for additional exceptions on Meraki Systems Manager and Hyperflex and Thousand Eyes

**Service and Product Suite commit type must match the hardware and software meters aligned with the entire quantity purchased or consumed

Networking Infrastructure Portfolio

Get software-defined automation, analytics, and assurance across your network in one unified agreement.

Solutions and suites included

Solution	Suite	Full Commit Spend	Add-ons
Cisco DNA Software	Cisco DNA Software for Switching	\$50K	
	Cisco DNA Software for Wireless	\$50K	Cisco DNA Spaces
	Cisco DNA Software for SD-WAN & Routing	\$50K	
Meraki	Network Infrastructure	\$50K	Cisco DNA Spaces
	Systems Manager	\$50K	
	Camera Systems	\$50K	
Cloud Networking	Nexus Switching	\$50K	
	San Switching	\$50K	

Additional Eligibility Requirements

You must purchase at least one Full Commit Suite to unlock access to all the suites in Networking Infrastructure. Also, all Full Commit Suites in Networking Infrastructure require a commitment to enterprise-wide device coverage. Enterprise-wide device coverage is determined by Cisco's installed base assessment.

Applications Infrastructure Portfolio

Deliver superior application experiences with observability, automation, and consistency across hybrid cloud operations.

Solutions and suites included

Solution	Suite	Full Commit Spend	Add-ons
Full-stack Observability	Intersight	\$50K	
	AppDynamics	\$50K	Secure Application, infra monitoring, Pvt Agent Synthetic, Log Analytics, RUM Peak, Rum Pro, Hosted Synthetic
	ThousandEyes	\$50K	
	Hyperflex	\$50K	

Additional Eligibility Requirements

You must purchase at least one Full Commit Suite to unlock access to all the suites in Applications Infrastructure. Also,

- Hyperflex requires full commitment spend minimum (\$50K), and a commitment to enterprise-wide device coverage.
- ThousandEyes requires full commitment spend minimum (\$50K), a minimum 250 users and/or a minimum 5000 capacity units.

Security Portfolio

Take an integrated platform approach to radically simplify your security and protect your organization at the user, device, network, application, and data levels with Cisco Secure.

Solutions and suites included

Solution	Suite	Full Commit Spend	Add-ons
Zero Trust	Duo	Based on licensing tier	AnyConnect (Apex) Threatgrid (Advanced, Cloud, Content, Feeds) CDO (NGFW & NGIPS, Umbrella) AMP Private Cloud (AMP virtual private cloud)
	ISE 3.x		
	Secure Workload		
Cloud & Network Security	Umbrella		
	Secure Firewall		
	Secure Web Appliance		
Secure Platform & Response	Secure Endpoint		
	Secure Network Analytics		
	Secure Email		

Security Portfolio

Tier Pricing

The Security Portfolio begins with the selection of a tier based on volume or spend. As the tier increases, the unit pricing may decrease. The chart below describes the Full Commit minimum requirement for each tier. Minimums are based on your commitment through your Cisco EA authorized partner.

Tiers	Duo, Umbrella, Secure Endpoint, Secure Email, Secure Web Appliance, ISE 3.x	Secure Network Analytics	Secure Firewall	Secure Workload
	Units	Flows	\$	Workloads
T1	100	500	\$15,000	100
T2	500	2,500	\$25,000	100
T3	1,000	5,000	\$35,000	100
T4	5,000	25,000	\$125,000	500
T5	10,000	50,000	\$200,000	1,000
T6	25,000	100,000	\$275,000	2,500

Add Security to any purchase

In addition to entering the Cisco EA through a Security Full Commit Suite, you may also add Security suites to other EA purchases. Full Commit Suite in Networking Infrastructure, Applications Infrastructure or Collaboration unlocks ability to purchase Partial Commit Suites through your Security EA authorized partner.

Growth Allowance

Within the Security Portfolio, you are allowed to use an additional 15% of your purchased entitlements without charge. True Forward adjustments, outside of the initial six-month growth cap, will only be applied if growth exceeds 115%. See the [‘How True Forward works’](#) section for more details.

Collaboration Portfolio

The Collaboration portfolio includes the Webex Suite, the world's first purpose-built, best-of-breed suite for hybrid work.

Solutions and suites included

Solution	Suite	Full Commit	Add-ons
Collaboration	Webex	250 Knowledge workers	Webex audio, Real-Time translations, Webex Edge Connect, Local Gateway, Webex Calling Dedicated Instance

Webex Calling Dedicated Instance

A Single Webex Calling Dedicated Instance may be selected with 1000 knowledge workers (KWs) at no additional cost. Additional geographies can be purchased. Accounts with fewer than 1000 KWs can purchase a Dedicated Instance.

Growth Allowance

Within the Collaboration Portfolio, you are allowed to use an additional 15% of your purchased entitlements without charge. True Forward adjustments, outside of the initial six-month growth cap, will only be applied if growth exceeds 115%. See the ['How True Forward works'](#) section for more details.

Additional Eligibility Requirements

Only customers without existing Webex Suite subscriptions are eligible to purchase through the Collaboration portfolio. Customers are required to cover their entire enterprise (all knowledge workers), with a minimum of 250 knowledge workers to qualify.

Services Portfolio

As a part of your software purchase under a Cisco Enterprise Agreement, you automatically receive access to basic software support.

When you add Solution Support for your Underlying Suite from the Services Portfolio, this basic support is upgraded to include premium service deliverables for your hardware and software assets.

See summary for both Basic and Solution Support in the Deliverables table to the right.

Deliverables

		Software Support Basic	Solution Support
Basics	24x7 access to award-winning TAC	●	●
	Advance hardware replacement (with service level options) + OS updates	●	●
	Virtual Spaces on Webex Teams instant messaging contact preference for low severity cases		●
Priority	Service response objective for high severity cases	60 mins	30 mins
	No triage required to open a case		●
	Prioritized case handling		●
Expertise	Architecture, solution, and interoperability expertise (Cisco and Solution Support Alliance Partner hardware and software)		●
	Broad solution view to identify and address any known issues beyond original case scope		●
Efficiency	Primary point of contact centralizing support across a solution deployment		●
	Product support team coordination (Cisco and Solution Support Alliance Partners)		●
	Accountability for multiproduct, multivendor case management to resolution		●

Suites within the Services Portfolio enable you to streamline services contracts and costs, expand service coverage, and get data-driven lifecycle support to easily manage your solutions. The Services Portfolio provides* you with access to Enterprise Agreement Management Support, which includes onboarding and regular quarterly touchpoints to help you efficiently manage your installed base and growth via True Forward.

Services Portfolio

- HW & SW Coverage
- SW Coverage
- Includes EAMS in Tier 1
- Multiple RMA Level options available per suite

The following is an illustration of the Services Portfolio Tiers available for the supported product portfolios.

Solution	Networking Support Services	Applications Support Services	Security Support Services
Product Suites	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #f0f0f0;">Switching</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #f0f0f0;">Wireless</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #f0f0f0;">Routing</div> </div> <div style="display: flex; justify-content: center; margin-top: 10px;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #f0f0f0; margin: 0 10px;">Nexus Switching</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #f0f0f0; margin: 0 10px;">San Switching</div> </div>	<div style="display: flex; justify-content: center; align-items: center; margin-top: 20px;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50; margin: 0 10px;">Intersight</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #f0f0f0; margin: 0 10px;">Hyperflex</div> </div>	<div style="display: grid; grid-template-columns: repeat(3, 1fr); gap: 5px;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #f0f0f0;">Secure Firewall</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50;">Umbrella</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50;">Secure Network Analytics</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #f0f0f0;">Secure Web Appliance</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50;">Secure Endpoint</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #f0f0f0;">ISE 3.x</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50;">Secure Email</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50;">Secure Workload</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50;">Duo</div> </div>
Service Tiers	*Solution Support	*Solution Support	SWSS Premium, SWSS Enhanced, *Solution Support

Add Services to any purchase

As a part of your purchase of any suite in Networking Infrastructure, Applications Infrastructure, Security or Collaboration, you may choose to add the corresponding Services suite through your Cisco EA authorized partner. If you choose to purchase from the Services Portfolio, all initial and subsequent suites purchased within the associated software portfolio(s) will be enrolled under the Services Portfolio at the same commitment levels (Full or Partial) as your Underlying Suites. This means that if you choose to upgrade to premium support services, your new associated services will be added at the premium support tier. If your use grows or you purchase new products within your term, the associated services will be automatically added to your entitlement. Contact your EA authorized partner to discuss upgrading your Partial Commit Suite for Services to a Full Commit Suite. At this time, upgrades will require a new installed base assessment.

- Growth Allowance on Security and Collaboration Services applies to software only. Any support on the incremental hardware will be charged at the True Forward event.
- The Services Portfolio options are listed in the Portfolio Resources section of this Program Guide.
- Services for Meraki, AppD, ThousandEyes, Webex, Cloud Mailbox Defense, Secure Email, CTIR (Cisco Talos Incident Response) will be available to purchase in the future releases of Enterprise Agreement.

Determination of Initial Services Entitlement

At the time of initial purchase of your Services suite, Cisco will perform an install base assessment prior to the service start date. This assessment will establish the baseline coverage of all hardware assets based on their location and assigned service levels. Additionally, baseline coverage of software assets will be established to cover the entire quantity of licenses purchased through an EA. Any subsequent changes to this baseline entitlement will be tracked, managed, and captured through the True Forward process.

Reconciliation Period

Any assets excluded or delisted from initial services entitlement are required to be decommissioned within the first six months of the services start date. After this reconciliation period, all assets present in the installed base will be automatically covered under the purchased services and will be included as overage during the next True Forward event.

True Forward

How True Forward works

What is True Forward?

True Forward (TF) is Cisco's periodic billing process during a Cisco Enterprise Agreement (EA) term. Unlike other enterprise license agreements that require a "true up" every year that charges you for past use, Cisco's EA program allows customers to grow without a retroactive, surprise bill. Instead, your growth (after an allowance, if applicable) is periodically reviewed and included in the next "True Forward" event, and you only pay on a going-forward basis as part of your predictable billing period.

Your True Forward schedule is established at the time of the initial EA order. This means suites and Add-ons purchased subsequently will follow the same schedule, making it easy for you to manage your complete investment with Cisco.

When do we True Forward?

A True Forward event is either scheduled annually (Annual TF) or quarterly (Quarterly TF) based on your commitment level. It can also be triggered by exceeding the initial growth cap (more than 105% of entitlement in the first six months), or by an exceptional growth (usage above 115% of your entitled amount)*

*Examples of license or service usage could include downloading or installing software, provisioning licenses, activating licenses, accessing software or cloud services.

A benefit of Full Commit Suite is that your True Forwards are scheduled annually. This means that you can grow for an entire year and will only be charged for the increased amount moving forward (except for growth above the initial growth cap during the first six months or exceptional growth during the rest of the term, which results in a special quarterly measuring period, but still only applies on a going-forward basis).

ThousandEyes exceptional growth TF is triggered if the average of the 3-months of actual usage exceeds 115% of your entitlement. See '[How is TF is calculated?](#)' section for details.

Your Services suites True Forward calculations will be done separately from those in your Underlying Suite however, the True Forward date for your Services suites and Your Underlying Suite(s) will be the same. The purchase of a Services suite does not modify any obligations in Your Underlying Suite(s).

All Partial Commit Suite and Add-ons have no minimum requirements, so the True Forwards are scheduled quarterly.

*Specifically for Full Commit Suite within Security and Collaboration portfolios, a 15% growth allowance applies. This means you can use after the initial six-month growth cap period, up to 115% of your entitlement without additional charge for those committed suites. If growth expands beyond the permitted 15%, a special quarterly True Forward event will be scheduled.

During the Pilot phase of the EA 3.0 Program, Cisco will continue to track your Usage in the EA tool, however, **quarterly** True Forwards associated with Partial Commit Suites will not start until February 1, 2023.

As a result, you will not be charged for growth in Partial Commit Suites until your annual True Forward event or quarterly True Forward event (starting Feb. 2023) whichever comes first. You will still only pay on a going-forward (not retroactive) basis.

Cisco will provide notice to your EA authorized partner 90 days prior to commencement of **quarterly** True Forward reviews.

True Forward

Full Commit Suite Growth

Growth Basics

- Customers can always grow during the term of their contract.
- Growth will be captured during the next True Forward event.

		Initial Growth Cap	Growth Allowance	Exceptional Growth
		During the first 6 months of the contract, growth above 105% of the contracted quantity may initiate an early True Forward event	Only Security and Collaboration allow for 115% Growth of contracted quantity	<ul style="list-style-type: none"> Consumption exceeding 115% of the contracted quantity during the term may initiate an off-cycle True Forward event Applies to all portfolios
Limits	Threshold	Up to 105% Growth	Up to 115% Growth	Above 115% Growth
	Timespan	First 6 months	One-time over term of contract	Over term of contract
Portfolios	Network Infrastructure	✓	✗	✓
	Applications Infrastructure	✓	✗	✓
	Collaboration	✓	✓	✓ 115% above Growth Allowance
	Security	✓	✓	✓ 115% above Growth Allowance
	Services	✓	✗ *Security and Collaboration SW Services is eligible for Growth Allowance	✓

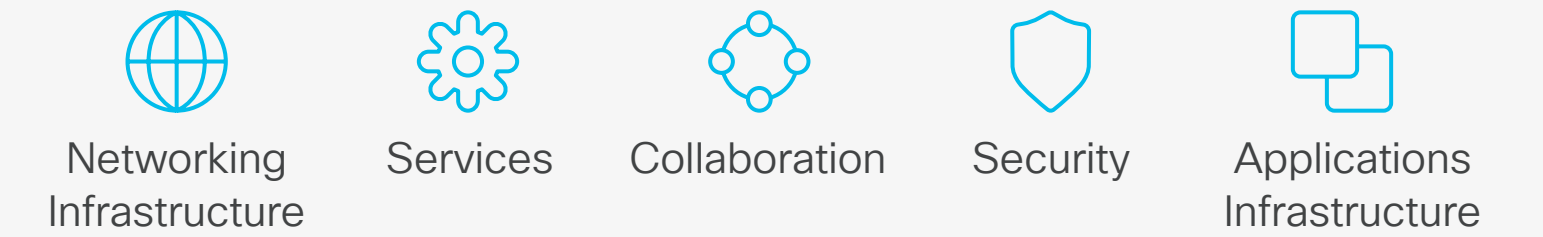
True Forward

True Forward example

True Forward Example

- Customer purchases 100 licenses (for a Commit Networking Infrastructure Suite) in a 5-year agreement
- True Forward will be assessed each anniversary (annually)

True Forward applies to all Portfolios



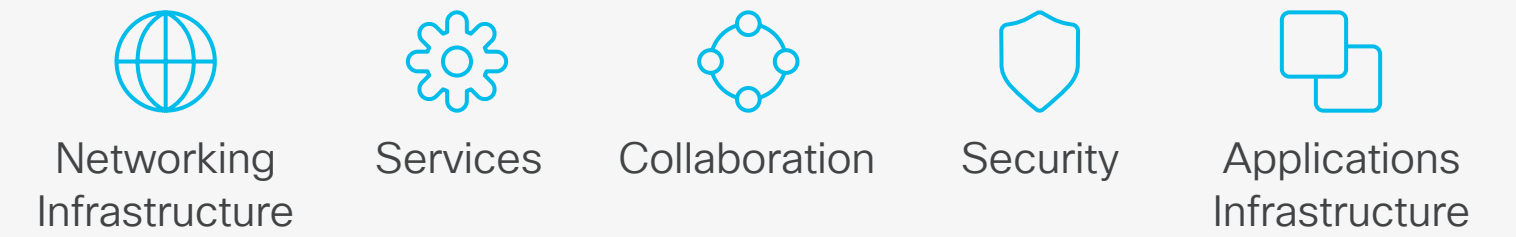
True Forward

True Forward & Exceptional Growth Example

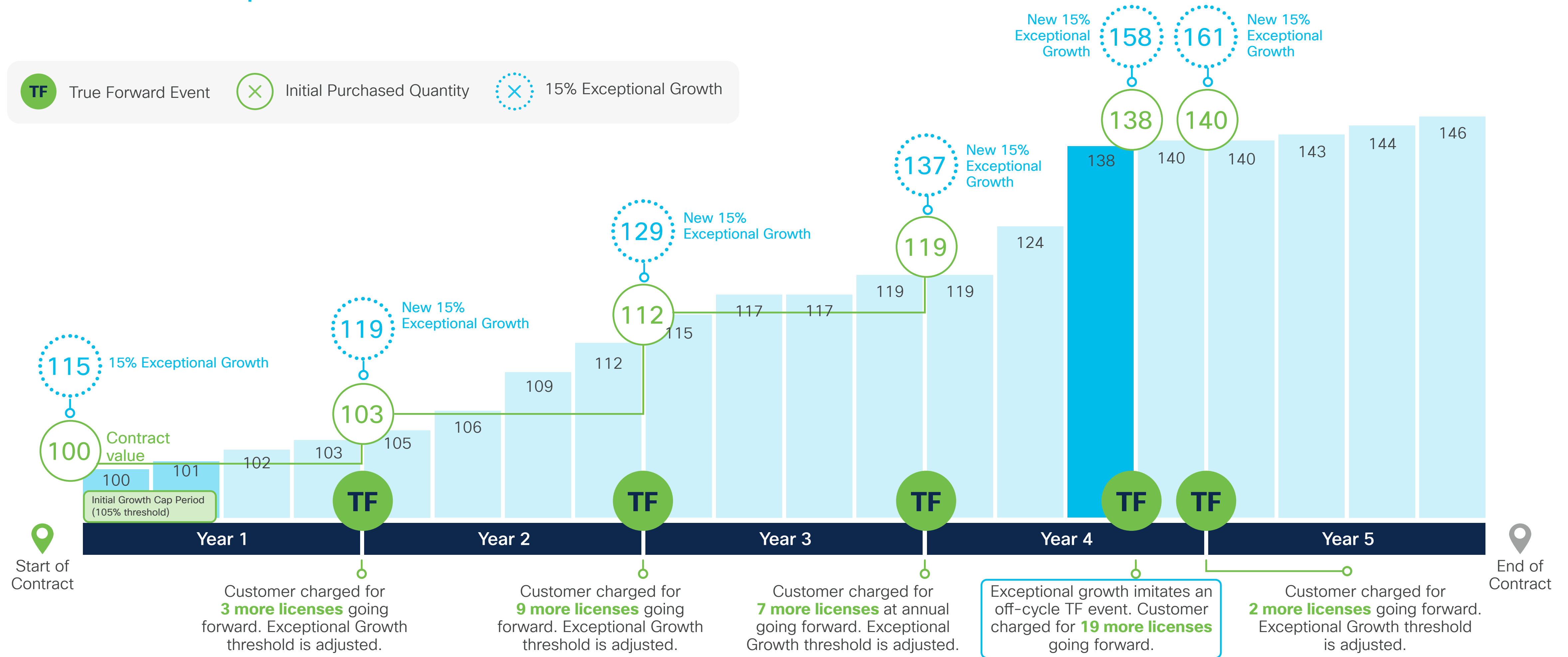
True Forward Example

- Customer purchases 100 licenses (for a Full Commit DNA Suite) in a 5-year agreement
- Exceptional Growth is set to 15% (115% of contract value) and reset each time.
- True Forward will be assessed each anniversary (annually)

Exceptional Growth applies to all Portfolios



TF True Forward Event
 X Initial Purchased Quantity
 X 15% Exceptional Growth



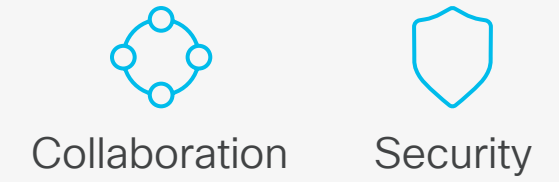
True Forward

True Forward/Growth Allowance/Growth Cap Example

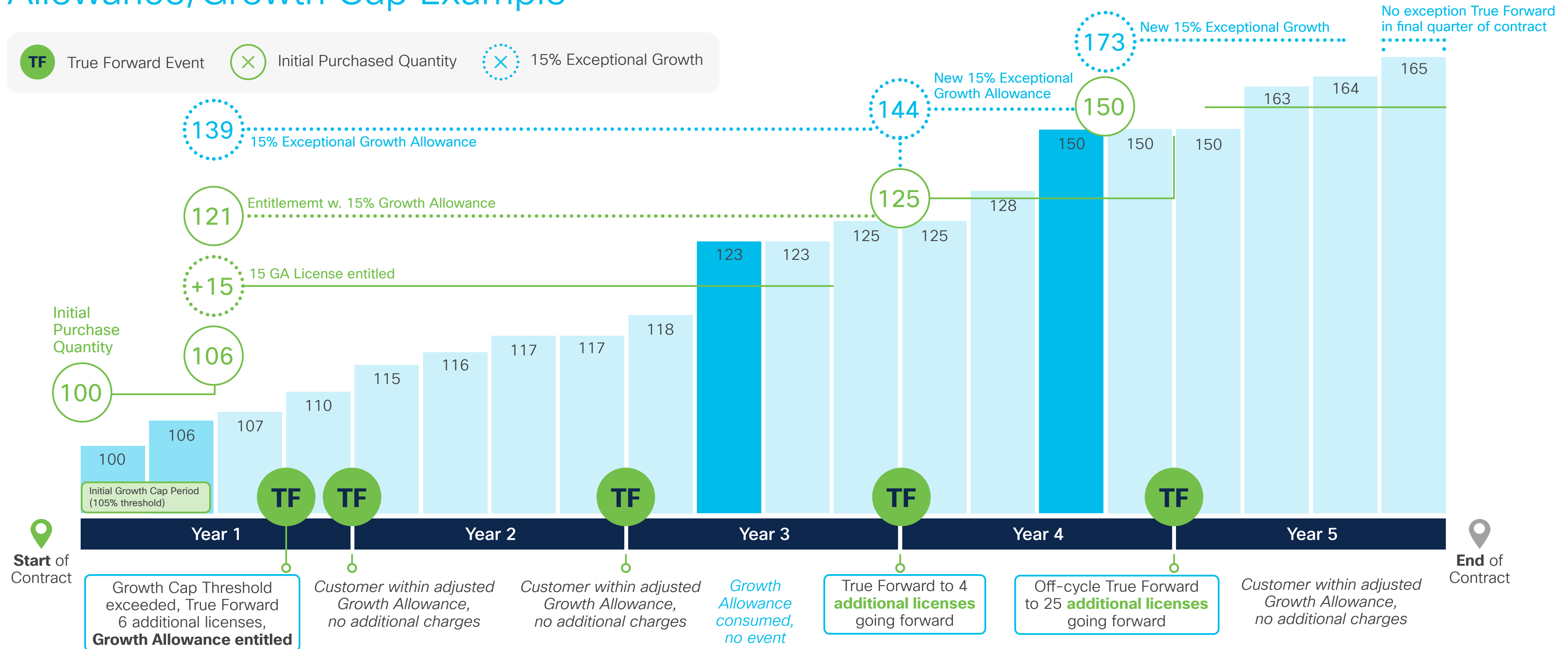
True Forward Example

- Customer purchases 100 licenses (for a Full Commit DNA Suite) in a 5-year agreement
- Exceptional Growth is set to 15% (115% of Initial Purchase Quantity)
- True Forward will be reviewed and assessed each anniversary (annually)

15% included Growth Allowance applies on to:



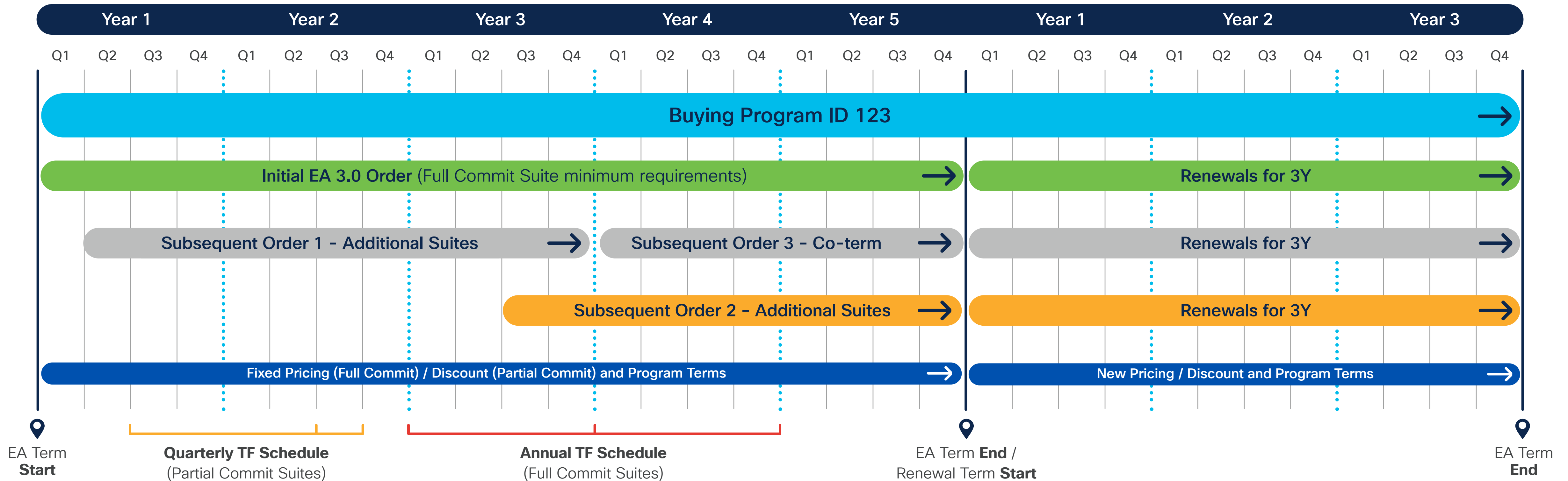
TF True Forward Event
 X Initial Purchased Quantity
 X 15% Exceptional Growth



True Forward Calendar

The initial EA 3.0 Order establishes the term for all suites (all subsequent orders co-term) and the coordinated schedule for all True Forwards.

Example: 5Y initial EA purchase with a 3Y Renewal



True Forward

How can I monitor my entitlement usage?

The Cisco Enterprise Agreement Workspace (EA Workspace) provides you access to reports that help you monitor and manage your entitlements. See the [‘Buying and Managing Your Enterprise Agreement’](#) section for more detail.

How is True Forward Calculated?

True Forward amounts are calculated based on your use during the measurement period in relation to your entitlement. Your usage will be periodically reviewed for each Suite or Add-on on a quarterly basis (Partial Commit), or annual basis (Full Commit), against your Entitlement. If your usage is found to be in excess of Entitlement for the measured Suite or Add-on, then you will pay all associated charges for such increased usage for the remainder of the Suite Term, and your entitlement for that Suite or Add-on will be adjusted on a going-forward basis to the increased usage level.

You will be responsible for the charges associated with the increase in use, as calculated on a pro-rata basis for the remaining months in the suite term and based on the applicable pricing or discount through the Cisco EA authorized partner that sold you this suite. For Full Commit Suites, the maximum price you will pay is the original price set by your Cisco EA authorized partner at the time of your original order. For Partial Commit Suites and Add-ons, the price is based on the current price at time of True Forward transaction minus the discount set by your Cisco EA authorized partner at the time of your original order.

ThousandEyes TF

ThousandEyes TF calculation is based on a monthly average of the 3-months of actual usage prior to the TF for Partially Committed suites and a monthly average of the 12-months of actual usage prior to the TF for Fully Committed suites. If your actual monthly usage in a given month is less than your monthly Entitlement, you

will be deemed to have used an amount equal to your monthly Entitlement in such month, if your actual monthly usage in a given month is more than your monthly Entitlement, the usage for such month will be based on your actual usage for the purposes of the True Forward calculation. If the average monthly amount as calculated above exceeds your Entitlement, you will be subject to a True Forward and you will incur a True Forward payment obligation for the average monthly usage above your monthly Entitlement, for the remainder of the Suite Term and your monthly Entitlement will be increased to reflect such new monthly usage.

Value Shift

Intra Suite: If you have purchased Full Commit Suites, eligible for value shift, in the Networking Infrastructure, Applications Infrastructure or Security portfolios, the unused licenses will offset the growth in the same suite during a True Forward event. This means that the residual value of any purchased but unused licenses in the suite will be applied against the cost associated with the license overages in use in the same suite. See the [‘Resources’](#) section for additional details.

Cross Suite: Value shift may occur between Cisco DNA and Cisco Meraki Full Commit Suites, so long as the suites are purchased with the initial EA order at the same time, for the same term and through the same Cisco EA authorized partner.

Note: Please reach out to your EA authorized partner for details

Value Shift for Services portfolio can occur anytime there are changes in your install-base. These changes include new hardware purchases, site moves, or product decommissions. While any unused services value is shifted among the changes in hardware assets, it does not shift to corresponding software services.

If you upgrade a partial commit to a full commit during a True Forward event, the True Forward price will be set for all future purchases for the applicable Full Commit suite, providing even more financial predictability. Please reach out to your EA authorized partner for details.

Buying and Managing your Cisco Enterprise Agreement

Buying and Managing your Cisco Enterprise Agreement

The Cisco Enterprise Agreement was designed to make it easy for you to buy and manage your software licenses. The Cisco Enterprise Agreement Workspace helps simplify how you manage and provision your enterprise software licenses.

EA Suite Start Date

Your EA Suite Start Date is based off the 'Requested Start Date (RSD)' on the Purchase Order. Your EA authorized partner may choose any desired RSD starting as early as the day of order submission or as late as 90 days post purchase.

Once your EA authorized partner's purchase order is processed through Cisco's transaction system, your EA Subscription becomes active, and this marks the EA Suite start date. You will receive an email with your EA Welcome Letter, EA Suite Start Date, and other instructions on how to access Cisco's EA management platform.

If you are ordering Cisco Hardware along with your EA order, ask your EA authorized partner to ensure that your EA Start Date aligns with your hardware shipment date. If your EA authorized partner does not take into consideration the hardware deployment schedule when placing the EA order, your EA Suite Start Date will be the date the purchase order is processed.

Partner Engagement

Cisco offers you flexibility in selecting an EA authorized partner that is right for your business. You may choose to have different EA authorized partners aligned to products and services based on their specializations.

Once you have selected an EA authorized partner for a specific portfolio, you are also opting to use the same EA authorized partner for purchases of any associated services and Add-ons within that same portfolio. Also, any increase in Entitlements because of a True Forward event must be purchased through the EA authorized partner that sold you the suite in that portfolio.

If you would like to add new suites within a portfolio through a different EA authorized partner, this must be indicated by you at the time of your initial EA order for that portfolio. Note that some EA benefits applicable to your initial EA order such as not to exceed price protection, fixed discounts and value shift could be impacted. Reach out to your Cisco account team for details.

True Forward

Flexible Payment Solution: Cisco Capital

Cisco Capital may be available to support your transition from individual software licenses to multi-year contracts. It helps you lock in costs, preserve cash, align budget to license benefits, all in one predictable periodic payment.

Cisco Capital is available globally and would allow you to spread the cost of your enterprise agreements over time, with offer terms that can be aligned to your suite term of 3-5 years. Visit cisco.com/go/financing to learn more.

The Enterprise Agreement Workspace

The Enterprise Agreement (EA) Workspace is an enterprise-wide software management and provisioning tool. It serves as a common platform for the Cisco Enterprise Agreement. With the EA Workspace, you can manage your IT infrastructure, software licensing, and usage reporting in real time. This enables you to keep mission critical systems running, manage your overall entitlements, and forecast for future IT purchases in a timely manner.

The Enterprise Agreement Workspace enables you to:

- Manage and provision entitlements
 - Generate software licenses on-demand as needed by the business
 - Migrate licenses from legacy devices to new devices
 - Track licenses against purchased Enterprise Agreement entitlements
- (To access EA Workspace, login to software.cisco.com with your Cisco ID and Password.)

Note: Meraki Suites may not have all the functionality of the Enterprise Agreement Workspace available.

If you would like your Cisco EA authorized partner to access to your EA Workspace through your Smart Account, you can grant them access. Instruct the partner to [request access](#) and EA Workspace will send approval to your Smart Account Administrator.



Portfolio Resources

Portfolio Resources

Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	Full Commit Suite Eligibilities			
								105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Threshold	Value Shift within Suite
Networking Infrastructure Portfolio*	Cisco DNA Software	Cisco DNA Software for Switching ¹	Advanced Tier	Cisco DNA Essentials	Device	Annual TF	Quarterly TF	✓	✗	✓	✓
				Cisco DNA Advantage ^{2,3}	Device, Units	Annual TF	Quarterly TF	✓	✗	✓	✓
			Premier Tier (Advantage +)	Stealthwatch Enterprise	Device	Annual TF	Quarterly TF	✓	✗	✓	✓
				ISE Base + ISE Plus ⁴	Device	Annual TF	Quarterly TF	✓	✗	✓	✓
		Cisco DNA Software for SD-WAN & Routing ⁵	Advantage Tier	Cisco DNA Essentials	Device	Annual TF	Quarterly TF	✓	✗	✓	✓
				Cisco DNA Advantage ^{6,7}	Device	Annual TF	Quarterly TF	✓	✗	✓	✓
			Premier Tier (Advantage +)	Cisco Umbrella Secure Internet Gateway (SIG) Essentials	Device, User	Annual TF	Quarterly TF	✓	✗	✓	✓
		Cisco DNA Software for Wireless ⁸	Advantage Tier	Cisco DNA Essentials	Access Points	Annual TF	Quarterly TF	✓	✗	✓	✓
				Cisco DNA Advantage	Access Points	Annual TF	Quarterly TF	✓	✗	✓	✓
			Premier Tier (Advantage +)	ISE Base + ISE Plus ⁴	Endpoint Session	Annual TF	Quarterly TF	✓	✗	✓	✓

Portfolio Resources

Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	Full Commit Suite Eligibilities				
								105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Threshold	Value Shift within Suite	
Networking Infrastructure Portfolio*	Cisco DNA Software for Wireless* ⁸	Add-on for DNA Wireless		Cisco DNA Spaces	Access Points	✗	Quarterly TF	✗	✗	✗	✗	
	Cloud Networking	Nexus Switching	Advantage Tier	DCN Advantage Tier License	Switch Node	Annual TF	Quarterly TF	✓	✗	✓	✓	
				Cisco DCN Day2Ops	Switch Node	Annual TF	Quarterly TF	✓	✗	✓	✗	
			Premier Tier (Advantage +)	DCN Premier Tier License	Switch Node	Annual TF	Quarterly TF	✓	✗	✓	✗	
		San Switching	Optional for DCN	NDB, Storage, Security	Switch Node	Annual TF	Quarterly TF	✓	✗	✓	✗	
			Advantage Tier	MDS Advantage Tier License	Switch Node	Annual TF	Quarterly TF	✓	✗	✓	✗	
			Premier Tier (Advantage +)	MDS Premier Tier License	Switch Node	Annual TF	Quarterly TF	✓	✗	✓	✗	
	Meraki	Meraki Network Infrastructure		MR Software (excluding MR-ADV); MS Software; MX Software; MG Software; MT Software; or MI Software ⁹	Meraki Device	Annual TF		✗	✓	✗	✓	✗
		Add-on for Meraki Network Infrastructure		Cisco DNA Spaces			✗	✗	✗	✗	✗	✗

Portfolio Resources

Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	Full Commit Suite Eligibilities			
								105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Threshold	Value Shift within Suite
Networking Infrastructure Portfolio*	Meraki**	Meraki Systems Manager		SM Software	Access Points	Annual TF	✗	✓	✗	✓	✓
		Meraki Camera Systems		MV-ENT Software , MV-SEN Software ⁹ ; or MV-CA Software ⁹	Meraki Device	Annual TF	✗	✓	✗	✓	✓

- Cisco switches (running Network Advantage) and Cisco DNA Center appliances must be purchased separately and are not included with the Cisco DNA for Switching Suites. Note, if You previously purchased Prime Infrastructure, you will be permitted to continue using it until You transition to the Cisco DNA Center appliance.
- Cisco DNA Advantage does not include Stealthwatch licenses which are required to leverage the Encrypted Traffic Analytics feature or ISE licenses required to leverage the SD-Access and Network Health Insights features.
- Cloud agent not included.
- ISE physical and virtual appliances must be purchased separately and are not included.
- Cisco routers must be purchased separately and are not included with the Cisco DNA Software for SD-WAN and Routing Suites.
- Cisco Umbrella, Cisco Secure Endpoint and Cisco Secure Malware Analytics are only available under this Suite as Cloud Services.
The SD-WAN control plane is available either as Software or a Cloud Service.
- Secure Malware Analytics File Reputation is formerly named AMP Ecosystem. Secure Malware Analytics File Reputation and File Analysis is formerly named Threat Grid.

- Cisco Access Points and controllers and Cisco DNA Center Appliance must be purchased separately and are not included with the Cisco DNA for Wireless Suites.
Note, if You previously purchased Prime Infrastructure, you will be permitted to continue using it until You transition to the Cisco DNA Center appliance.
- MI Software, MV-SEN Software and MV-CA Software are optional upgrade licenses that run in conjunction with another license on a single Device. Accordingly, for purposes of calculating Your Consumption, those Devices running MI Software, MV-SEN Software or MV-CA Software will count as two Devices. If a single Device runs both MV-SEN Software and MV-CA Software, such Device will count as three Devices.

***Notwithstanding anything to the contrary, only Consumption of Cisco DNA licenses will be used in the calculation of residual value. Consumption of security feature, such as ISE, Stealthwatch, Umbrella, and under consumed bandwidth license entitlements will not be used in the calculation of Residual Value.**

****Meraki can only be purchased as a Full Commit Suite**

Portfolio Resources

								Full Commit Suite Eligibilities				
Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Threshold	Value Shift within Suite	
Applications Infrastructure Portfolio*	Full-stack Observability	Intersight	Intersight Advantage Tier	Cisco Intersight Advantage	Intersight Managed Device	Annual TF	Quarterly TF	✓	✗	✓	✓	
			Intersight Premier Tier (Advantage +)	Cisco Intersight Premier	Intersight Managed Device	Annual TF	Quarterly TF	✓	✗	✓	✓	
			IWO Advantage Tier	Cisco IWO Advantage	Workload	Annual TF	Quarterly TF	✓	✗	✓	✓	
			IWO Premier Tier (Advantage +)	Cisco IWO Premier	Workload	Annual TF	Quarterly TF	✓	✗	✓	✓	
		ThousandEyes	Units	ThousandEyes Network and Application Synthetics	Units	Annual TF	Quarterly TF	✓	✗	✓	✗	
			Endpoint Agents	ThousandEyes End-user Monitoring	Users	Annual TF	Quarterly TF	✓	✗	✓	✗	
			Optional for ThousandEyes	Internet Insights	Package	Annual TF	Quarterly TF	✓	✗	✓	✗	
		AppDynamics ^{1,2,3}	Enterprise	Business IQ	CPU	Annual TF	Quarterly TF	✓	✗	✓	✗	
			Premium	Application Performance Management Database Monitoring Infrastructure Monitoring	CPU	Annual TF	Quarterly TF	✓	✗	✓	✗	
		Add-on for AppDynamics	Secure App, infra monitoring, Pvt Agent Synthetic, Log Analytics, RUM Peak, Rum Pro, Hosted Synthetic				✗	Quarterly TF	✗	✗	✗	✗

Portfolio Resources

Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	Full Commit Suite Eligibilities			
								105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Threshold	Value Shift within Suite
Applications Infrastructure Portfolio*		Hyperflex	Advantage Tier	Cisco HyperFlex Advantage	HX Node	Annual TF	Quarterly TF	✓	✗	✓	✓
			Premier Tier (Advantage +)	Cisco HyperFlex Advantage	HX Node	Annual TF	Quarterly TF	✓	✗	✓	✓

1. No professional services are included with the AppDynamics Enrollment for Cisco Data Center Networking.
2. Not available as Test & Development.
3. Not available as Self-Hosted.

Note: The relevant Meters for AppDynamics Software or Cloud Services are specified in the Infrastructure-based licensing model section or Agent-based licensing model section, as applicable, located at: www.appdynamics.com/ui/docs/License+Entitlements+and+Restrictions

Portfolio Resources

								Full Commit Suite Eligibilities			
Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Threshold	Value Shift within Suite
Collaboration*	Collaboration	Webex	N/A	Cloud Webex Calling	Knowledge Worker	Annual TF	✗	✓	✓	✓	✗
				Cloud Webex Meetings							
				Messaging Entitlements							
	Add-on		Webex Audio		✗	✗	✗	✗	✗	✗	
			Real Time Translations								
			<ul style="list-style-type: none"> Edge Connect Local Gateway Webex Calling Dedicated Instance 		✗	✗	✗	✗	✗	✗	✗

*Collaboration is a Full Commit Suite purchase only.

Portfolio Resources

								Full Commit Suite Eligibilities				
Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Threshold	Value Shift within Suite	
Security*	Zero Trust	Duo	Duo MFA		User	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Duo Access		User	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Duo Beyond		User	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Duo Federal MFA		User	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Duo Federal Access		User	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Education		User	Annual TF	Quarterly TF	✓	✓	✓	✓	
		ISE 3.X	ISE Essential ISE Advantage ISE Premier			SW Capacity	Annual TF	Quarterly TF	✓	✓	✓	✗
									✓	✓	✓	✓
									✓	✓	✓	✓
		Secure Workload	Secure Workload Protection (On Prem or SaaS)			SW Capacity	Annual TF	Quarterly TF	✓	✓	✓	✓

Portfolio Resources

								Full Commit Suite Eligibilities			
Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Threshold	Value Shift within Suite
Security*	Zero Trust	Secure Workload	Secure Workload Visibiliy (On Prem or SaaS)		Workload or Device	Annual TF	Quarterly TF	✓	✓	✓	✓
	Cloud Network & Security	Umbrella ¹	DNS Essential		Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			DNS Advantage ²	Also includes Secure Malware Analytics (File Reputation only)	Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			SIG Essentials ³	Also includes Secure Malware Analytics (500 submissions per day)	Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			SIG Advantage ⁴	Also includes Secure Malware Analytics (unlimited file submissions per day) and Secure Malware Analytics Cloud	Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			DNS for Education		Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			Secure Firewall	Cisco Firepower Services; also includes Secure Malware Analytics (File Reputation only)	Device	Annual TF	Quarterly TF	✓	✓	✓	✓
	✓	✓						✓	✓		
	Secure Web Appliance		Premium Secure Web Appliance bundle with Secure Endpoint and SMA	Covered User	Annual TF	Quarterly TF	✓	✓	✓	✗	

Portfolio Resources

								Full Commit Suite Eligibilities				
Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Theshold	Value Shift within Suite	
Security*	Security Platform & Response	Secure Endpoint	Secure Endpoint Essentials		Endpoint	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Secure Endpoint Advantage		Endpoint	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Secure Endpoint Premier		Endpoint	Annual TF	Quarterly TF	✓	✓	✓	✓	
		Secure Network Analytics		Flow Rate	Flows	Annual TF	Quarterly TF	✓	✓	✓	✗	
				Endpoint Private Network Monitoring	Endpoint	Annual TF	Quarterly TF	✓	✓	✓	✗	
				Endpoint Private Network Monitoring	Effective Megaflows	Annual TF	Quarterly TF	✓	✓	✓	✗	
		Secure Email ⁵	Essentials	Secure Email Gateway (On prem or SaaS) Cloud Mailbox Defense	Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Advantage	Secure Email Gateway (On Prem or SaaS) Cloud Mailbox Defense	Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓	
		Separate Add-on from Security Platform & Response	Add-on for Security		Any Connect	User	✗	Quarterly TF	✗	✗	✗	✗

Portfolio Resources

								Full Commit Suite Eligibilities			
Portfolio	Solution	Suite	License Tier	Included Licenses	Meter	Full Commit	Partial Commit	105% Initial Growth Cap	15% Growth Allowance	15% Exceptional Growth Threshold	Value Shift within Suite
Security*		Add-on for Security		Secure Malware Analytics	Daily Submissions or User	✗	Quarterly TF	✗	✗	✗	✗
				Cisco Defense Orchestrator		✗	Quarterly TF	✗	✗	✗	✗
				Cybervision	Endpoints	✗	Quarterly TF	✗	✗	✗	✗
				Security Analytics and Logging	Gigabits per day	✗	Quarterly TF	✗	✗	✗	✗
				Cloudlock	Covered User	✗	Quarterly TF	✗	✗	✗	✗
				Amp Private Cloud	Endpoint Private Cloud	Instance	✗	Quarterly TF	✗	✗	✗

1. Each of the Umbrella offers above includes ability to purchase applicable optional Add-ons.
2. Umbrella DNS Advantage includes Secure Malware Analytics (File Reputation only) (formerly, “AMP Ecosystem”)
3. Umbrella SIG Essentials includes Secure Malware Analytics (500 submissions per day) (formerly, “Threat Grid”)
4. Umbrella SIG Advantage includes Secure Malware Analytics (unlimited file submissions per day) and Secure Malware Analytics Cloud (formerly, “Threat Grid Cloud”)
5. Secure Email Gateway is an on-premise Software offer formerly named Email Security Appliance. Secure Email Cloud Gateway is a Cloud Service offer formerly named Cloud Email Security.

**Note: Secure Malware Analytics File Reputation is formerly named AMP Ecosystem.
Secure Malware Analytics File Reputation and File Analysis is formerly named Threat Grid.**

Portfolio Resources

								Full Commit Suite Eligibilities			
Portfolio	Solution	Suite	Services Tier	Includes HW?	Meter	Full Commit	Partial Commit	105% Initial Growth Cap (reconciliation)	15% Growth Allowance ²	15% Exceptional Growth Threshold	Value Shift within Suite ³
Services ¹	Networking Support & Lifecycle Services	Switching	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✗	✓	✓
		SD-WAN & Routing	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✗	✓	✓
		Wireless	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✗	✓	✓
		Nexus Switching	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✗	✓	✓
		San Switching	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✗	✓	✓
	Applications Support & Lifecycle Services	Intersight	Solution Support	Optional	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✗	✓	✓
		Hyperflex	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✗	✓	✓
	Security Support & Lifecycle Services	Secure Firewall	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Enhanced	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Premium	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓

Portfolio Resources

Portfolio	Solution	Suite	Services Tier	Includes HW?	Meter	Full Commit	Partial Commit	Full Commit Suite Eligibilities			
								105% Initial Growth Cap (reconciliation)	15% Growth Allowance ²	15% Exceptional Growth Threshold	Value Shift within Suite ³
Services ¹	Security Support & Lifecycle Services	Secure Web Appliance	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✗
			SWSS Enhanced	Yes	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✗
			SWSS Premium	Yes	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✗
		Secure Email ¹	Solution Support	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Enhanced	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Premium	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
		Secure Workload	Solution Support	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Enhanced	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Premium	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
		Umbrella ¹	SWSS Enhanced	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓

Portfolio Resources

Portfolio	Solution	Suite	Services Tier	Includes HW?	Meter	Full Commit	Partial Commit	Full Commit Suite Eligibilities			
								105% Initial Growth Cap (reconciliation)	15% Growth Allowance ²	15% Exceptional Growth Allowance	Value Shift within Suite ³
Services ¹	Security Support & Lifecycle Services	Umbrella ¹	SWSS Premium	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
		Secure Network Analytics	Solution Support	No	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✗
			SWSS Enhanced	No	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✗
			SWSS Premium	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✗
		Secure Endpoint	Solution Support	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Enhanced	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Premium	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
		ISE 3.x	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✗
			SWSS Enhanced	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✗
			SWSS Premium	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✗

Portfolio Resources

Portfolio	Solution	Suite	Services Tier	Includes HW?	Meter	Full Commit	Partial Commit	Full Commit Suite Eligibilities			
								105% Initial Growth Cap (reconciliation)	15% Growth Allowance ²	15% Exceptional Growth Threshold	Value Shift within Suite ³
Services ¹	Security Support & Lifecycle Services	Duo	Solution Support	No	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Enhanced	No	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✓
			SWSS Premium	No	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✓

1. Services for Webex, Meraki, AppDynamics, ThousandEyes, Secure Email are not available at the moment.
2. Any associated software services with security and collaboration suites will also offer 15% growth allowance. No hardware services are eligible for this benefit.
3. Any unused services value is shifted among the changes in hardware assets, it does not shift to corresponding software services.

Applicable Meters

Applicable Meters

Access Point means a networking device that allows other Wi-Fi devices to connect to a wired network.

Active Sensor means a dedicated wireless network sensor designed for assuring optimal performance across the network.

Add-on means an optional software or services offering that is available as an add-on purchase to an underlying Suite.

App means one of the following core Cisco Cloudlock services licensed in bundles based on the quantity of applications: Cloudlock for Google, Cloudlock for Salesforce, Cloudlock for Dropbox, Cloudlock for Box, Cloudlock for Microsoft Office365, Cloudlock for ServiceNow, Cloudlock App Connector for Slack, and Cloudlock for Webex Teams. Note, this list may be revised from time to time.

Cloud Personality means the applicable Cloud Services environments for which You are using CloudCenter (e.g., Your Azure, Amazon Web Services, or Google environment).

Covered Cloud Service means the applicable Cloud Service environments for which You are using Cisco Cloudlock (e.g. Your Salesforce, Box, or Dropbox environment).

Covered User means the total number of Your internet-connected employees, subcontractors and other authorized individuals covered (i.e., protected) by Your deployment of the Software or Cloud Service, as applicable.

CPU Core means Each logical thread core or processor reported by the operating system on a unique instance of a physical or virtual host machine and detected by AppDynamics. Where AppDynamics cannot detect CPU Core counts on a host, AppDynamics will calculate the licensed CPU Cores on a per-Agent basis as follows: The quantity of APM Agents deployed multiplied by 4; and the quantity of Database Agents deployed multiplied by 12 per unique database host

Daily Submission means a daily sample file submission for threat analysis.

Device means a Cisco branded computing, networking, or communications device capable of running the Software available in Your Underlying Suite or browser plug-ins associated with the Software available in Your Underlying Suite.

EA Workspace means the portal from where You Consume Software and Cloud Services and view and

manage Your Entitlements.

Effective Megaflow means one million lines of flow log data generated by the environment monitored by Stealthwatch Cloud and processed by Cisco, measured on a monthly basis.

Endpoint means any device supported by the applicable Software or Cloud Service that is capable of processing data and accessing a network, including but not limited to: (a) personal computers; (b) virtual desktop instances (VDIs); (c) mobile devices; and (d) network computer workstations.

Endpoint Device means a third-party personal device, such as a cellphone or laptop, that is managed by or enrolled in Meraki Systems Manager and has been active at any time in the past 30 days.

Endpoint Session means each unique network connection of an Endpoint, including but not limited to ethernet, wireless, and VPN connections.

Flows means network traffic flows per second.

HX Node: means Cisco UCS or another server supported by Cisco HyperFlex

Instance means an instantiation of a physical or virtual machine, as applicable.

Intersight Managed Device means server, fabric interconnect, or other virtual or hardware device that enables management and other functionality of Cisco Intersight.

Knowledge Worker means an employee or contractor who utilizes devices capable of running the applicable Cisco Webex software, Cloud services, or related browser plug-ins as part of their job duties.

K-Units means a block of 1,000 Units.

Kubernetes Node means an individual Kubernetes node managed by Cisco Container Platform.

Management Unit means runtime hours, measured in minutes of managed workload running per month.

Meraki Device means a Cisco Meraki cloud-managed hardware device listed at <http://meraki.cisco.com>, such as the MR, MS, MV, MX and MG device families, that has been active at any time in the past 30 days. Each Meraki Device is mapped to a corresponding Software license (e.g., MS225-24P-HW maps to LIC-MS225-24P).

Applicable Meters

Monthly Active Unique Device or **MAUD** means an internet-connected device on which a ThousandEyes Endpoint Agent is installed and activated as determined using attributes from the device to determine uniqueness, including, but not limited to, mac address, hardware serial numbers, component serial numbers, operating system version numbers, hostnames.

Node means a Cisco Identity Services Engine (ISE) physical or virtual appliance assuming the Policy Service persona.

Package means a collection of Internet Insights catalog entries with the same provider type and region

Server Node means Cisco UCS or another server supported by Cisco HyperFlex.

Services Suite(s) means the Suite(s) described in the Services Portfolio and only available as an add-on purchase to an Underlying Suite.

Support Services for the purposes of the Services Portfolio means the premium maintenance, technical assistance, or other support provided for the Software and Cloud Services included in a Purchased Services Suite and associated Devices.

Switch Node means either: (1) Nexus switch leaf; (2) switch leaf and spine (when NX-OS is deployed); or (3) MDS switch chassis (e.g., 9100, 9300, or 9700).

Tetration Workload means any of the following that is subject to Cisco Tetration Workload Protection capability: SW capacity, server, virtual machine, container host, baremetal instance, or other server equivalent

Underlying Suite Meter(s) means the Meter listed in the Underlying Suite's Portfolio Description used to calculate Your consumption of Software or Cloud Services in Your Underlying Suite.

Underlying Suite Meter Count means the total license count for each Underlying Suite Meter(s), of your Underlying Suite as reflected in EA Workspace.

Units means the quantity of resources consumed or the quantity of resources consumed by a ThousandEyes test (if applicable).

User means an internet-connected user of the applicable Software or Cloud Service.

Workload means any virtual machine or other individually identifiable virtualized instance, such as a virtual desktop instance, container, bare metal instance or other server equivalent, platform-as-a-service ("PaaS") instance, PaaS database, or storage unit subject to management by the CWOM.

Additional Resources

[Cisco Software Central homepage](#)

[Enterprise Agreement webpage](#)

[Networking Infrastructure Portfolio Guide](#)

[Applications Infrastructure Portfolio Guide](#)

[Collaboration Infrastructure Portfolio Guide](#)

[Security Infrastructure Portfolio Guide](#)

[Services Infrastructure Portfolio Guide](#)

[True Forward FAQ](#)

[Smart Accounts](#)

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Search for EA authorized partners for the new Cisco Enterprise Agreement with the [Partner Locator Tool](#).