

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 EA Program, the EA agreement, and how it benefits your organization and provides details on the catalog of software and services available.

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 to your initial purchase and 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 fully or partially committing to a 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. And 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 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 Value Shift.

Growth Allowance

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

True Forward

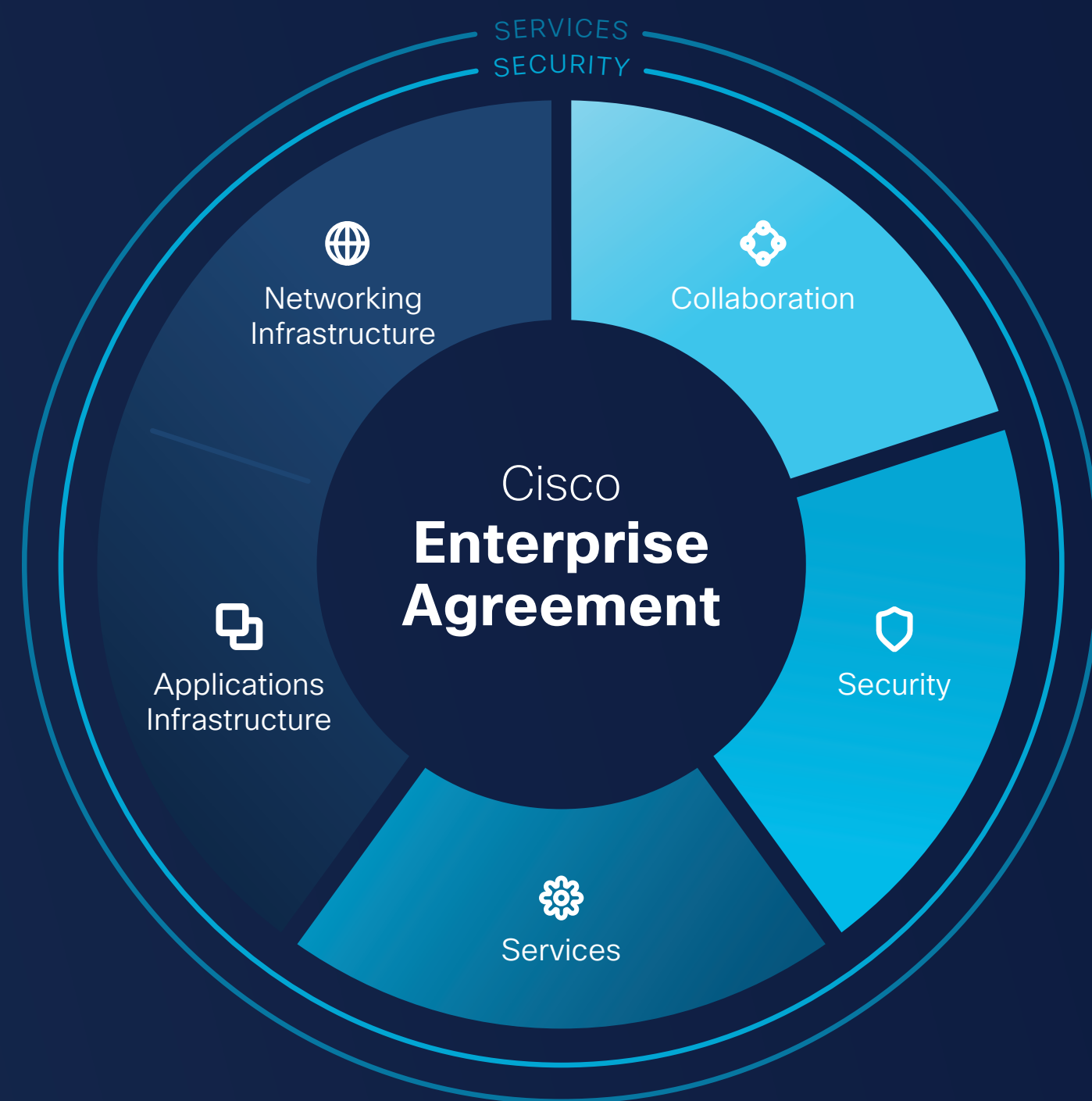
True Forward is Cisco’s periodic billing process during a Cisco Enterprise Agreement term. Unlike other enterprise license agreements that require a “true up” every year that charges you for past use, Cisco’s EA program allows customers to grow without a retroactive, surprise bill. Instead, your growth (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, a customer must commit to spending through EA authorized partner 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	Device	Yes
Applications Infrastructure	\$50K Thousand Eyes also requires min 250 users and/or min 5000 capacity units	User, Device, Node and Capacity	No, except Hyperflex
Collaboration	250 Knowledge Workers	User	Yes
Security	Based on tier – see detail in Security Section	User, Device, and Capacity	No
Services	Coverage of hardware and software for entire underlying product suite	User, Device (matches underlying SW product portfolio usage meter)	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

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	Meter	Add-ons
Cisco DNA Software	Cisco DNA Software for Switching	\$50K	Device	
	Cisco DNA Software for Wireless	\$50K	Device	Cisco DNA Spaces
	Cisco DNA Software for SD-WAN & Routing	\$50K	Device	
Meraki	Network Infrastructure	\$50K	Device	Cisco DNA Spaces
	Systems Manager	\$50K	Device	
	Camera Systems	\$50K	Device	
Data Center Switching	Data Center Networking	\$50K	Device	
	MDS	\$50K	Device	

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 install 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	Meter	Add-ons
Full-stack Observability	Intersight	\$50K	Device	
	Hyperflex	\$50K	Device	
	AppD	\$50K	Users	Secure App, infra monitoring, Pvt Agent Synthetic, Log Analytics, RUM Peak, Rum Pro, Hosted Synthetic
	ThousandEyes	\$50K	User, Capacity	

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

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

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 customer commitment through their EA authorized partner.

Tiers	Duo, Umbrella, Secure Endpoint, Secure Email, Secure Web Appliance, ISE	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.

Multi-solution Discounts for Security

In addition to the multi-suite discount, customers who purchase across multiple Security solutions (Zero Trust, Cloud & Networking Security, and Secure Platform & Response) may qualify for an additional discount through their 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.](#)

Additional Eligibility Requirements

Note that only a portion of the Security portfolio will be available to purchase as a part of initial release on October 11, 2021. Additional products will be added to subsequent releases. [See Resources section for more detail.](#)

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

Solution	Suite	Full Commit	Meter	Add-ons
Collaboration	Webex	250 Knowledge workers	User	Webex audio, Real-time translations

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.

The Collaboration Portfolio will not be available to purchase in the initial release of Enterprise Agreement, but it will be available in future releases.

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		●

Offerings 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 offerings provide 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

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

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

Solution	Networking Support Services		Applications Support Services		Security Support Services		
Product Suites	<div style="display: flex; justify-content: space-around; margin-bottom: 5px;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">Switching</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">Wireless</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">Routing</div> </div> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">DON ACI</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">DCN MDS</div> </div>		<div style="display: flex; justify-content: space-around; margin-bottom: 5px;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50; color: white;">Intersight</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">Hyperflex</div> </div>		<div style="display: flex; justify-content: space-around; margin-bottom: 5px;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">Secure Firewall</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50; color: white;">Wireless</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">Routing</div> </div> <div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">Secure Web Appliance</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50; color: white;">Secure Endpoint</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">ISE</div> </div> <div style="display: flex; justify-content: space-around; margin-top: 5px;"> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">Secure Email</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #e0e0e0;">Secure Workload</div> <div style="border: 1px solid #ccc; border-radius: 5px; padding: 5px; background-color: #4CAF50; color: white;">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 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. If your use grows or you purchase new products within your term, the associated services will be automatically added to your entitlement.

- 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 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 or quarterly based on your commitment level. It can also be triggered by exceeding the initial growth cap, or by an exceptional increase in license or service usage above 115% of your entitled amount or more than 105% in the first six months.

*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).

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 up to 115% of your entitlement without additional charge for those committed suites. If growth expands beyond an additional 15%, a special quarterly True Forward event will be scheduled.

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 contact, 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	Up to 115% Growth
	Timespan	First 6 months	Over term of contract	Over term of contract
Portfolios	Network Infrastructure	✓	✗	✓
	Applications Infrastructure	✓	✗	✓
	Collaboration	✓	✓	✓
	Security	✓	✓	✓ 115% above Growth Allowance
	Services	✓	✗	✓ 115% above Growth Allowance

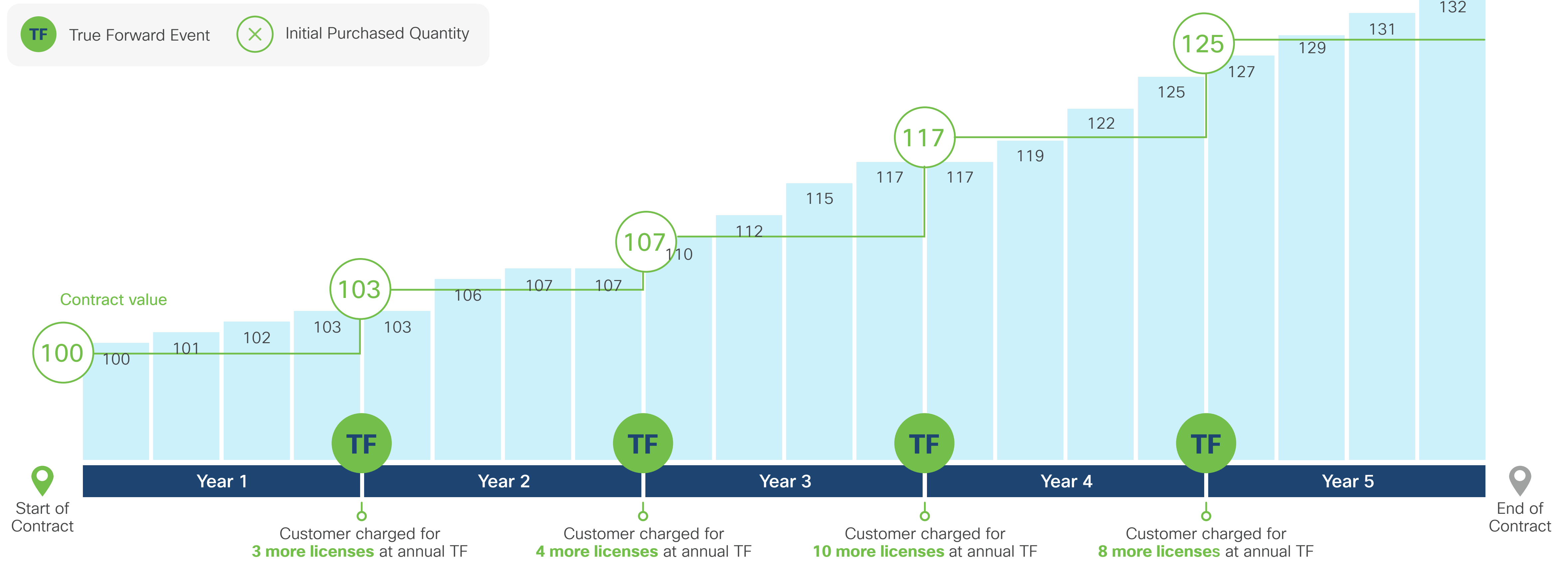
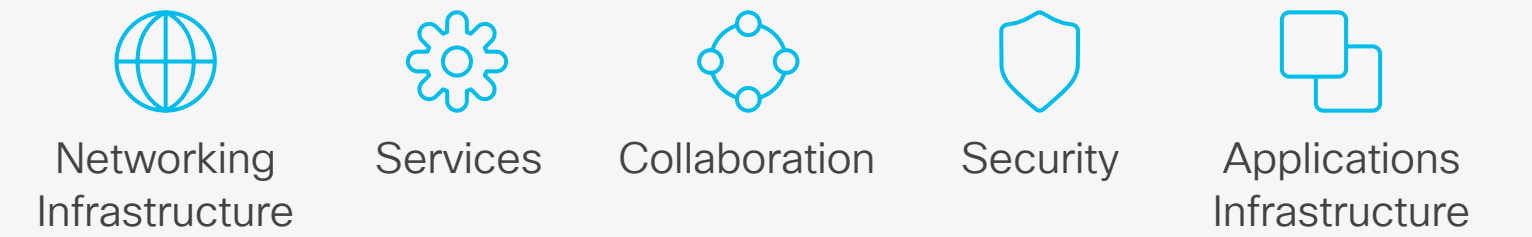
True Forward

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



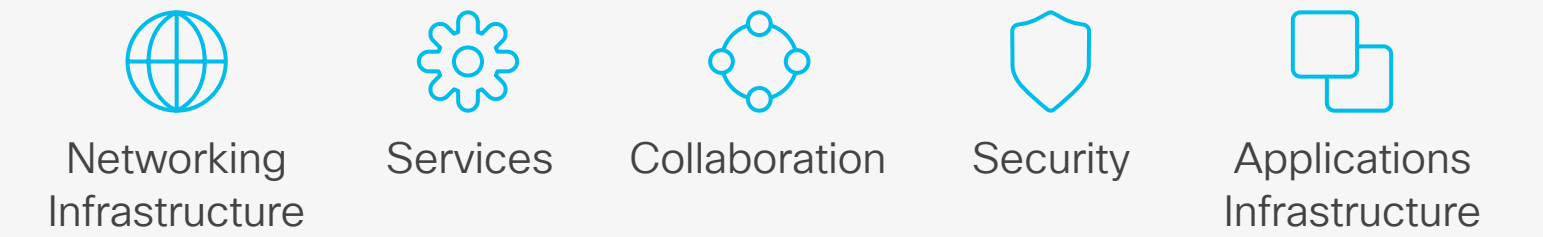
True Forward

True Forward & Exceptional Growth Example

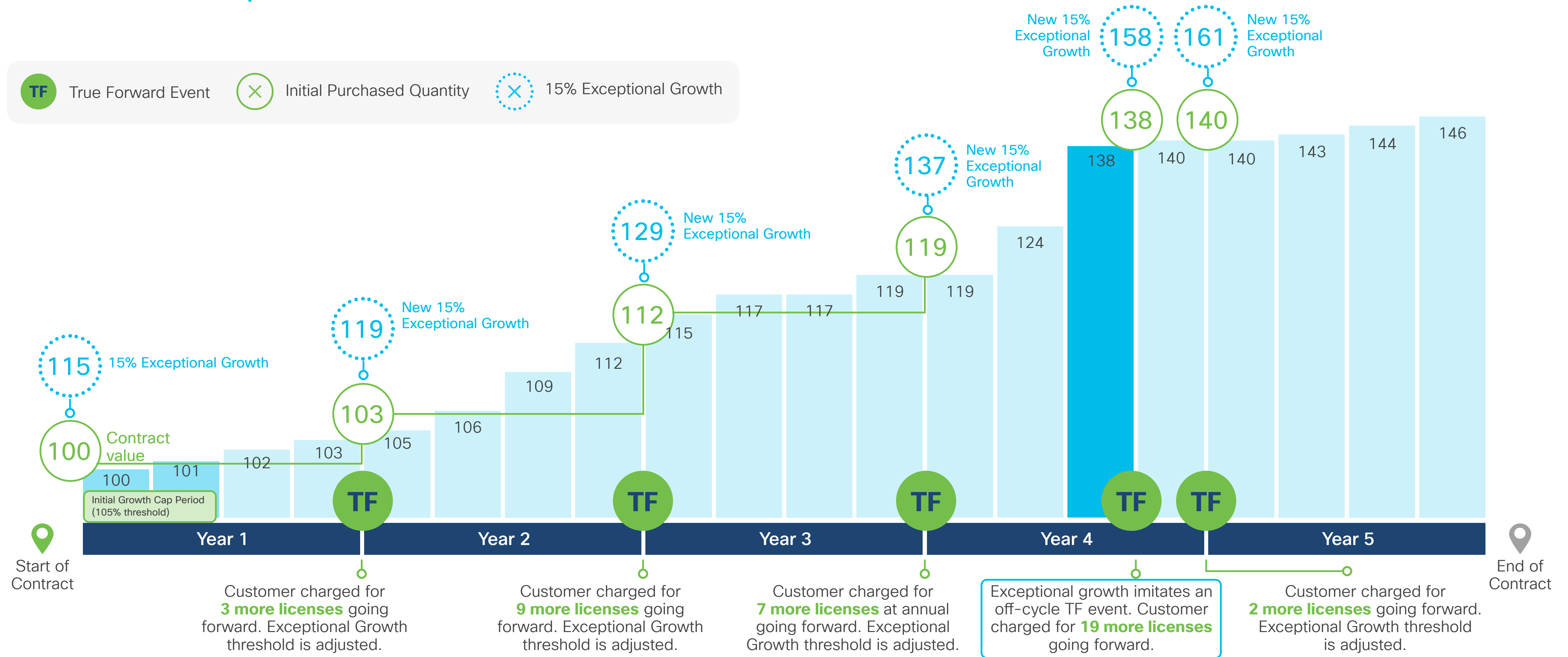
True Forward Example

- 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



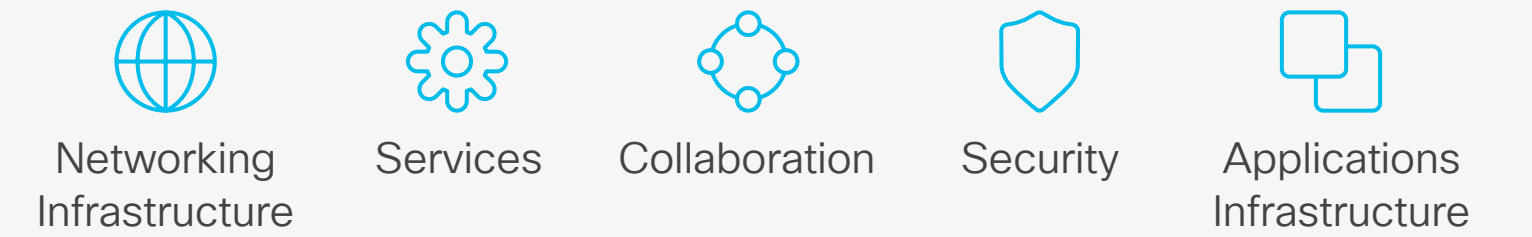
True Forward

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)

Exceptional Growth applies to all Portfolios

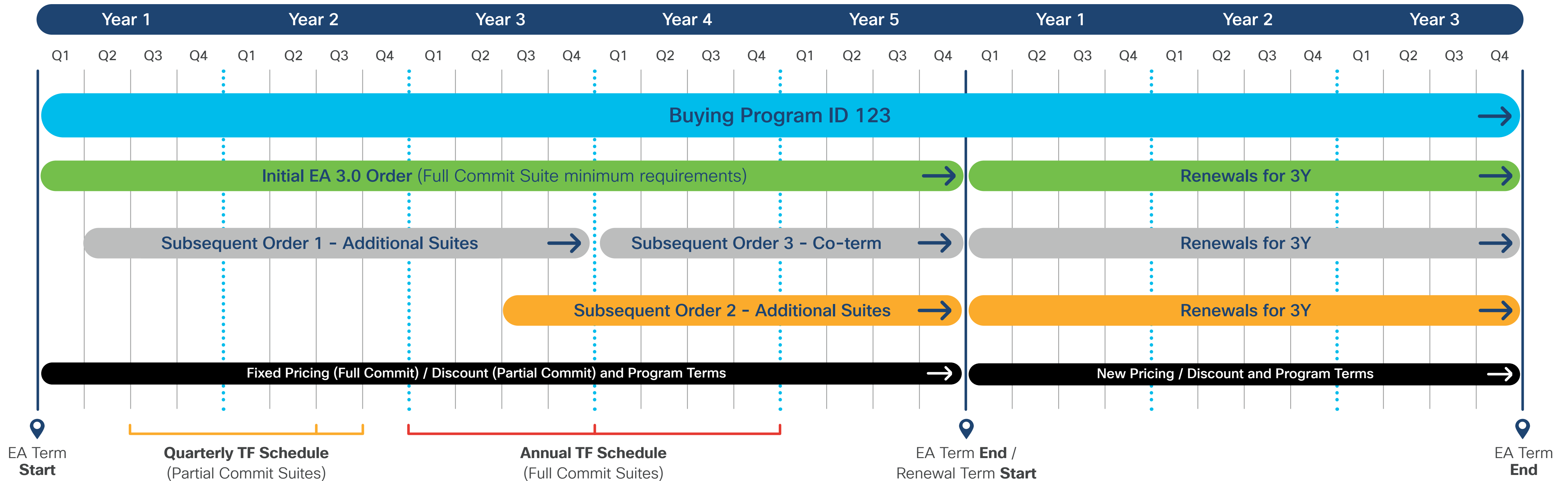


True Forward

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 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.

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 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 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 EA authorized partner at the time of your original order.

Value Shift

If you have purchased a Full Commit Suites, eligible for value shift, in the Networking Infrastructure, Applications Infrastructure, Security or Services portfolios, the unused licenses will offset the growth in the same suite during a True Forward event, through the same EA authorized partner that sold you that suite. 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.

Note: Value shift can occur between Cisco DNA and Cisco Meraki if both suites are Full Commit Suites and were purchased at the same time through the same EA authorized partner. Please reach out to your EA authorized partner for details

- This feature is not available in the October 11, 2021, release

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.

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.

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, customers can manage their IT infrastructure, software licensing, and usage reporting in real time. This enables them to keep mission critical systems running, manage their 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.

If you would like your 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 Allowance	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

								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 Allowance	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	✗	✗	✗	✗	
	Data Center Switching	Data Center Networking (DCN)	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	✓	✗	✓	✓	
		Optional for DCN	NDB, Storage, Security	Switch Node	Annual TF	Quarterly TF	✓	✗	✓	✓		
		MDS	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; orMT SoftwareMI Software9	Meraki Device	Annual TF	Quarterly TF	✓	✗	✓	✓
		Add-on for Meraki Network Infrastructure			Cisco DNA Spaces		✗	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 Allowance	Value Shift within Suite
Networking Infrastructure Portfolio*	Meraki	Meraki System Manager		MV-SEN Software1; orMV-CA Software1SM Software	Access Points	Annual TF	Quarterly TF	✓	✗	✓	✓
		Meraki Camera Systems		MV-ENT Software	Meraki Device	Annual TF	Quarterly 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 for 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.

***Meraki is not available in the October 11, 2021, release.**

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 Allowance	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	✓	✗	✓	✓
		Hyperflex	Advantage Tier	Cisco HyperFlex Advantage	HX Node	Annual TF	Quarterly TF	✓	✗	✓	✓
			Premier Tier (Advantage +)	Cisco HyperFlex Advantage	HX Node	Annual TF	Quarterly TF	✓	✗	✓	✓
		Thousand Eyes	Units	ThousandEyes Network and Application Synthetics	Units	Annual TF	Quarterly TF	✓	✗	✓	✓
			Endpoint Agents	ThousandEyes End-user Monitoring	Users	Annual TF	Quarterly TF	✓	✗	✓	✓
			Optional for Thousand Eyes	Internet Insights	Package	Annual TF	Quarterly TF	✓	✗	✓	✓
		AppDynamics ^{1,2,3}	Enterprise	Business IQ	vCPU	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 Allowance	Value Shift within Suite
Applications Infrastructure Portfolio*	Full-stack Observability	AppDynamics ^{1,2,3}	Premium	Application Performance Management Database Monitoring Infrastructure Monitoring	vCPU	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	✗	✗	✗	✗

- 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.

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 Allowance	Value Shift within Suite
Collaboration*	Collaboration	Webex		Cloud Webex Calling	Knowledge Worker	Annual TF	0	0	0	0	0
				Cloud Webex Meetings							
		Messaging Entitlements									
		Add-on		Webex Audio			0	0	0	0	0
				Real Time Translations			0	0	0	0	0

*Collaboration is not available in the October 11, 2021, release.

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 Allowance	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	ISE 3.X Essential		SW Capacity	Annual TF	Quarterly TF	✓	✓	✓	✗
			ISE 3.X Advantage		SW Capacity	Annual TF	Quarterly TF	✓	✓	✓	✓
			ISE 3.X Premier		SW Capacity	Annual TF	Quarterly TF	✓	✓	✓	✓
		Secure Workload		Workload Protection on Prem		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 Allowance	Value Shift within Suite
Security*	Zero Trust	Secure Workload	Workload Protection on TaaS		SW Capacity	Annual TF	Quarterly TF	✓	✓	✓	✓
	Cloud Networking & Security	Umbrella ¹	DNS Essential		Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			DNS Advantage ²		Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			SIG Essential ³		Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			SIG Advantage ⁴		Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			Education		Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓
			Firepower		Device	Annual TF	Quarterly TF	✓	✓	✓	✓
		Secure Firewall	Services for NGFW		Device	Annual TF	Quarterly TF	✓	✓	✓	✓
			IPS & ISR Devices		Device	Annual TF	Quarterly TF	✓	✓	✓	✓
			Secure Web Appliance	Premium AMP + SMA		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 Allowance	Value Shift within Suite	
Security*	Security Platform & Response	Secure Endpoint	Secure Endpoint Essential		User	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Secure Endpoint Advantage		User	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Secure Endpoint Premier		User	Annual TF	Quarterly TF	✓	✓	✓	✓	
		Secure Network Analytics	Flow Rate		SW Capacity	Annual TF	Quarterly TF	✓	✓	✓	✗	
			Private Network Monitor		SW Capacity	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Public Cloud Monitor		SW Capacity	Annual TF	Quarterly TF	✓	✓	✓	✓	
		Secure Email ⁵	Secure Email Gateway & Cloud Gateway Essential		Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓	
			Secure Email Gateway & Cloud Gateway Advantage		Covered User	Annual TF	Quarterly TF	✓	✓	✓	✓	
		Add-on for Security	Any Connect		Any Connect		✗	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 Allowance	Value Shift within Suite
Security*	Security Platform & Response	Add-on for Security	Thread Grid			Annual TF	Quarterly TF	✗	✗	✗	✗
			CDO			Annual TF	Quarterly TF	✗	✗	✗	✗
			CyberVision		Endpoints	Annual TF	Quarterly TF	✗	✗	✗	✗
			SAL			Annual TF	Quarterly TF	✗	✗	✗	✗
			Cloudlock			Annual TF	Quarterly TF	✗	✗	✗	✗
			Amp Private Cloud			Annual TF	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.

***Umbrella, Secure Network Analytics, Secure Email, Cloudlock are not available in the October 11, 2021, release.**

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 Allowance	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	✓	✗	✓	✓
		DCN ACI	Solution Support	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✗	✓	✗
		DCN MDS	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

								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 Allowance	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	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	✓	✓	✓	✓
		Secure Workload	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	✓	✓	✓	✓
		Umbrella ¹	SWSS Enhanced	✗	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓

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 Allowance	Value Shift within Suite ³
Services ¹	Security Support & Lifecycle Services	Umbrella ¹	SWSS Premium	✗	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
		Secure Network Analytics	Solution Support	Yes	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✓
			SWSS Enhanced	Yes	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✓
			SWSS Premium	Yes	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
		Secure Endpoint	Solution Support	✗	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Enhanced	✗	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Premium	✗	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
		ISE	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 Allowance	Value Shift within Suite ³
Services ¹	Security Support & Lifecycle Services	Duo	Solution Support	✗	Underlying Suite Meter Count	Annual TF	Quarterly TF	✓	✓	✓	✓
			SWSS Enhanced	✗	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✓
			SWSS Premium	✗	Underlying Suite Meter Count	Quarterly TF	Quarterly TF	✓	✓	✓	✓

1. Services for Webex, Meraki, AppD, Thousand Eyes, Umbrella, Secure Network Analytics, Secure Email, Cloudlock are not available in the November, 2021 release.
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.

Cloudlock User means the number of unique accounts (active, suspended, or otherwise) on the applicable Covered Cloud Services being monitored and scanned by Cisco Cloudlock. For example, a subscription for 1,000 Cloudlock Users means that You are authorized to use Cisco Cloudlock to scan and monitor up to 1,000 unique accounts on each of the applicable Covered Cloud Services.

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.

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 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.

Units means the quantity of resources Consumed

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

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

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

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.

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

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: 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.

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](#)

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