



## Offer Description – Product

# Cisco IoT Control Center

This Offer Description is part of the [General Terms](#) or similar terms existing between You and Cisco (e.g., the End User License Agreement) (the “**Agreement**”). Capitalized terms, unless defined in this document, have the meaning in the Agreement. Any references to a Supplemental End User License Agreement or SEULA mean Offer Description.

### 1. Summary

Cisco IoT Control Center (the “**Product**”) is a cloud-based platform that is offered on an as-a-service subscription basis providing a connectivity management platform that supports an operator service provider’s connected devices business. The Product helps with account and SIM management – SIM lifecycle management, provisioning, rate plan management, rating, billing, diagnostics, service and usage analytics, and reporting. In addition to API access, the Product also includes web-based interfaces that provide visibility and control over the SIMs on the operator service provider’s network. Additional information about the Product can be found in the Product’s Documentation (“**Documentation**” shall have the meaning as it is defined in the General Terms).

### 2. Support and Other Services

Your purchase of the Product includes the support services described in the [Support Services Terms for Cisco IoT Control Center](#).

### 3. Performance Standards

**Service Level Agreement.** The Product is subject to the [Service Level Availability for Cisco IoT Control Center](#).

### 4. Data Protection

The [Cisco IoT Control Center Privacy Data Sheet](#) describes the Personal Data that Cisco collects and processes as part of delivering the Product.

### 5. Special Terms

5.1 **Feature Prerequisites.** Availability of certain features (including Add-Ons) is dependent upon certain prerequisites identified by Cisco, including required data flows or network integrations. Please see [Cisco IoT Control Center Capabilities and Add-on Descriptions](#) for additional details. Work or development that is needed in order to fulfill such prerequisites may be subject to a separate fee by Cisco.

5.2 **Ordering.** Instructions for ordering Product subscriptions are included in the Product’s Documentation and if and when applicable the relevant Cisco Buying Program ordering guide.

5.3 **Onboarding Process.** For a New IoT Control Center Customer, the preliminary step to enable the use of the Product is a standard onboarding integration and implementation process (“**Onboarding Process**”) that is performed by Cisco in coordination with You, as may be further detailed in the Product’s Documentation or as transacted separately under a professional services agreement.

- 5.4 **End User Invoicing/Usage.** The Product includes a feature that may provide You with invoice-ready data which You may use to bill Your end users pursuant to the Product's standard end user invoice reporting process.
- 5.5 **SIM Cards.** You are responsible for arranging the production and delivery of the SIM cards required by Your end users for You to be able to use with the Product.
- 5.6 **Sector-Specific Laws and Regulations.** You are solely responsible for compliance with any applicable laws, rules, regulations, and requirements and for obtaining any required licenses or permits associated with Your and Your end-users' use of the Product, including, but not limited to, (a) the use of radio frequencies and cellular networks, and the transmission of data on those networks, in connection with Your use of the Product, as well as (b) the collection, processing, transmission, or storage of data belonging to or associated with Your end users in connection with Your use of the Product.
- 5.7 **In addition to the disclaimers set forth in the Agreement, Cisco does not warrant that the Product will be error-free or uninterrupted, that Cisco will correct all errors, or that the Product will meet Your requirements or expectations. Cisco is not responsible for any issues related to the performance, operation or security of Your services to Your end users that arise from Your content or third-party content or services provided by any other third parties.**
- 5.8 **Noncancellable.** Product subscriptions are non-cancellable, and payments for such Product subscriptions are nonrefundable and non-proratable.
- 5.9 **Definitions**

Term	Meaning
<b>Add-Ons</b>	Additional features available as optional add-ons for the Product, which may be subject to additional supplemental terms. Please see <a href="#">Cisco IoT Control Center Capabilities and Add-on Descriptions</a> for additional details.
<b>Existing IoT Control Center Customer</b>	An operator service provider who wishes to purchase the Product and already has an active Cisco IoT Control Center implementation.
<b>Launch Date</b>	The date that the Product is made available for use by Cisco. For a New IoT Control Center Customer, the Launch Date will occur after the Onboarding Process is completed.
<b>New IoT Control Center Customer</b>	An operator service provider who wishes to purchase the Product and does not have an active implementation of Cisco IoT Control Center.