



Offer Description – Product

Motific

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

Motific is a cloud-based software solution designed to facilitate the rapid deployment of enterprise-grade generative AI assistants and API endpoints (the “**Product**”). It facilitates compliance and security across the enterprise by incorporating natural language guardrails. The Product utilizes an intelligence service and leverages enterprise data to provide retrieval-augmented generation (RAG) capabilities.

2. Support and Other Services

During the Use Term, Cisco will provide white-glove support and maintenance for the Product including a community forum, learning materials, dedicated Slack Channel, email tech support, and a dedicated success manager. After You order the Product, Your Customer Success Manager will reach out to You.

3. Data Protection

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

4. Special Terms

- 4.1 **Sandbox Feature.** In addition to any usage limits described in the Agreement and Documentation, You may only use the Product’s sandbox feature (i) with non-confidential and publicly available data and (ii) for non-production use.
- 4.2 **Evolving Cisco Technology.** Cisco reserves the right to end the life of the Product, including component functionality and all related support services (“**EOL**”), by providing at least 30 days prior written notice by email to the email address You used to set up Your account. If You prepaid a fee for Your use of the Product that becomes EOL before the expiration of Your then-current Use Term, Cisco will use commercially reasonable efforts to transition You to a substantially similar Product. If Cisco does not have a substantially similar Product, then Cisco will reimburse You (“**EOL Reimbursement**”) or credit You (“**EOL Credit**”) any unused portion of the prepaid fee. The EOL Reimbursement or EOL Credit will be calculated from the last date the applicable Product is available to the last date of the applicable Use Term. Such EOL Credit can be applied toward the future purchase of [Outshift by Cisco](#) offerings. [Cisco’s End-of-Life Policy](#) does not apply to this Product.