



Offer Description: Cisco AI Network Analytics

This Offer Description (the “**Offer Description**”) describes Cisco AI Network Analytics (the “**Cloud Service**”), a cloud-enabled feature of Cisco DNA Center. The Cloud Service is governed by this Offer Description and the Cisco Universal Cloud Agreement located at <https://www.cisco.com/c/en/us/about/legal/cloud-and-software/cloud-terms.html> (or similar terms existing between you and Cisco) (the “**Agreement**”), and any Software You install (e.g. AI Network Analytics agent), is licensed under the Cisco End User License Agreement located at <https://www.cisco.com/c/en/us/about/legal/cloud-and-software/software-terms.html> (the “**EULA**”). Capitalized terms used in this Offer Description and/or the Order not otherwise defined herein have the meaning given to them in the Agreement.

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1. Offer Description

Cisco AI Network Analytics (“AI Network Analytics”) is a cloud-based machine learning capability for the network that is included with Cisco DNA Center under the DNA Advantage and DNA Premier license bundles. AI Network Analytics deploys machine learning technology to provide network visibility and insights that drive network analytics and accelerated remediation. Through the use of machine learning technology, AI Network Analytics is capable of dynamically defining the expected behavior of a network and identifying issues in the network. At the same time, it is enabling customers to more rapidly identify root causes and more quickly remediate and resolve network issues. In addition to the cloud-based capabilities for AI Network Analytics, there are limited on-premise AI Network Analytics capabilities related to excessive onboarding time available to customers of Cisco DNA Center through the DNA Advantage and DNA Premier license bundles. Therefore, for customers who elect not to use the cloud-based capabilities, these limited on-premise capabilities are available. For more information regarding AI Network Analytics, please see <https://www.cisco.com/c/en/us/solutions/enterprise-networks/dna-analytics-assurance.html>.

2. Supplemental Terms and Conditions

2.1. Term.

AI Network Analytics is a capability included with Cisco DNA Center under the Cisco DNA Advantage and Cisco DNA Premier license bundles. The license term is therefore coterminous

with the applicable Cisco DNA Advantage or Cisco DNA Premier license.

2.2. Geographic Restrictions.

AI Network Analytics is currently available worldwide except for: Cuba, Iran, North Korea, Sudan and Syria and the Crimea Region of Ukraine. If the Cloud Service is not available in a country, purchases will be restricted.

2.3. License.

The license to use AI Network Analytics applies to the access points or network devices covered by the applicable Cisco DNA Advantage and/or Cisco DNA Premier license.

2.4. Integration with Third Party Products.

The Cloud Service may allow you to integrate with third-party products. Cisco does not support or warrant third-party products and disclaims all responsibility and liability for third-party products used with the Cloud Service, including any responsibility for customer data transferred to such third-party product through Your use of the applicable integration. If You use a third-party product, the terms of use for that third-party product are between You and the provider. Some third-party products may contain tracking technology. Accordingly, it is Your responsibility to read the third party's disclosures, terms of use, and privacy policy before using such third-party products with the Cloud Service.

3. Data Protection

Cisco's data protection obligations are set forth in the Agreement. Additionally, the Cisco DNA Center Privacy Data Sheet (available [here](#)) supplements the Cisco Privacy Statement and describes the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Services.

If You use the Cloud Service in China, You (1) acknowledge that You are the entity causing data to be transferred outside of China in connection with your use of the Cloud Service, and (2) acknowledge Your obligation to comply with China's cybersecurity requirements and other requirements related to the cross border transfer of data.

If You use the Cloud Service in Russia, You acknowledge that You are the data operator as defined under Russian law for purposes of Your users' personal data that is collected and processed in connection with the Cloud Service.

4. Support & Maintenance

The Cloud Services include online support and phone support. Cisco will respond as set forth in the table below and may require information from you to resolve service issues. You agree to provide the information requested and understand that a delay in providing the information to Cisco may delay resolution and response time.

Online Support allows access for support and troubleshooting via online tools, email and web case submission only. No telephone access is provided. Case severity or escalation guidelines are not applicable. Cisco will respond to a submitted case no later than the next business day during standard business hours.

Phone Support provides Cisco Technical Assistance Center (TAC) access 24 hours per day, 7 days per week to assist by telephone, or web case submission and online tools with use and troubleshooting issues. Cisco will respond within one (1) hour for Severity 1 and 2 calls received. For Severity 3 and 4 calls, Cisco will respond no later than the next business day.

You will also have access to Cisco.com, which provides helpful technical and general information about Cisco products, as well as access to Cisco's on-line knowledge base and forums. Please note that access restrictions identified by Cisco from time to time may apply.

For Software, Cisco will provide (i) work-around solutions or patches to reported problems and (ii) major, minor and maintenance releases of the licensed Software version, which can be accessed on Cisco Software Central. You may be required to update to the latest Software release to correct a reported Software problem.

The below table outlines Cisco's response objectives based on case severity. Cisco may adjust assigned case severity to align with the Severity definitions below.

Software Service	Support	Technical Coverage	Support	Response Objective for Severity 1 or 2	Time Case	Response Objective for Severity 3 or 4	Time Case
Basic Support	with Phone	24x7 via Phone & Web		Response within 1 hour		Response within next Business Day	
Basic Support	with Online	Web		Response to all cases within next Business Day during Standard Business Hours			

The following definitions apply to this Section.

Response time means the time between case submission in the case management system to support engineer contact.

Severity 1 means the Cloud Service is unavailable or down or there is a critical impact to a significant impact to Case Submitter's business operation. Case Submitter and Cisco both will commit full-time resources to resolve the situation.

Severity 2 means the Cloud Service is degraded or significant aspects of Case Submitter's business operation are negatively impacted by unacceptable software performance. Case Submitter and Cisco both will commit full-time resources during Standard Business Hours to resolve the situation.

Severity 3 means the Cloud Service is impaired, although most business operations remain functional. Case Submitter and Cisco both are willing to commit resources during Standard Business Hours to resolve the situation.

Severity 4 means minor intermittent functionality or performance issue, or information is required on the Cloud Service. There is little or no impact to Case Submitter's business operation. Case Submitter and Cisco both are willing to provide resources during Standard Business Hours to provide assistance or information as requested.

Business Day means the generally accepted days of operation per week within the relevant region where the Cloud Services will be performed, excluding local holidays as observed by Cisco.

Local Time means Central European Time for support provided in Europe, Middle East and Africa, Australia's Eastern Standard Time for support provided in Australia, Japan's Standard Time for support provided in Japan and Pacific Standard Time for support provided in all other locations.

Standard Business Hours means 8am to 5pm Local Time at the location of the respective Cisco TAC, on Business Days, for the handling of TAC calls.

Your access to and use of the Cloud Services may be suspended for the duration of unanticipated or unscheduled downtime, including as a result of catastrophic events, external denial of service or other security breach, or operational incidents.