



Offer Description: Cisco Crosswork Network Insights

This Offer Description (the “Offer Description”) describes Cisco Crosswork Network Insights. Your subscription is governed by this Offer Description and the Cisco Universal Cloud Agreement located at www.cisco.com/go/uca (or similar terms existing between you and Cisco) (the “Agreement”). 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 Crosswork Network Insights (“Cloud Service”) is a hosted application service that provides network routing analysis, visualization, and alerting on actionable network events. The Cloud Service collects near real-time routing information from active peering routers and maintains their Border Gateway Protocol (BGP) event history, aggregates Network Routing Data and Public Data Sources (defined below), and identifies the source of anomalies based on a consensus of the routing databases.

The following features are available as part of Cisco Crosswork Network Insights depending on the licensed features You purchase:

- Exterior Routing Data analysis; and/or
- Interior Routing Data analysis

2. Supplemental Terms and Conditions

2.1. Network Routing Data

The Cloud Service does not provide raw, unprocessed Network Routing Data to You. Cisco makes no warranty as to the accuracy, completeness, or the availability of the Network Routing Data obtained from the Public Data Sources or Your peering routers. If You reduce the number of Your peering routers, the quality analytics of the Cloud Service and richness of Network Routing Data will be similarly reduced and Cisco is not liable for such reduction.

2.2. Event Notification

The Cloud Service is designed to provide network event notifications and alarms via the software dashboard, SMS, and email. However, Cisco does not guarantee that each instance of an alarm or event notification will be delivered to You via SMS or email because Cisco does not have control over third party systems, equipment, or connectivity services.

2.3. Internet Number Resources

As part of the Cloud Service, You may have access to the contact information of Internet number registrants. You may only use such contact information (a) to ensure the uniqueness of Internet number resource usage; or (b) in Your normal course of business in providing network and Internet services. If You wish to use such contact information for other purposes, You must obtain permission from the applicable Regional Internet Registry entity.

You will not resell, repackage, distribute, publish, or otherwise make publicly available such contract information. Additionally, You may not use such contact information in any manner that (a) violates or infringes the rights of others, including privacy rights; or (b) is unlawful, threatening, abusive, defamatory, obscene, or otherwise objectionable.

3. Data Protection

Cisco's data protection obligations are set forth in the Agreement. Additionally, the Cisco Crosswork Network Insights Privacy Data Sheets (available [here](#)) supplement the Cisco Privacy Statement and describe the Personal Data that Cisco collects and processes as part of the delivery of the Cloud Services.

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.

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 Support Service	Technical Support Coverage	Response Time Objective for Case Severity 1 or 2	Response Time Objective for Case Severity 3 or 4
Basic with Phone Support	24x7 via Phone & Web	Response within 1 hour	Response within next Business Day
Basic with Online Support	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.

Definitions

"Network Routing Data" means a collection of one or more IP address blocks that provide availability and path information.

"Public Data Sources" means the data made publicly available on the websites hosted by Reseaux IP Europeens Network Coordination Center, the University of Oregon, any successor website to one or both of these websites, and any additional public website that hosts data substantially similar to these websites.