



Offer Description – Product

Cisco IoT Operations Dashboard

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 the Supplemental End User License Agreement or SEULA mean Offer Description.

1. Summary

Cisco IoT Operations Dashboard is a suite of services including Cisco Edge Device Manager, Cisco Secure Equipment Access, Cisco Industrial Asset Vision, and Cisco Edge Intelligence (the “**Product**”).

1.1 Cisco Edge Device Manager

Cisco Edge Device Manager is a management dashboard for industrial networks and sensors. It provisions, monitors, and manages Cisco hardware products including the Cisco Industrial Routers and Gateways listed here: <https://developer.cisco.com/docs/iotod/#!/supported-devices-and-firmware> (collectively the “**Supported Hardware**”). The Edge Device Manager enables customers to bring new gateways online in minutes instead of days – and manage them remotely. It also streamlines provisioning and provides ongoing visibility and control of Cisco Supported Hardware.

1.2 Cisco Secure Equipment Access

Cisco Secure Equipment Access enables customers to remotely access to devices connected to Supported Hardware which is managed in the IoT Operations Dashboard. This can be used to directly troubleshoot and monitor the connected devices via a range of supported protocols, including HTTP/S, SSH, Telnet, RDP, and VNC.

1.3 Cisco Industrial Asset Vision

Cisco Industrial Asset Vision is an all-in-one solution that simplifies asset and facility monitoring in outdoor or industrial indoor environments. It supports a family of industrial sensors that provide telemetry and location information for assets and facilities. The industrial sensors are preintegrated with the Cisco Wireless Gateway for LoRaWAN and IoT Operations Dashboard. With the Industrial Asset Vision mobile application (available for Apple IOS and Android), You can onboard some of the Supported Hardware (like Cisco Wireless Gateways for LoRaWAN and the Cisco IoT Industrial Sensors) to IoT Operations Dashboard and view device status information.

1.4 Cisco Edge Intelligence

Cisco Edge Intelligence is designed for the edge devices listed at <https://developer.cisco.com/docs/iotod/#!/edge-intelligence-overview-supported-devices-and-firmware>, which simplifies the secure delivery of IoT data to the right applications at the right time, either on premises or in the cloud. It includes developer-friendly tools to create intelligent data logic for IoT edge execution, the ability to govern the flow of IoT data at granular levels before data leaves the operational environments,

and pre-integration with certain IoT platforms and applications to easily share data from the IoT edge to multi-cloud destinations.

2. Support and Other Services

Your purchase of the Product includes basic [Cisco Software Support Services](#).

3. Performance Standards

Service Level Objective. The Service Level Objective (“SLO”) attached to this Offer Description applies to the Product.

4. Data Protection

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

5. Special Terms

Scheduled and Unscheduled Maintenance. Cisco will provide notification of unscheduled maintenance resulting from urgent circumstances and will also provide at least seven days’ notice of scheduled maintenance, both on the systems status site located at <https://status.ciscoiot.com/>. There You can subscribe to receive notifications about maintenance activities and status updates via email or SMS.



Service Level Objective

Cisco IoT Operations Dashboard

This Service Level Objective (“SLO”) applies to Cisco IoT Operations Dashboard as set out in the [Offer Description](#). If capitalized terms are not defined in this SLO, then they have the same meaning as under the Offer Description.

1. Service Levels

Cisco endeavors to deliver the Product to meet or exceed the Service Levels described in this SLO. The Service Levels are used solely for the parties to monitor the performance of the Product. Cisco is not liable whatsoever if the Product fails to meet a Service Level.

1.1 **Performance Measurement.** Cisco will measure and determine whether it has achieved the applicable Service Level.

1.2 **Service Levels.** Cisco will use the service levels listed below (“**Service Levels**”) to monitor performance.

- (A) Recovery Point Objective (“RPO”). RPO is defined as the maximum targeted period in which data might be lost from the Product due to a major incident. The RPO target for the Product is 24 hours.
- (B) Recovery Time Objective (“RTO”). RTO is the targeted duration of time and a service level within which the Product must be restored after a disaster (or disruption) in order to avoid unacceptable consequences associated with a break in business continuity. The RTO target for the Product is 12 hours.
- (C) Service Availability. Cisco will use commercially reasonable efforts to deliver the Product so that the Product meets or exceeds the service level described in the table below.

| | |
|-------------------------------|--|
| Service Level (target) | During each Measurement Period, the Availability of the Product will be 99.5% or greater |
| Measurement Period | One calendar month |

1.3 **Performance Reports.** Upon Your written request within 30 days after the end of the applicable Measurement Period, Cisco will provide a report on the Service Levels for the relevant measurement period.

(1) Definitions

“**Availability**” is calculated as follows and converted into a percentage.

$$\frac{\text{Total Service Time} - \text{Total Outage Time}}{\text{Total Service Time}}$$

“**Qualifying Outage**” means the time that the Product are not functioning as described in the Offer Description.

“**Total Outage Time**” means the aggregate total time for all Qualifying Outages during a Measurement Period (rounded upward to the nearest minute). To calculate Total Outage Time, each Qualifying Outage

will:

- (A) Begin when Cisco log an incident ticket based on our own identification of a Qualifying Outage or upon confirming a Qualifying Outage You report to Cisco; and
- (B) end when the Core Services are restored.

“**Total Service Time**” means the total number of minutes in a Measurement Period (calculated by multiplying 60 (minutes) by 24 (hours) by the number of calendar days in the Measurement Period).

(2) Non-Qualifying Outages -

It is not a Qualifying Outage if Cisco fails to meet the Service Level for any of the following reasons:

- (a) Scheduled maintenance or emergency maintenance (‘emergency maintenance’ is unscheduled maintenance where Cisco performs work to prevent or mitigate an outage or degradation of the Product or to prevent or mitigate a security incident);
- (b) Due to Your integrations or any applicable third-party software, hardware, or services not provided by Cisco;
- (c) You are using a beta, evaluation, or trial version of the Product;
- (d) Your failure to (1) use the Product or perform responsibilities in accordance with Your applicable agreement (e.g., General Terms), Offer Description, or the Documentation, or (2) apply updates or upgrades when made available; or
- (e) Factors outside of our reasonable control, such as events described as Force Majeure in Your applicable agreement, Internet outages, pandemics, acts of government, industry-wide shortages, failures, or delays of common carriers.

2. Response to Service Level Failure

If Cisco fails to meet the applicable Service Level for a given measurement period, Cisco will:

- (A) Conduct a root cause analysis of why Cisco failed to meet the applicable Service Level; and
- (B) implement reasonable measures to prevent the failure from recurring.

3. Customer Responsibilities

Customer will:

- (A) make available to Cisco a single point of contact to cooperate with Cisco and respond to any Cisco requests with respect to verifying an outage or Service Level performance.
- (B) provide such information as may be reasonably requested by Cisco to help Cisco in resolving an outage.
- (C) provide Cisco with such cooperation and assistance as may be reasonably required to help verify the accuracy of Cisco’s measurements and analysis of its performance consistent with the applicable Service Level.